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## EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Project Management: Covers project execution including management principles, organizational structures, and project phases.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• Managing Safety &amp; Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>• Monitoring</li><li>• Reporting</li><li>• Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.</li></ul>
Topic 7	<ul style="list-style-type: none"><li>• Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.</li></ul>
Topic 8	<ul style="list-style-type: none"><li>• Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.</li></ul>

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### EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q23-Q28):

#### NEW QUESTION # 23

Which process is not part of the 6-step document management life cycle?

- A. Destruction
- B. Creation
- C. Provisioning
- D. Publication

**Answer: C**

Explanation:

EPI's document management methodology follows a 6-step structured life cycle for all controlled documentation used in a data center (e.g., SOPs, MOPs, EOPs, safety documents, policies, maintenance procedures).

The life cycle ensures all documents remain current, controlled, traceable, and properly retired.

The six recognized stages in the EPI-aligned document management life cycle are typically:

- \* Creation- The document is drafted and developed.
- \* Review- Subject matter experts verify technical correctness.
- \* Approval- Authorized managers approve it for release.
- \* Publication / Release- Document is issued for operational use under control.
- \* Maintenance / Updates- Regular updates and version control.
- \* Archival / Destruction- Retired versions are archived or securely destroyed.

Within this structure, "Provisioning" is not a recognized document life-cycle step in EPI's DCFOM framework.

Provisioning is a term used in IT or service management (e.g., server or user provisioning) but not in document control life cycles.

Therefore, Option C (Provisioning) is the correct answer.

EPI DCFOM-Aligned Reference Concepts (Paraphrased, Not Verbatim)

- \* Document management requires strict version control procedures.
- \* The document life cycle includes creation, review, approval, publication, maintenance, and destruction /archival.
- \* "Provisioning" is not part of the document lifecycle in the EPI framework.

#### NEW QUESTION # 24

What is a qualitative risk analysis?

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

**Answer: C**

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 # 25

A recent cooling equipment failure resulted in a sudden shutdown of IT systems. Although the service provider was quickly on-site, it eventually took more than 12 hours for the cooling equipment to be repaired. Management wants to prevent this from happening again.

What is the best response?

- A. Upgrade to a basic contract
- **B. Upgrade to a comprehensive contract**
- C. Upgrade to an exclusive contract
- D. Upgrade to a Time & Material contract

**Answer: B**

Explanation:

EPI defines several maintenance contract models, each offering different levels of service and support. In the scenario described, long repair time caused unacceptable downtime. To reduce risk, the organization needs a contract that provides:

- \* Faster response
- \* Faster repair time
- \* Better availability of spare parts
- \* Preventive and corrective coverage
- \* Minimum downtime guarantees

A comprehensive maintenance contract provides:

- \* Full service coverage
- \* Labor + parts
- \* Priority response levels
- \* Faster restoration times
- \* Predictable maintenance costs
- \* Better uptime assurance
- \* Increased provider accountability

Why the other options are incorrect:

- \* A (Time & Material): Slowest and most unpredictable; not suitable for critical cooling systems.
- \* B (Basic contract): Limited coverage; still leaves long repair times.
- \* D (Exclusive contract): Typically refers to dedicated on-site or embedded teams, but not the standard EPI contract step-up for improved uptime.

Thus, C - Comprehensive contract is the best option.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- \* Comprehensive contracts provide enhanced support, faster repairs, and full coverage.
- \* Suitable for critical infrastructure like cooling systems.

### NEW QUESTION # 26

Customers of the data center want to know how much of the data center's power comes from renewable sources.

What should the data center service provider do to respond to these requests?

- A. Request the power company to provide an estimate
- B. Inform the customer that it is not possible to exactly determine how the power is generated

- C. Implement the Renewable Energy Factor (REF) and report accordingly
- D. Ignore the request since the source of power generation is not part of the SLA

**Answer: C**

Explanation:

Within EPI's Environmental Sustainability framework, the Renewable Energy Factor (REF) is the recommended metric for determining and reporting how much of a data center's consumed power originates from renewable energy sources. REF provides a standardized, transparent, and repeatable method for calculating the renewable component of the total energy supply. This is essential because power grids draw energy from mixed sources, and data centers must demonstrate sustainability performance accurately and consistently, especially when customers demand visibility into carbon-related metrics.

Implementing REF allows the data center to quantify renewable contributions from sources such as solar, wind, hydro, geothermal, or certified renewable energy certificates. It also enables customers to compare sustainability performance across providers, improving trust and supporting corporate environmental objectives. REF becomes part of the data center's transparency strategy, demonstrating commitment to responsible energy usage and aligning with global sustainability expectations.

Options A and B are insufficient and unprofessional; energy providers may give general data, but these are not standardized for reporting purposes. Option C is inappropriate because sustainability transparency is increasingly demanded even if not in the SLA. Therefore, implementing REF is the correct and industry-aligned response.

### NEW QUESTION # 27

The data center is conducting a needs analysis.

Which of the below is an activity of the needs analysis?

- A. Identifying the required headcount to operate the service
- B. Identifying the current usage for power and cooling
- C. Identifying the operating hours for the service
- D. Identifying monitoring requirements

**Answer: C**

Explanation:

Needs Analysis determines what the customer or business requires from a service.

This includes:

- \* Required service hours / operating hours
- \* Availability expectations
- \* Business functional requirements
- \* Legal and compliance requirements
- \* Physical infrastructure needs (power, cooling, space)
- \* Performance and capacity needs

Identifying operating hours is a core part of defining service requirements.

Why other options are incorrect:

- \* B: Current resource usage is part of infrastructure assessment, not needs analysis.
- \* C: Staffing is part of capability assessment.
- \* D: Monitoring requirements come after service definition and design.

Thus, A is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- \* Needs analysis determines service operation hours, business needs, and requirements.
- \* It precedes capability assessment and service design.

### NEW QUESTION # 28

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