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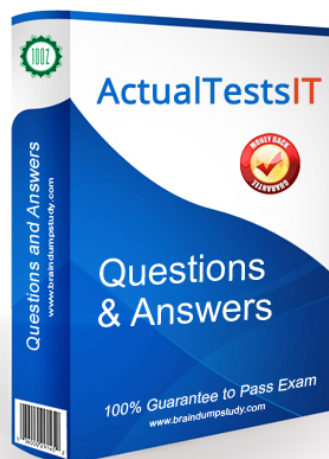
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**Exam** : **CDFOM**

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

**Vendor** : EXIN

**Version** : DEMO

**NO.1** 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 reflect the importance of the selection criteria
- C.** To allow for full negotiation once vendors are shortlisted
- D.** To provide an overview of the number of employees working for the vendor

**Answer:** B

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 CDFOM-Aligned Reference Concepts (Paraphrased)

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

**NO.2** The data center is conducting a needs analysis.

Which of the below is an activity of the needs analysis?

- A.** Identifying the operating hours for the service
- B.** Identifying the current usage for power and cooling
- C.** Identifying the required headcount to operate the service
- D.** Identifying monitoring requirements

**Answer:** A

Explanation:

Needs Analysis determines what the customer or business requires from a service.

This includes:

- \* Required service hours / operating hours
- \* Availability expectations
- \* Business functional requirements
- \* Legal and compliance requirements
- \* Physical infrastructure needs (power, cooling, space)
- \* Performance and capacity needs

Identifying operating hours is a core part of defining service requirements.

Why other options are incorrect:

- \* B: Current resource usage is part of infrastructure assessment, not needs analysis.
- \* C: Staffing is part of capability assessment.
- \* D: Monitoring requirements come after service definition and design.

Thus, A is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- \* Needs analysis determines service operation hours, business needs, and requirements.
- \* It precedes capability assessment and service design.

**NO.3** Customer surveys and complaints provide input for

- A.** Needs Analysis
- B.** Service Improvement Process
- C.** Capability assessment
- D.** Service portfolio

**Answer:** B

Explanation:

In Service Level Management (SLM), EPI highlights that customer feedback-such as surveys, complaints, and satisfaction assessments-is a core driver for the Service Improvement Process (SIP). The SIP is designed to:

- \* Identify weaknesses in services
- \* Address dissatisfaction
- \* Improve service delivery quality
- \* Optimize process performance
- \* Remove recurring issues

Customer surveys and complaints provide:

- \* Direct feedback on service experience
- \* Indicators of service quality gaps
- \* Evidence of unmet expectations
- \* Insights for corrective and preventive actions

These are the primary input sources for generating SIP actions.

Why the other options are not correct:

- \* A. Needs Analysis- focuses on understanding customer requirements before service definition, not post-operational feedback.
- \* C. Capability Assessment- evaluates internal service delivery capability, not customer perception.
- \* D. Service Portfolio- defines available services, not improvements.

Therefore, Service Improvement Process is the correct selection.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- \* SIP is fueled by customer feedback such as complaints and surveys.
- \* SLM uses feedback to drive improvements and maintain SLA quality.

**NO.4** Of the below, which can be used to optimize succession planning?

- A.** Career development program
- B.** Disciplinary program
- C.** Relationship with manager
- D.** External recruitment

**Answer:** A

Explanation:

Succession planning ensures organizational continuity by preparing internal staff to step into key roles when needed.

EPI's organizational management framework emphasizes:

\* Structured Skill Growth A Career Development Program provides:

\* targeted training

\* competency building

\* job rotation

\* professional certification pathways

\* mentorship and development planning

\* Identification of Future Leaders Through career development planning, individuals are tracked, evaluated, and groomed for future responsibilities.

\* Internal Capability Strengthening Succession planning focuses on internal development first, before external hiring options.

Why the other options are not correct:

\* B. Disciplinary program Used for performance or behavioral issues; it does not contribute to succession planning.

\* C. Relationship with manager While helpful, it is not a formal tool for succession planning and is not an EPI-recognized structural process.

\* D. External recruitment This is a remedy when internal succession strength is insufficient-not a tool for optimizing succession planning.

Thus, A - Career development program is the correct choice.

EPI DCFOM-Aligned Reference Concepts

\* Succession planning depends on structured skill development.

\* Training, assessment, and career development form the foundation of succession pipelines.

\* Job rotation and development programs are integral to organizational continuity.

**NO.5** Management wants to receive a monthly report on data center cost breakdown per business unit without transferring the actual cost to the users.

Which model should you apply?

**A.** Chargeback

**B.** Show back

**C.** Setback

**D.** Pay back

**Answer:** B

Explanation:

EPI's financial management guidance distinguishes between several internal cost transparency models.

Chargeback occurs when costs are formally billed to internal departments or customers. However, in this scenario, management wants visibility of cost distribution without making business units financially responsible. This aligns directly with the Show Back model.

Show Back is a non-billing mechanism that reports how much each business unit would hypothetically be charged if costs were allocated proportionally. It improves cost awareness, encourages responsible consumption, and helps management understand operational cost drivers without generating friction associated with real billing. Show Back is commonly used in organizations where financial culture, policy constraints, or strategic choices prevent the use of formal chargeback.

Options A (Chargeback) does not meet the requirement because it transfers costs. Options C and D are not recognized cost transparency models within EPI or general IT financial management practices. Therefore, the most suitable model for cost transparency without financial transfer is B - Show Back.

**NO.6** Several data center services in the service catalog charge the customer on the actual usage of those services.

What chargeback model is applied?

- A.** Service Based Pricing (SBP)
- B.** Negotiated Flat Rate (NFR)
- C.** Tiered Flat Rate (TFR)
- D.** Measured Resource Usage (MRU)

**Answer:** D

Explanation:

When customers are billed based on the actual consumption of services, this model is known as Measured Resource Usage (MRU).

MRU charges customers according to:

- \* Actual power consumption
- \* Actual cooling usage
- \* Actual rack utilization
- \* Actual bandwidth or cross-connect usage
- \* Actual resource usage metrics

This model aligns with transparency, fairness, and resource accountability.

Why other options are incorrect:

- \* A - SBP: Charges based on predefined service definitions, not usage.
- \* B - NFR: A single negotiated flat fee, regardless of usage.
- \* C - TFR: Flat fee bands or tiers, independent of precise usage.

Thus, D - MRU is correct.

EPI DC FOM-Aligned Reference Concepts (Paraphrased)

- \* MRU charges customers based on actual measured resource consumption.
- \* Common in modern colocations to align costs with usage.