

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

Duración: 3 Días Código del Curso: SIAMP Método de Impartición: Curso Cerrado (In-Company)

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

Curso Cerrado (In-Company)

Debido a que nuestra formación es modular, nuestros responsables de formación e instructores pueden trabajar con usted y su equipo para detectar las necesidades formativas y adaptar un temario de forma rápida y rentable. Durante una formación cerrada, usted recibirá una formación de expertos en un curriculum adaptado a sus necesidades.

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;
- 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:

Exámenes y certificación

- 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

Contenido:

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.

Más información:

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

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