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Topic	Details
Topic 1	• Managing Safety & Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.
Topic 2	• Governance, Risk and Compliance: Covers management framework including compliance, risk management, document control, financial management, and vendor oversight.
Topic 3	• The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.
Topic 4	• Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.

Topic 5	• Monitoring • Reporting • Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 6	• Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 7	• Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.
Topic 8	• Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q30-Q35):

NEW QUESTION # 30
What is defined by the Recovery Time Objective (RTO)?

- A. The maximum age of the data to be restored in case of a disaster
- B. The time within which the impacts of not resuming activities would become unacceptable to the organization
- C. The minimum level of service required to be operational again
- D. The prioritized timeframes for resuming disrupted activities at a specified minimum acceptable capacity

Answer: D

Explanation:
In organizational resilience and business continuity planning, theRecovery Time Objective (RTO)is a core metric used to determine the acceptable downtime for each business function.
EPI defines RTO as the:
"Targeted duration within which disrupted services or processes must be restored to a minimum acceptable operational level after a disaster." Key points:
* Timeframe for RecoveryThe RTO identifieshow quicklya facility, system, or service must be restored before the outage causes unacceptable consequences.
* Minimum Service CapacityThe RTO refers to restoring operationsat a minimum acceptable level, not full normal operations.
* Business Impact Analysis (BIA) OutputRTO is derived during BIA where criticality and dependencies of business processes are assessed and prioritized.
* Prioritization of ResourcesRTO informs disaster recovery planning, resource allocation, and restoration sequencing.
Therefore, the correct definition matches:
D - "The prioritized timeframes for resuming disrupted activities at a specified minimum acceptable capacity." Why the other options are incorrect:
* Adescribes the MTPD (Maximum Tolerable Period of Disruption).
* Bdescribes elements of the Minimum Business Continuity Objective (MBCO).
* Cdescribes the Recovery Point Objective (RPO).
EPI DCFOM-Aligned Reference Concepts (Paraphrased, Not Verbatim)
* RTO defines the permitted downtime for a service.
* RTO is linked to minimum acceptable capability after recovery.

* RTO is determined through BIA.

NEW QUESTION # 31
Customer surveys and complaints provide input for

- A. Service portfolio
- B. Needs Analysis
- C. Service Improvement Process
- D. Capability assessment

Answer: C

Explanation:
In Service Level Management (SLM), EPI highlights thatcustomer feedback-such as surveys, complaints, and satisfaction assessments-is a core driver for the Service Improvement Process (SIP).
The SIP is designed to:
* Identify weaknesses in services
* Address dissatisfaction
* Improve service delivery quality
* Optimize process performance
* Remove recurring issues
Customer surveys and complaints provide:
* Direct feedback on service experience
* Indicators of service quality gaps
* Evidence of unmet expectations
* Insights for corrective and preventive actions
These are theprimary input sourcesfor generating SIP actions.
Why the other options are not correct:
* A. Needs Analysis- focuses on understanding customer requirements before service definition, not post-operational feedback.
* C. Capability Assessment- evaluates internal service delivery capability, not customer perception.
* D. Service Portfolio- defines available services, not improvements.
Therefore,Service Improvement Processis the correct selection.
EPI DCFOM-Aligned Reference Concepts (Paraphrased)
* SIP is fueled by customer feedback such as complaints and surveys.
* SLM uses feedback to drive improvements and maintain SLA quality.

NEW QUESTION # 32
Which is not a specific leadership quality?

- A. Empathy
- B. Honesty
- C. Funny
- D. Accountability

Answer: C

Explanation:
Leadership qualities emphasized in EPI's data center organizational framework include:
* Accountability: taking ownership of decisions and actions.
* Empathy: understanding staff perspectives and motivating teams.
* Honesty: demonstrating integrity and trustworthiness.
These traits support effective team management, professional communication, and high-reliability operations in mission-critical environments.
"Funny"is not a leadership quality recognized in any professional leadership framework.
While being personable can help morale, humor isnota leadership competency.
Thus,Dis the correct answer.
EPI DCFOM-Aligned Reference Concepts (Paraphrased)
* Leadership qualities relate to responsibility, integrity, and the ability to motivate and support teams.
* Humor is not a defined leadership competency.

NEW QUESTION # 33

Maintenance works need to be outsourced to a vendor. During the service requirement gap analysis, the data center manager concludes it is best to offload internal resources.

In which category has the gap been identified?

- **A. Organizational**
- B. Financial
- C. Practical
- D. Technical

Answer: A

Explanation:

A gap analysis aims to identify deficiencies between required capabilities and existing capabilities. When the data center manager determines that internal resources need to be offloaded, the issue relates to organizational capability-specifically staffing levels, workload capacity, skills distribution, or the ability to sustain operational commitments. Organizational gaps occur when internal staff cannot adequately perform the required tasks due to lack of time, insufficient headcount, absence of specialized expertise, limited shift coverage, or excessive workload. In such cases, outsourcing maintenance becomes a strategic approach to stabilize operations and prevent burnout or operational risk.

This decision is not financial (Option A), because the trigger is resource relief, not budget constraints. It is not technical (Option C), which would relate to technical skills, tools, or system complexity. It is also not practical (Option D), which would indicate logistical or physical constraints. Instead, the need to offload workload is directly tied to internal organizational limitations.

Thus, the correct category isOrganizational.

NEW QUESTION # 34

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

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

Answer: B

Explanation:

In an RFP evaluation matrix,weight factorsare applied to highlight therelative importanceof 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,Bis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Weighted scoring ensures high-priority criteria significantly influence vendor selection.
* Supports objective and transparent procurement.

NEW QUESTION # 35

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