

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

Duración: 3 Días Código del Curso: SIAMP

Temario:

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

Dirigido a:

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

Objetivos:

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

Prerequisitos:

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

Exámenes y certificación

The cost of the exam is included.

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

Contenido:

<p>1. Discovery and Strategy</p> <ul style="list-style-type: none"> - Elements of a SIAM Governance Framework <ul style="list-style-type: none"> ■ 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 <ul style="list-style-type: none"> ■ 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 <ul style="list-style-type: none"> ■ 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. 	<p>2. Plan and Build</p> <ul style="list-style-type: none"> - Design a Detailed SIAM Model <ul style="list-style-type: none"> ■ 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 <ul style="list-style-type: none"> ■ 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. 	<ul style="list-style-type: none"> - Ongoing Organizational Change Management <ul style="list-style-type: none"> ■ choose ways to influence morale and motivation.
	<p>3. Implement</p> <ul style="list-style-type: none"> - Different Scenarios Supporting a SIAM Implementation <ul style="list-style-type: none"> ■ 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. 	<p>4. Run and Improve</p> <ul style="list-style-type: none"> - Operate, Assure and Improve a SIAM Ecosystem <ul style="list-style-type: none"> ■ analyze structural elements at different levels. ■ select appropriate mechanisms to address issues and improve provider and integrator performance. ■ apply audit and compliance mechanisms.
		<p>5. SIAM Practices Across the Stages</p> <ul style="list-style-type: none"> - Application of SIAM Practices <ul style="list-style-type: none"> ■ 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.

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

info.cursos@globalknowledge.es

www.globalknowledge.com/es-es/

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid