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Introduction

Managing the facilities of today's high-end and high-availability data centres is an extremely demanding and complex task which is often underestimated. There is often very little appreciation and understanding of the complexities of managing today's mission-critical data centres where downtime is not an option, especially since many of the data centres are operating at, or near, their design limits. Operations management at the facilities layer makes all the difference. Even a data centre designed to the highest redundancy level as per the ANSI/TIA-942 standard could still experience many unscheduled downtime events due to poor planning, operations, maintenance and management processes.

The CDFOM® (Certified Data Centre Facilities Operations Manager) course is a three-day course which will enable data centre managers to gain in-depth knowledge of managing data centre operations from planning to monitoring and reporting. This course breaks down the complexity of managing a mission-critical high-availability data centre facility into manageable and systematic processes. Not only are the topics covered based on international standards, the course includes best-practices by seasoned data centre professionals with many years' experience managing global data centre facilities. The CDFOM® is an intensive course packed with a lot of information which brings tremendous value to the participants, enabling them to improve the operations of their data centre. The course is fully aligned with the DCOS® (Data Centre Operations Standard).

Roadmap



Audience

The primary audience for this course is someone who works, or has ambition to work, in a leadership role in data centre operations such as a data centre facilities manager, data centre operations manager, who has the responsibility to achieve and improve the high-availability and manageability of the data centre operations.

Global Accreditation & Recognition



Prerequisites

It is advisable for the participants to have some experience in data centre operations although it is not required. It is highly recommended to attend the DCFC®/CDCP® course before attending the CDFOM® course.

Course Benefits

After completion of the course the participant will be able to:

- ☑ Perform the needs analysis translating business requirements to data centre services
- ☑ Set-up and manage the data centre operations team
- ☑ Implement and monitor safety- and security practices
- ☑ Identify a suitable maintenance program for the data centre facility and its equipment
- ☑ Select the appropriate policies and procedures required for data centre operations
- ☑ Monitor the data centre availability, capacity and capability
- ☑ Manage and implement basic data centre projects
- ☑ Set-up and implement an environmental sustainability program
- ☑ Select an appropriate back-up site to support organizational resilience
- ☑ Identify and respond to risk in the data centre
- ☑ Manage and support the document life cycle
- ☑ Create a basic budget proposal
- ☑ Select and manage vendors and measure their performance
- ☑ Manage data centre assets

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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Governance, Risk and Compliance: Covers management framework including compliance, risk management, document control, financial management, and vendor oversight.
Topic 2	<ul style="list-style-type: none"> • Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.

Topic 3	<ul style="list-style-type: none"> • Project Management: Covers project execution including management principles, organizational structures, and project phases.
Topic 4	<ul style="list-style-type: none"> • The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.
Topic 5	<ul style="list-style-type: none"> • Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.
Topic 6	<ul style="list-style-type: none"> • Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q45-Q50):

NEW QUESTION # 45

What is a qualitative risk analysis?

- A. It describes the impact and probability of potential consequences
- B. It prioritizes risk for the risk evaluation and risk treatment team
- C. It assigns values to the probability of potential consequences
- D. It uses monetary values to express the possible financial loss in a related incident

Answer: A

Explanation:

Qualitative risk analysis is the process of assessing risks using descriptive, non-numerical, and categorical scales to evaluate:

- * Probability (likelihood)
- * Impact (severity)

It often uses terms like:

- * Low / Medium / High
- * Minor / Moderate / Severe
- * Likely / Unlikely

This analysis supports prioritization, but the definition itself is about describing impact and probability, not financial quantification.

Why other options are incorrect:

- * A describes quantitative risk analysis (monetary values).
- * B is incomplete; qualitative analysis assesses both impact AND likelihood.
- * D is an outcome of qualitative analysis, not the definition.

Thus, C is the correct answer.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Qualitative analysis assesses likelihood and impact using descriptive scales.
- * Used when monetary or statistical values are not required.

NEW QUESTION # 46

Failure probability of mechanical equipment components is high, and management wants to keep downtime to an absolute minimum. Which is the best spare part option to choose?

