

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

Durée: 3 Jours Réf de cours: SIAMP

Résumé:

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

Public visé:

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

Objectifs pédagogiques:

- 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.

Pré-requis:

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

Test et certification

The cost of the exam is included.

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

Contenu:

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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Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
- En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
- Votre place sera confirmée à la réception d'un devis ou "booking form" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
- Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.

Accueil des bénéficiaires :