

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

Durée: 3 Jours Réf de cours: SIAMP Méthodes d'apprentissage: Intra-entreprise & sur-mesure

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

Formation intra-entreprise

Cette formation est délivrable en session intra-entreprise, dans vos locaux ou dans les nôtres. Son contenu peut être adapté sur-mesure pour répondre aux besoins de vos collaborateurs. Contactez votre conseiller formation Global Knowledge ou adressez votre demande à info@globalknowledge.fr.

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:

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|---|---|
| ■ 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; | |

Pré-requis:

Test et certification

- 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

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.

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