- A. Only high-cost parts at site
- **B. Full parts at site**
- C. Basic parts at site
- D. No parts at site

Answer: B

Explanation:

Having the correct spare parts strategy is critical for minimizing downtime, especially for mechanical systems such as chillers, CRAC units, pumps, AHUs, and cooling distribution systems. Within the EPI Facilities Management framework, downtime risk and spare parts strategy are tightly linked. When the probability of component failure is high, or uptime requirements are extremely stringent, the recommended approach is to maintain full spare parts onsite. This ensures rapid replacement of any failed component without waiting for vendor delivery, logistics, or procurement delays.

A full parts at site strategy means that all critical consumable and non-consumable parts—motors, sensors, belts, bearings, filters, control boards, valves, and other essential components—are immediately available.

This is the approach used in high-availability data centers targeting Tier III or Tier IV performance levels or facilities operating with strict SLA commitments.

Options A and B increase repair time because missing parts cause extended outages waiting for shipment or vendor arrival. Option D is ineffective because lower-cost parts often fail more frequently, making only high-cost inventory insufficient.

Thus, the safest, lowest-downtime option is full parts at site.

NEW QUESTION # 47

Job descriptions need to be created.

What is the main purpose for doing so?

- A. To provide employees with an understanding of their career progression
- B. To provide employees with information on possible early retirement
- **C. To provide employees with clarity on their job scope**
- D. To provide employees a view on their salary development

Answer: C

Explanation:

In EPI's organizational framework, a job description is a core document used to clearly define:

- * Responsibilities
- * Tasks
- * Required skills
- * Reporting relationships
- * Expected deliverables
- * Operational boundaries

The primary purpose is to ensure clarity of job scope, which enables:

- * Alignment of responsibilities
- * Prevention of role ambiguity
- * Proper expectation setting
- * Performance evaluation transparency
- * Workforce planning

While job descriptions may indirectly influence salary, promotions, or career paths, these are not their primary purpose.

Thus, the correct answer is B.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Job descriptions define job scope, tasks, and responsibilities.
- * They support clarity and alignment within the organizational structure.

NEW QUESTION # 48

According to the World Economic Forum, which of the below is the largest global risk of the next decade?

- **A. Global climate change**
- B. Air quality in large cities
- C. Earthquakes
- D. Water scarcity

Answer: A

Explanation:

While not strictly internal to EPI's core domain (which deals with data centre operations), this question refers to the external risk landscape, as identified by the World Economic Forum (WEF). The WEF's Global Risks Report 2025 shows that environmental risks dominate the 10-year horizon, with extreme weather, ecosystem collapse, and climate-related disruption ranking highest. Specifically, global climate change (or extreme weather/climate-related events) is rated as the most severe risk over the next decade. While water scarcity and air quality are significant, the WEF ranks climate change / extreme weather as the top long-term threat. Therefore, option A is the most correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Environmental sustainability forms a major component of data centre operations risk and resilience planning.

* External macro-risks such as climate change must be integrated into facility resilience, power planning, cooling design, and business continuity strategies.

NEW QUESTION # 49

What is the purpose of a weight factor in a Request for Proposal (RFP) evaluation matrix?

- **A. To reflect the importance of the selection criteria**
- B. To allow for full negotiation once vendors are shortlisted
- C. To control the prices of the various offerings received
- D. To provide an overview of the number of employees working for the vendor

Answer: A

Explanation:

In an RFP evaluation matrix, weight factors are applied to highlight the relative importance of each evaluation criterion.

Examples of weighted criteria include:

* Technical compliance

* Response time

* Cost

* Vendor capability

* Warranty terms

* SLA performance

The weight factor ensures that more critical criteria influence the final score more heavily, enabling an objective and structured vendor selection.

Why the other options are incorrect:

* A: Weighting does not control prices.

* C: Negotiation comes after scoring.

* D: Workforce size is not the purpose of weighting.

Thus, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Weighted scoring ensures high-priority criteria significantly influence vendor selection.

* Supports objective and transparent procurement.

NEW QUESTION # 50

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