

EXIN Service Integration and Management (SIAM™) Professional – Including Exam

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

Overview:

Service Integration and Management (SIAM) is a methodology used to manage and seamlessly integrate multiple service providers to ensure a single business-facing IT organization. The EXIN SIAM™ Professional certification tests a candidate's knowledge and skills of the activities in the four stages of the SIAM roadmap. A candidate who successfully completes the EXIN SIAM™ Professional can analyze, plan, build and inspect a multi-service provider environment.

Scope

The EXIN SIAM™ Professional certification tests a candidate's knowledge of the application of SIAM™ to situations and the candidate's ability to further analyze the SIAM concepts in the following areas:

- The Discovery and Strategy stage
- The Plan and Build stage
- The Implement stage
- The Run and Improve stage
- SIAM practices across the stages

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:

The target group includes, but is not limited to:

- Service Managers and Practitioners
- Service Provider Portfolio Managers
- Process Managers
- Project Managers
- Change Managers
- Service Level Managers
- Business Relationship Managers
- Program Managers
- Supplier Managers
- Service Architects
- Process Architects
- Business Change Practitioners
- Organizational Change Practitioners
- SIAM consultants

Objectives:

- Establish a governance framework based on SIAM practices;
- Perform an organization assessment to better determine and establish a plan and promote improvements;
- Determine the key elements to perform a SIAM implementation;
- Design and build up a SIAM model for different environments and organizations;
- Lead a SIAM implementation;
- Select different approaches to implement SIAM;
- Use organizational change management in order to boost the SIAM implementation;
- Improve the organization's SIAM ecosystem at every stage;
- Manage and continuously improve multiple processes based on SIAM.

Prerequisites:

Testing and Certification

- Examination type: Multiple-choice questions
- Number of questions: 40
- Pass mark: 65% (26/40 questions)
- Open book/notes: No
- Electronic equipment/aides permitted: No
- Exam duration: 90 minutes

Content:

1. Discovery and Strategy

- Elements of a SIAM Governance Framework

- interpret the characteristics of governance in a SIAM ecosystem.
- differentiate SIAM governance roles.

choose governance approaches for monitoring and measuring service performance.

- Analysis of the Current Situation

- analyze existing services, service groupings, service providers and the marketplace.
- explain how to assess current capability.
- classify the influences for deciding on the SIAM model and sourcing approach.

- Key Elements of a SIAM Strategy

- interpret strategic drivers for SIAM.
- differentiate critical success factors for SIAM.
- interpret the principles and policies for roles and responsibilities.
- select an appropriate SIAM strategy.
- illustrate how to gain and maintain buy-in to a SIAM strategy.

describe the content of the business case and the transition project for SIAM.

2. Plan and Build

- Design a Detailed SIAM Model

- analyze organization specific service models and process model
- select an appropriate sourcing approach and SIAM structure.
- describe detailed roles and responsibilities.
- select a performance measurement and reporting framework.
- select a collaboration model.
- analyze contract considerations for SIAM.

- Plan a SIAM Implementation

- describe the challenges for organizational change.
- differentiate between approaches for onboarding of services and service providers.

analyze the most appropriate tooling strategy and integration methods for a SIAM ecosystem.

3. Implement

- Different Scenarios Supporting a SIAM Implementation

- choose between a big-bang approach and a phased approach, based on the benefits and risks of these approaches.
- explain how to transition to the approved SIAM model.

- Ongoing Organizational Change Management

- choose ways to influence morale and motivation.

4. Run and Improve

- Operate, Assure and Improve a SIAM Ecosystem

- analyze structural elements at different levels.
- select appropriate mechanisms to address issues and improve provider and integrator performance.
- apply audit and compliance mechanisms.

5. SIAM Practices Across the Stages

- Application of SIAM Practices

- apply all SIAM practices of the Discovery ; Strategy stage.
- apply all SIAM practices of the Plan ; Build stage.
- apply all SIAM practices of the Implementation stage.
- apply all SIAM practices of the Run ; Improve stage.

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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