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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">• Monitoring• Reporting• Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 4	<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 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"> Managing Safety & Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q28-Q33):

NEW QUESTION # 28

What is the main reason for (senior) management to be scheduled into the 'on-duty' roster?

- A. It provides management hands-on experience solving incidents.
- B. It involves management when incidents are escalating**
- C. It provides management better insights with the number of incidents occurring
- D. It assists management in optimally reviewing monitoring thresholds

Answer: B

Explanation:

Senior management is included in the duty roster to support escalation procedures.

In EPI's operational model:

- * Managers are not part of routine monitoring or incident handling.
- * Their role is to intervene only when an incident escalates beyond operational authority, such as major outages, SLA-impacting events, or high-risk situations.
- * Management provides decision-making, authorization, and resource allocation during escalations.

Why other options are incorrect:

- * A: Managers should not gain "hands-on" experience during incidents.
- * B: Incident reporting already provides insights; no roster needed.
- * D: Monitoring thresholds are reviewed separately, not via duty rosters.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Management is involved in the escalation layer, not daily operations.
- * Duty rosters ensure proper escalation handling and governance.

NEW QUESTION # 29

Welding works need to be conducted.

Is a Permit to Work (PTW) required and if so, what type of PTW?

- A. A PTW is required for cold work
- B. A PTW is required for energy work
- C. A PTW is required for hot work**
- D. Welding is covered under standard maintenance work, a PTW is not required

Answer: C

Explanation:

EPI's Permit to Work (PTW) system categorizes work activities based on risk levels to ensure safe execution and hazard control within the data center.

Welding operations involve open flame, sparks, high heat, molten metal, and ignition sources, making them a high-risk activity.

In EPI safety doctrine, welding is explicitly classified under "Hot Work." Hot Work includes activities such as:

- * Welding
- * Cutting
- * Grinding
- * Brazing
- * Soldering
- * Flame use or spark-producing tools

Because of the fire ignition potential, a Hot Work Permit is mandatory before welding can begin.

The Hot Work PTW ensures:

- * Fire watch personnel are assigned
- * Fire suppression systems are prepared or temporarily disabled with compensating controls
- * Surrounding area is inspected for combustible material
- * Correct PPE is used
- * Hot-work zoning, barriers, and extinguishers are in place
- * Post-work monitoring is performed

Therefore, Option D (A PTW is required for hot work) is the correct and EPI-aligned answer.

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

- * The PTW system ensures hazardous activities are controlled.
- * Welding is classified as Hot Work.
- * Hot Work requires a dedicated PTW with fire-risk mitigation and supervisory approval.

NEW QUESTION # 30

Job descriptions need to be created.

What is the main purpose for doing so?

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

Answer: A

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 # 31

Which types of maintenance service offerings are commonly offered by vendors?

- A. Basic, Premium, Premium +
- B. Silver, Gold, Platinum
- **C. Time & Material, Basic, Comprehensive**
- D. Basic, Normal, Comprehensive

Answer: C

Explanation:

EPI describes three commonly offered maintenance service levels in the data center industry:

- * Time & Material (T&M)
- * Pay per visit, per hour, and per part
- * No guaranteed response time
- * Lowest cost, lowest priority
- * Basic Contract
- * Includes scheduled preventive maintenance
- * Limited support for corrective issues
- * Faster response than T&M but still limited
- * Comprehensive Contract
- * Includes preventive + corrective maintenance
- * Parts + labor included
- * Priority response times
- * Best uptime protection

These are the standard, industry-recognized tiers reflected in EPI's training.

Why the other options are incorrect:

- * A and B are marketing labels used in some industries but not standard for data center facility maintenance.
- * C is not an EPI-recognized offering.

Thus, D is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Standard vendor offerings include T&M, Basic, and Comprehensive contracts.
- * Used widely for UPS, generators, cooling systems, and electrical infrastructure.

NEW QUESTION # 32

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 # 33

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