

Service Integration and Management (SIAM®) Foundation - Including Exam

Duration: 3 Days **Course Code: SIAMF** **Delivery Method: Company Event**

Overview:

Service Integration and Management (SIAM®) is an approach to managing multiple suppliers of services (business services as well as information technology services) and integrating them to provide a single business-facing IT organisation. This certification course covers themes such as: potential benefits as well as the challenges and risks of implementing SIAM®. The SIAM® certification also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem.

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

This certification is aimed at professionals worldwide who have an interest in the practices of Service Integration and Management or want to implement this methodology in an organization and in particular professionals who are already working with IT Service Management processes. Furthermore, this SIAM® certification is intended for providers that want to implement and manage Service Integration and Management models. More specifically, the following roles could be interested: Chief Strategy Officers (CSOs), Chief Information Officers (CIOs), Chief Technical Officers (CTOs), Service Managers, Service Provider Portfolio Strategists/Leads, Managers (e.g. Process Managers, Project Managers, Change Managers, Service Level Managers, Business Relationship Managers, Program Managers and Supplier Managers), Service Architects, Process Architects, Business Change Practitioners and Organizational Change Practitioners.

Objectives:

- To provide professionals with a new perspective of outsourcing by means of the Service Integration and Management approach, its models, structures, processes, function and roles.

Prerequisites:



Testing and Certification



Content:

1. Introduction to Service Integration and Management	4. SIAM and Other Practices	Process Practices: Integrating Processes across service providers
What is SIAM?	IT Service Management	Measurement Practices: Enable and Report on End to End Services
The history of SIAM	Lean	Technology Practices: Creating and Tooling Strategy
The purpose of SIAM	COBIT®	7. SIAM Cultural Considerations
The scope of SIAM	DevOps®	Cultural Change
SIAM and the Business Strategy	Agile	Collaboration and Cooperation
Value to the organization- The SIAM business case	5. SIAM Roles and Responsibilities	Cross-service Provider Organization
2. SIAM roadmap	Roles and the SIAM roadmap	8. Challenges and Risks
Discovery and Strategy	How is a role different in a SIAM Ecosystem?	Building de Business Case
Plan and Build	Customer Organization	Level of Control and Ownership
Implement	Service Integrator	Legacy Contracts
Run and Improve	Service Provider	Commercial Challenges
3. SIAM Structures	Governance Roles	Security
Internally Sourced Service Integrator	Operational Roles	Cultural Fit
Externally Sourced Service Integrator	The Service desk in a SIAM ecosystem	Behaviours
Hybrid Service Integrator	6. SIAM Practices	Measuring success
Lead supplier as Service Integrator	People Practices: Managing Cross-functional Teams	Trust/Eliminating Micro- Management

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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