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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Project Management: Covers project execution including management principles, organizational structures, and project phases.
Topic 2	<ul style="list-style-type: none">Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.
Topic 3	<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 4	<ul style="list-style-type: none">Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing contracts, scheduling, spare parts, and contamination control.
Topic 5	<ul style="list-style-type: none">Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.
Topic 6	<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 7	<ul style="list-style-type: none">Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q51-Q56):

NEW QUESTION # 51

Maintenance needs to be outsourced; management demands a contract option with the lowest risk possible. Which is the best option to choose?

- A. Basic/standard/non-comprehensive
- B. Time and Material
- **C. Comprehensive**
- D. Exclusive

Answer: C

Explanation:

Among maintenance contract models, the Lowest-Risk option is the:

Comprehensive Contract

A comprehensive maintenance contract includes:

- * Preventive maintenance
- * Corrective maintenance
- * Replacement parts
- * Labor costs
- * Priority response times
- * Faster repair and recovery
- * Predictable costs
- * Strong service guarantees
- * Higher reliability and lower operational risk

Why other options are incorrect:

- * A - Basic: Limited coverage; higher risk of delays.
- * B - Time & Material: Highest financial and operational risk.
- * D - Exclusive: Typically an enhanced premium model but not the primary "lowest risk" category in EPI's standard contract structure.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * A comprehensive contract provides the lowest operational risk for critical infrastructure.
- * Offers full-service coverage and fastest response times.

NEW QUESTION # 52

Key Performance Objectives (KPOs) need to be defined.

What is a suitable time period for KPOs?

- **A. Weekly, monthly and yearly**
- B. Only monthly
- C. Only weekly
- D. Only yearly

Answer: A

NEW QUESTION # 53

What is defined by the Recovery Time Objective (RTO)?

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

Answer: B

Explanation:

In organizational resilience and business continuity planning, the Recovery 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 Recovery The RTO identifies how quickly a facility, system, or service must be restored before the outage causes unacceptable consequences.

* Minimum Service Capacity The RTO refers to restoring operations at a minimum acceptable level, not full normal operations.

* Business Impact Analysis (BIA) Output RTO is derived during BIA where criticality and dependencies of business processes are assessed and prioritized.

* Prioritization of Resources RTO 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:

* A describes the MTPD (Maximum Tolerable Period of Disruption).

* B describes elements of the Minimum Business Continuity Objective (MBCO).

* C describes the Recovery Point Objective (RPO).

EPI DCFOM-Aligned Reference Concepts

* RTO defines the permitted downtime for a service.

* RTO is linked to minimum acceptable capability after recovery.

* RTO is determined through BIA.

NEW QUESTION # 54

The organization is implementing an information security management system (ISMS).

What is the common process model to follow?

- A. PCI-DSS
- B. PDCA
- C. SMART
- D. ROI

Answer: B

Explanation:

The ISMS framework (aligned with ISO 27001) follows the PDCA cycle:

P - Plan

D - Do

C - Check

A - Act

This model ensures:

* Continuous improvement

* Systematic risk management

* Documented policies and controls

* Regular audits and corrective actions

Why other options are incorrect:

* A - SMART: For objective setting, not ISMS.

* B - PCI-DSS: A security compliance standard, not a process model.

* C - ROI: A financial metric, unrelated.

Thus, D is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * ISMS implementation is based on PDCA methodology.
- * Ensures continuous improvement of security controls.

NEW QUESTION # 55

The data center is conducting a needs analysis.

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

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

Answer: D

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 # 56

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