
Service Integration and Management (SIAM®) Foundation

Duration: 0 Days **Course Code: SIAMF**

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.

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.
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Prerequisites:

Attendees should meet the following prerequisites:

- There are no formal pre-requisites though a knowledge of IT Service Management terminology would be beneficial.

Testing and Certification

Recommended preparation for exam(s):
The exam leads to the EXIN BCS SIAM® Foundation

Content:

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
- Discovery and Strategy
- Plan and Build
- Implement
- Run and Improve
- Internally Sourced Service Integrator
- Externally Sourced Service Integrator
- Hybrid Service Integrator
- Lead supplier as Service Integrator
- IT Service Management
- Lean
- COBIT®
- DevOps®
- Agile
- 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

2. SIAM roadmap

- What is SIAM?
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6. SIAM Practices

- 1. People Practices: Managing Cross-functional Teams
- 2. Process Practices: Integrating Processes across service providers
- 3. Measurement Practices: Enable and Report on End to End Services
- 4. Technology Practices: Creating and Tooling Strategy

7. SIAM Cultural Considerations

- 1. Cultural Change
- 2. Collaboration and Cooperation
- 3. Cross-service Provider Organization

8. Challenges and Risks

- 1. Building de Business Case
- 2. Level of Control and Ownership
- 3. Legacy Contracts
- 4. Commercial Challenges
- 5. Security
- 6. Cultural Fit
- 7. Behaviors
- 8. Measuring success
- 9. Trust/Eliminating Micro- Management

- Customer Organization
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3. SIAM Structures

- What is SIAM?
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4. SIAM and Other Practices

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5. SIAM Roles and Responsibilities

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Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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