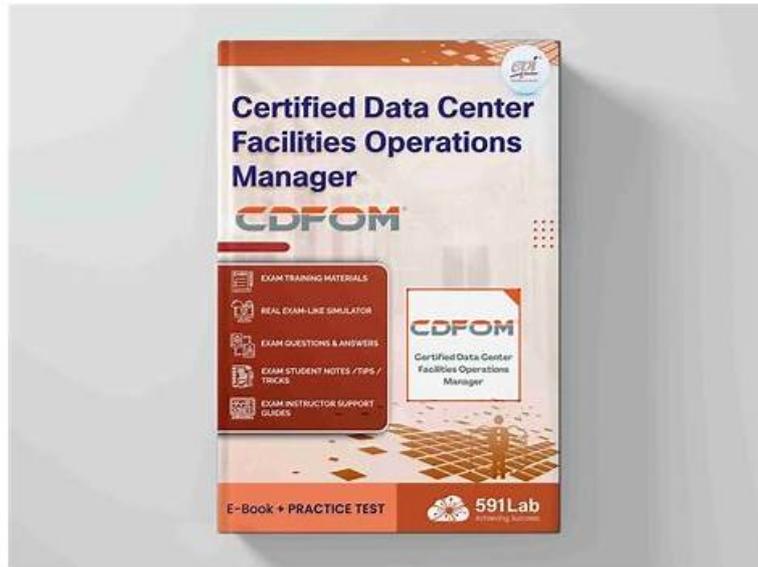


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EXIN CDFOM Exam Syllabus Topics:

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">• Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.
Topic 3	<ul style="list-style-type: none">• Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.

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 Safety & Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.
Topic 6	<ul style="list-style-type: none"> • Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.
Topic 7	<ul style="list-style-type: none"> • Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 8	<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 9	<ul style="list-style-type: none"> • Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.

EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q41-Q46):

NEW QUESTION # 41

What is the formula to calculate the PUE of a Data Center?

- A. $PUE = \text{Total generator capacity} / \text{total battery capacity}$
- B. $PUE = \text{Total facility power} / \text{Total IT equipment power}$
- C. $PUE = VA * PF$
- D. $PUE = \text{UPS input power} / \text{UPS output power}$

Answer: B

Explanation:

Power Usage Effectiveness (PUE) is the most widely recognized efficiency metric in the data center industry and is strongly emphasized within EPI's environmental sustainability and energy management teachings. PUE is designed to show how efficiently a data center uses energy, focusing specifically on how much of the total facility energy actually reaches the IT equipment. The correct formula is:

$$PUE = \text{Total Facility Power} \div \text{Total IT Equipment Power}$$

"Total Facility Power" includes all supporting infrastructure: cooling systems, UPS losses, power distribution losses, lighting, security, fire systems, and all auxiliary loads required to operate the data center. "Total IT Equipment Power" refers only to the active IT load such as servers, storage, and network devices.

A PUE value close to 1.0 indicates optimum energy efficiency, meaning nearly all facility energy is being consumed directly by IT operations. Higher PUE values indicate less efficient facilities where substantial energy is being consumed by overhead systems. This metric is essential for sustainability strategies, capacity planning, and continuous improvement. It allows benchmarking across facilities and helps operators set improvement targets by analyzing where energy losses occur. Because of its simplicity and clarity, PUE remains an industry-standard metric recognized globally.

NEW QUESTION # 42

According to the World Economic Forum, which of the below is the largest global risk of the next decade?

- A. Air quality in large cities
- B. Earthquakes
- C. Global climate change
- D. Water scarcity

Answer: C

Explanation:

While not strictly internal to EPI's core domain (which deals with data centre operations), this question refers to the external risk landscape, as identified by the World Economic Forum (WEF). The WEF's Global Risks Report 2025 shows that environmental risks dominate the 10-year horizon, with extreme weather, ecosystem collapse, and climate-related disruption ranking highest. Specifically, global climate change (or extreme weather/climate-related events) is rated as the most severe risk over the next decade. While water scarcity and air quality are significant, the WEF ranks climate change / extreme weather as the top long-term threat. Therefore, option A is the most correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Environmental sustainability forms a major component of data centre operations risk and resilience planning.

* External macro-risks such as climate change must be integrated into facility resilience, power planning, cooling design, and business continuity strategies.

NEW QUESTION # 43

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 # 44

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

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

Answer: C

Explanation:

In an RFP evaluation matrix, weight factors are applied to highlight the relative importance of 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, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

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

NEW QUESTION # 45

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

Answer: B

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 is Organizational.

NEW QUESTION # 46

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