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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	Communication: This domain assesses the abilities of Risk Managers in planning, delivering, and evaluating communication strategies within facility management. Effective communication is vital for ensuring that all stakeholders are informed and engaged.
Topic 2	Project Management: This section focuses on the planning and design phases of projects. It includes execution and delivery processes along with evaluation techniques to ensure successful project outcomes within facility management contexts.
Topic 3	Performance and Quality: This section evaluates the skills of the target audience in quality management and performance management. It emphasizes the importance of maintaining high standards in facility operations to ensure efficiency and effectiveness.
Topic 4	Occupancy and Human Factors: This section measures the skills of Facility Managers and covers the workplace environment, occupant services, and occupant health, safety, and security. Understanding these factors is essential for creating a conducive and safe work environment for all occupants. Operations and Maintenance: This domain assesses the capabilities of Operations Managers in managing buildings, systems, infrastructure, and grounds. It includes overseeing furniture, fixtures, and equipment, ensuring physical safety and security, and implementing effective operations and maintenance processes. Knowledge of work management support systems and handling renewals and renovations is also critical.
Topic 5	Facility Information Management and Technology Management: This domain focuses on the skills of Information Technology Managers in data collection and information management. It includes information protection and cybersecurity, technology needs assessment and implementation, and maintenance and upgrades of technology systems to ensure efficient operations.

Topic 6	• Leadership and Strategy: This domain focuses on the competencies of Facility Managers in strategic planning and alignment with organizational demands. It covers policies, procedures, compliance issues, individual and team management, leadership qualities, relationship management, change management, corporate social responsibility, and understanding external factors affecting facility management.
Topic 7	• Real Estate: This domain assesses the skills of the target audience in developing real estate strategies. It covers real estate assessment, acquisition, disposal processes, asset management, space management, major projects, and new construction to optimize facility use.
Topic 8	• Finance and Business: This section measures the skills of Financial Managers in operational and capital budgeting processes. It includes evidence-based decision-making processes, procurement strategies, contracting practices, financial analysis, and reporting to ensure sound financial management within facilities.
Topic 9	• Sustainability: This section evaluates the skills of the target audience in managing sustainability initiatives. It covers energy management, water management, materials and consumables management, waste management, and workplace site management to promote environmentally responsible practices within facilities.

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IFMA Certified Facility Manager Sample Questions (Q176-Q181):

NEW QUESTION # 176

What happens if a plumbing trap gets dry?

- A. It will lose its prime and stop draining
- **B. Odors can enter the building**
- C. The seals can dry out and start to leak

Answer: B

Explanation:

A dry plumbing trap allows sewer gases and odors to enter the building (Option A).

Why Option A is Correct?

- * The water seal in a plumbing trap prevents sewer gases from escaping.
- * If the trap dries out, it no longer blocks odors, which can cause indoor air quality issues.
- * IFMA's Operations & Maintenance Core Competency emphasizes proper plumbing maintenance to prevent health hazards.

NEW QUESTION # 177

When considering water usage, what is the relationship between potable, gray, and storm water?

- **A. Potable water is clean water for drinking and all human uses; it turns to gray with washing and cooking uses. Gray water can be re-used for toilets. Toilet water is considered to be black water. Potable, gray, and black water discharge to the sewer. Storm water is surface water runoff that discharges to storm sewers.**
- B. Potable water is water that has been chemically cleaned. Water that has not been chemically cleaned is either gray or black depending upon the size and type of particles suspended in the water. Storm water is never considered, since it comes from atmospheric moisture which may also have soil, leaves, debris, and chemicals in it. Storm water cannot be used for any purpose.
- C. Potable water is clean water from the water authority, which turns gray with any usage. Gray water can be reused in

irrigation, where it becomes black water. Storm water comes from rainfall and cannot be used in any manner. Storm water goes into sewers and, eventually, into the clean water processing plant.

- D. Potable water is drinking water only. Gray water is not as clean as potable water but can be used for cleaning, showers, laundry, and irrigation. Black water is water with particulates such as human waste, food, or chemicals. Storm water is both clean rainwater that has been captured for irrigation (rain gardens) and runoff that may carry chemicals from landscaping. All used water goes into sewers.

Answer: A

Explanation:

Understanding water types is critical in facility management for sustainability and resource conservation:

- * Potable water is clean, drinkable water used for consumption, cooking, and hygiene.
- * Gray water comes from sinks, showers, and washing machines. It can be used for flushing toilets or irrigation but not for drinking.
- * Black water contains organic waste (e.g., from toilets) and requires extensive treatment before reuse.
- * Storm water is rainwater runoff that flows into storm drains or retention systems, potentially carrying pollutants from roads and landscaping. It is often directed into separate drainage systems to prevent contamination of drinking water supplies.

NEW QUESTION # 178

What is an Integrated Workplace Management System (IWMS)?

- A. An energy-efficient tool to operate HVAC systems.
- **B. An enterprise-level software platform that facilitates integration of data.**
- C. Requires a BAS system to be in place.
- D. Must be replaced or updated every 5 years to remain viable.

Answer: B

Explanation:

An Integrated Workplace Management System (IWMS) is a comprehensive software platform that integrates facility management, space management, maintenance, and sustainability functions.

- * Option C (Enterprise-level platform) is correct because IWMS centralizes facility data for strategic decision-making.
 - * Option A (Energy-efficient tool) describes BAS, not IWMS.
 - * Option B (Requires BAS) is incorrect; IWMS can function independently.
 - * Option D (Must be replaced every 5 years) is not a fixed rule; updates depend on business needs.
- IWMS enhances operational efficiency, cost management, and resource utilization.

NEW QUESTION # 179

How can facilities management improve the sustainability of the building envelope?

- A. Increasing efficiency of the central air conditioning chiller plant
- B. Removing shading devices
- C. Ignore maintenance of the exterior surfaces subject to degradation
- **D. Scheduling quarterly inspection of building exterior for structural defects**

Answer: D

Explanation:

The building envelope plays a crucial role in energy efficiency and sustainability. The correct answer is:

- * Regular inspections help detect and prevent degradation, ensuring optimal insulation, sealing, and weatherproofing.
- * Why the other options are incorrect:
- * (B) Improving HVAC efficiency is important but does not directly enhance the envelope.
- * (C) Ignoring maintenance leads to increased energy costs and structural issues.
- * (D) Removing shading devices increases solar heat gain, reducing sustainability.

NEW QUESTION # 180

What activity would increase a facility's carbon footprint?

- A. Replacing filters in the air handlers

- B. Replacing the existing system with high-efficiency equipment
- C. Extending the occupancy hours

Answer: C

Explanation:

Extending occupancy hours (Option B) increases energy consumption and, in turn, a facility's carbon footprint.

Why Option B is Correct?

* Longer operational hours mean increased use of HVAC, lighting, and electrical systems, leading to higher energy consumption and greater carbon emissions.

* IFMA's Environmental Stewardship & Sustainability competency emphasizes the importance of energy efficiency in reducing carbon footprints.

Why Other Options Are Incorrect?

* Option A (Replacing filters in air handlers): Improving air filtration enhances HVAC efficiency and reduces energy waste, thereby lowering carbon emissions.

* Option C (Replacing the existing system with high-efficiency equipment): High-efficiency systems reduce energy consumption and emissions, decreasing the carbon footprint.

NEW QUESTION # 181

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