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## ***Q&A***

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**Exam : CDFOM**

**Title : Certified Data Center  
Facilities Operations  
Manager**

**Version : DEMO**

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

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

**Answer: C**

**Explanation:**

EPI's physical security framework requires mandatory background screening for all individuals 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 exemptions are permitted.

Prior experience or certification does not replace a formal background check.

Even previous law enforcement staff must undergo screening.

Thus, the correct answer is C.

EPI DCFOM-Aligned Reference Concepts (Paraphrased) Background screening is mandatory for all security personnel.

No exceptions are permitted, regardless of experience or qualifications.

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

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

**Answer: D**

**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.

3. Training programs need to be selected.

Of the below, which is the first activity to start with?

A. Create inventory of the services in the service catalog

B. Contact training providers requesting for brochures

C. Review the skills matrix

D. Compare prices of various training programs

**Answer: C**

**Explanation:**

Training must be aligned with actual operational needs and competency gaps.

The skills matrix is the tool that provides:

Current skill levels of staff

Required skill levels per role

Identified gaps

Training needs based on operational requirements

Therefore, the first step is to review the skills matrix to determine what training is actually needed.

Why other options are incorrect:

A: Service catalog inventory is part of SLM, not training selection.

B: Contacting vendors is premature without knowing training needs.

D: Price comparison should occur later, after training needs are defined.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

Skills matrix is the foundation for determining training needs.

Training selection must be based on capability gaps, not brochures or pricing.

4. The data center service provider has decided that maintenance of the data center facilities infrastructure will be outsourced.

Is it still involved in the risk management process of data center maintenance?

A. Yes, since although risk can be shared, it cannot be transferred

B. It depends on the knowledge and experience of the maintenance service provider

C. No, since the data center service provider is not actively involved in the actual maintenance of the data center.

D. No, the selected maintenance service provider is responsible

**Answer: A**

**Explanation:**

EPI's governance and risk management principles clearly state:

When a data center outsources maintenance, operational work can be outsourced, but risk cannot be transferred.

Risk may be shared, mitigated, or reduced through contractual arrangements, but ownership remains with the data center service provider.

The data center operator is still responsible for ensuring compliance, operational continuity, and safety—even if another party performs the maintenance tasks. Therefore:

The service provider must remain involved in risk evaluation, risk treatment, and ongoing monitoring.

Oversight responsibilities cannot be delegated.

Options C and D are incorrect because outsourcing the activity does not outsource risk accountability.

Option B is irrelevant because risk responsibility does not depend on provider expertise.

Thus, A is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

Risk ownership remains with the organization even when maintenance is outsourced.

Outsourcing shares risk but does not transfer it.

The data center must maintain involvement in the risk management process.

5. During inventory of assets it is identified that a number of items are in a different location compared to what is indicated on the inventory list.

What is the most likely root cause of this?

A. Lack of staff training

B. Lack of procedures

C. Lack of asset management database capabilities

D. Lack of finance

**Answer: B**

**Explanation:**

Accurate asset management relies heavily on clear, enforced procedures for:

Logging asset movement

Updating location records

Recording installations, removals, or relocations Maintaining accurate configuration and asset databases

If assets are located in different places than recorded, the root cause is typically:

“Lack of procedures” or failure to follow them.

Without proper procedures:

Staff may move items without documentation.

Asset updates may not be recorded.

Inventory lists become outdated.

Tracking and audit functions fail.

Why other options are incorrect:

A: Training is important but secondary; without procedures, training has no structure.

C: Most modern asset systems can track locations; the issue is usually process-related, not system capability.

D: Financial constraints do not cause incorrect asset locations.

Thus, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

Asset management accuracy depends on well-defined and enforced procedures.

Incorrect asset locations typically indicate process failures, not financial or system issues.