

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

Duration: 3 Days **Course Code: SIAMP**

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

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:

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| <ul style="list-style-type: none"> ■ 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; | <ul style="list-style-type: none"> ■ 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. |
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Prerequisites:

- SIAMF - EXIN Service Integration and Management (SIAM™) Foundation – Including Exam

Testing and Certification

The cost of the exam is included.

- Examination type: Multiple-choice questions
- Number of questions: 40
- Pass mark: 65% (26/40 questions)

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.
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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

training@globalknowledge.com.eg

www.globalknowledge.com/en-eg/

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo