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

Duration: 3 Days   **Course Code: SIAMF**   **Delivery Method: Virtual Learning**

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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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:

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Testing and Certification

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Content:

1. Introduction to Service Integration and Management

What is SIAM?

The history of SIAM

The purpose of SIAM

The scope of SIAM

SIAM and the Business Strategy

Value to the organization- The SIAM business case

2. SIAM roadmap

Discovery and Strategy

Plan and Build

Implement

Run and Improve

3. SIAM Structures

Internally Sourced Service Integrator

Externally Sourced Service Integrator

Hybrid Service Integrator

Lead supplier as Service Integrator

4. SIAM and Other Practices

IT Service Management

Lean

COBIT®

DevOps®

Agile

5. SIAM Roles and Responsibilities

Roles and the SIAM roadmap

How is a role different in a SIAM Ecosystem?

Customer Organization

Service Integrator

Service Provider

Governance Roles

Operational Roles

The Service desk in a SIAM ecosystem

6. SIAM Practices

People Practices: Managing Cross-functional Teams

Process Practices: Integrating Processes across service providers

Measurement Practices: Eneable and Reporto n End to End Services

Technology Practices: Creating and Tooling Strategy

7. SIAM Cultural Considerations

Cultural Change

Collaboration and Cooperation

Cross-service Provider Organization

8. Challenges and Risks

Building de Business Case

Level of Control and Ownership

Legacy Contracts

Commercial Challenges

Security

Cultural Fit

Behaviours

Measuring success

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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