

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

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

Overview:

The EXIN SIAM[™] Professional certification, based on the Scopism SIAM BoK version 3, gives you proven, job-ready SIAM expertise that organizations actively look for.

This certification validates that you can handle real-world complexity by integrating multiple service providers, navigating competing priorities, and maintaining control in fast-changing environments.

Be the professional decision-makers trust to successfully manage services, govern suppliers, and deliver measurable business outcomes.
Updated 7/6/2026

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 designed for professionals who work in or aspire to work in complex service ecosystems, including:

- Service Managers and Service Management Practitioners
- SIAM Consultants and Service Integrators
- Service and Enterprise Architects
- Supplier, Vendor, and Contract Managers
- Business Relationship Managers
- Project, Program, and Transformation Managers
- Professionals responsible for retained capabilities or intelligent client functions

Objectives:

- **This certification equips you to:**
- Design a SIAM strategy aligned with business goals, sourcing models, and organizational constraints.
- Integrate multiple internal and external service providers into one coherent, business-facing ecosystem.
- Define and operate governance frameworks that drive accountability, transparency, and performance.
- Plan and execute SIAM implementations, including onboarding and offboarding providers with minimal disruption.
- Run, measure, and continuously improve a SIAM ecosystem using meaningful performance insights.
- Manage organizational change across people, processes, and suppliers — not just technology.

Prerequisites:

Requirements for certification

- Successful completion of the EXIN SIAM[™] Professional based on the Scopism SIAM BoK V3 exam.
- Accredited EXIN SIAM[™] Professional based on the Scopism SIAM BoK V3 training, including completion of the Practical Assignments.
- SIAMF - EXIN SIAM[™] Foundation based on the Scopism SIAM BoK V3 – Including Exam

Testing and Certification

Examination details

- **Examination type:** Multiple-choice questions
 - **Number of questions:** 40
 - **Pass mark:** 65% (26/40 questions)
 - **Open book:** No. The exam is based on a case study. This case study is provided as an appendix to the exam.
 - **Notes:** No
 - **Electronic equipment/aides permitted:** No
 - **Exam duration:** 90 minutes
- The Rules and Regulations for EXIN's examinations apply to this

Content:

1. Discovery ; Strategy	2. Plan ; Build	3.1 Different scenarios supporting a SIAM implementation
1.1 Key elements of a SIAM strategy	2.1 Design a detailed SIAM model	3.2 Ongoing organizational change management (OCM)
1.2 Analysis of the current situation	2.2 Plan a SIAM implementation	4. Run ; Improve
1.3 Elements of a SIAM governance framework	3. Implement	4.1 Operate, assure and improve a SIAM ecosystem

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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