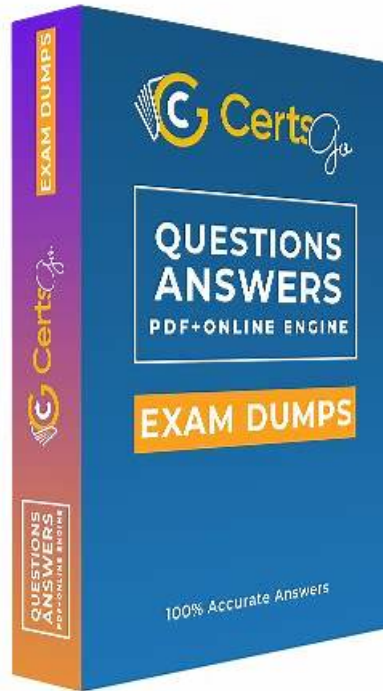# CDFOM Test Prep Like the Real Exam Questions Can Help You Pass CDFOM Exam - TrainingDumps

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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	• Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.
Topic 2	• Governance, Risk and Compliance: Covers management framework including compliance, risk management, document control, financial management, and vendor oversight.
Topic 3	• Project Management: Covers project execution including management principles, organizational structures, and project phases.
Topic 4	• Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.

Topic 5	• Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.
Topic 6	• Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q19-Q24):

NEW QUESTION # 19
Data center operators complain about receiving too many non-alarm conditions.
What is the best response?

- A. Retrain staff on how to monitor the data center equipment
- B. Upgrade the monitoring system software to the latest version
- C. Instruct data center operators to ignore the non-alarm notifications
- D. Conduct a review of alarm information

Answer: D

Explanation:
When operators receive excessive non-alarm notifications, this indicates that:
* Thresholds are not well-configured
* Events are misclassified
* Alarm definitions are incorrect
* Monitoring profiles require tuning
EPI's monitoring best practices state that the correct response is to:
Review alarm information and adjust definitions, thresholds, and filtering.
This ensures that:
* Only relevant alarms reach operators
* Noise is minimized
* Operators maintain focus on true issues
* SLA-related metrics are accurately monitored
Why other options are incorrect:
* A: Training is secondary and will not fix incorrect alarm settings.
* C: Ignoring notifications is dangerous and violates operational control.
* D: Upgrading software may not resolve the underlying configuration problem.
Thus, B is correct.
EPI DCFOM-Aligned Reference Concepts (Paraphrased)
* Monitoring systems must generate actionable alarms, not noise.
* Alarm thresholds and event filters must be reviewed and optimized regularly.

NEW QUESTION # 20
Which is not a specific leadership quality?

- A. Accountability
- B. Funny

- C. Empathy
- D. Honesty

Answer: B

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 # 21
In what situation can an individual applying for a security job be exempted from a background screening?

- A. The individual is well-experienced in law enforcement.
- B. The individual must be screened with no exception.
- C. The individual is holding a professional security training certificate
- D. The individual has previously worked in a similar position

Answer: B

Explanation:
EPI's physical security framework requiresmandatory background screeningforallindividuals assigned to security roles, regardless of:
* previous experience
* certifications
* law enforcement background
* length of employment
Security personnel have privileged access to sensitive areas and are responsible for enforcing access control, incident response, and compliance. Therefore:
* No exemptionsare permitted.
* Prior experience or certification doesnotreplace a formal background check.
* Even previous law enforcement staff must undergo screening.
Thus, the correct answer isC.
EPI DCFOM-Aligned Reference Concepts (Paraphrased)
* Background screening is mandatory for all security personnel.
* No exceptions are permitted, regardless of experience or qualifications.

NEW QUESTION # 22
The data center organization conducted a customer satisfaction survey and concluded that a very low number of customers participated.
What is the most likely cause?

- A. The survey was not sent on behalf of the data center manager
- B. The survey was sent by postal mail instead of e-mail
- C. The survey did not have enough questions
- D. The survey had too many questions

Answer: D

Explanation:
Customer satisfaction surveys must be concise, relevant, and easy to complete. EPI's service improvement guidance emphasizes that

survey fatigue occurs when surveys are overly long or contain too many detailed questions, causing customers to abandon them. The most common reason for low participation isexcessive number of questions, making the survey time-consuming or overwhelming. In modern service environments, customers expect short, focused surveys that can be completed quickly. Surveys with more than a handful of core questions often have dramatically reduced response rates.

Option A (not enough questions) would not reduce participation; shorter surveys typically perform better.

Option B (not sent by the data center manager) may influence perception but does not typically impact participation significantly.

Option D (postal mail) is outdated but still not as strong a factor as excessive survey length-especially because the question does not indicate this method was used.

Therefore, the most likely root cause for poor participation is thatthe survey had too many questions.

NEW QUESTION # 23

When is the right moment to label assets?

- A. The moment of commissioning the equipment for production
- B. The moment of testing the equipment
- C. The moment support and maintenance contracts apply
- D. The moment of unpacking the equipment

Answer: D

Explanation:
EPI guidelines on asset management state that assets should betagged and entered into the asset management database as early as possible, specifically:

At the moment of unpacking.

Reasons:

* Prevents loss or misplacement
* Ensures traceability during staging, testing, and installation
* Supports lifecycle tracking from the earliest stage
* Ensures accurate configuration and inventory management

Why other options are incorrect:

* A: Contract activation is unrelated to labeling.
* C: Testing occurs after unpacking; labeling must precede it.
* D: Commissioning is too late; the asset must already be tracked.

Thus,Bis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Asset labeling begins as soon as equipment is unpacked.
* Early tagging ensures full lifecycle traceability and compliance.

NEW QUESTION # 24

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