

EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 – Including Exam

Cursusduur: 3 Dagen Cursuscode: SIAMF Version: 3 Trainingsmethode: Virtual Learning

Beschrijving:

The EXIN SIAM Foundation certification, aligned with Scopism's SIAM Body of Knowledge v3, equips professionals with practical, outcome-focused skills to navigate today's complex, multi-provider service environments.

Candidates gain a clear, end-to-end view of how services deliver value to the business, moving beyond tools and vendors to build lasting capabilities in coordination, governance, and shared accountability across cloud, outsourced, and multi-supplier ecosystems. SIAM is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organization. In 2023, ISO/IEC published part 14 of ISO/IEC 20000: Guidance on the application of Service Integration and Management to ISO/IEC 20000-1. This is not exam literature.

The EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 certification tests a candidate's knowledge and understanding of the terminology and the core principles. The certification covers themes such as: potential benefits as well as the challenges and risks of implementing SIAM. It also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem. A candidate who successfully completes this certification knows how SIAM delivers business value and is able to contribute to the implementation and use of SIAM in an organization.

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.

Doelgroep:

This certification is aimed at professionals worldwide who have an interest in the practices of SIAM or want to implement this methodology in an organization and, in particular, professionals who are already working with service management processes. Furthermore, this certification is intended for service providers or service integrators that want to implement and manage SIAM models.

More specifically, the following roles could be interested: chief strategy officer (CSO), chief information officer (CIO), chief technical officer (CTO), service manager, service provider portfolio strategist/lead, managers (including process manager, project manager, change manager, service level manager, business relationship manager, program manager and supplier manager), service architect, process architect, business change practitioner and organizational change practitioner.

Doelstelling:

- You will be able to:
- Understand and manage services from a **customer and business outcome perspective**.
- Operate confidently in **multi-provider, cloud, and outsourced environments**.
- Move beyond tools and vendors with **transferable, future-ready skills**.
- Collaborate effectively with **multiple stakeholders and decision-makers**.
- Enable cooperation across **teams and suppliers with differing priorities**.
- Build capabilities aligned with **leadership and transformation roles**.
- Apply practical knowledge to **real-world service challenges**.
- Demonstrate the ability to **manage complexity, integration, and outcomes**.

Vereiste kennis en vaardigheden:

- No deep technical background is required — the focus is on understanding how services work together.

Examens en certificering

Requirements for certification

Successful completion of the EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3

exam.

Knowledge of service management terminology, for instance through the EXIN IT Service Management based on ISO/IEC 20000 certification, is recommended.

Examination details

Examination type: Multiple-choice questions

Number of questions: 40

Pass mark: 65% (26/40 questions)

Open book: No

Notes: NO

Electronic equipment/aides permitted: No

Time allotted for examination: 60 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

Vervolg cursussen:

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

Cursusinhoud:

1. Introduction to SIAM

- 1.1 SIAM Fundamentals
 - 1.1.1 Outline the purpose and value of a SIAM approach
 - 1.1.2 Describe (business) drivers for SIAM
- 1.2 SIAM Layers and Structures
 - 1.2.1 Explain the SIAM layers
 - 1.2.2 Describe the SIAM structures, advantages, and disadvantages for a hybrid service integrator, an internally sourced service integrator, an externally sourced service integrator and a lead supplier as service integrator

2. SIAM Roadmap

- 2.1 SIAM Implementation Key Stages
 - 2.1.1 Distinguish between the different SIAM implementation key stages
 - 2.1.2 Outline the main objectives, triggers, inputs, activities, and outputs in the Discovery ; Strategy stage
 - 2.1.3 Outline the main objectives, triggers, inputs, activities, and outputs in the Plan ; Build stage
 - 2.1.4 Outline the main objectives, triggers, inputs, activities, and outputs in the Implement stage
 - 2.1.5 Outline the main objectives, triggers, inputs, activities, and outputs in the Run ; Improve stage

3. SIAM Roles

- 3.1 SIAM Roles and Their Responsibilities
 - 3.1.1 Explain SIAM roles and responsibilities
 - 3.1.2 Explain the SIAM structural elements

4. SIAM Practices

- 4.1 Practices of SIAM
 - 4.1.1 Explain people practices in a SIAM ecosystem
 - 4.1.2 Explain process practices in a SIAM ecosystem
 - 4.1.3 Explain measurement practices in a SIAM ecosystem
 - 4.1.4 Explain technology practices in a SIAM ecosystem
- 4.2 Other Practices
 - 4.2.1 Describe how other practices work in a SIAM ecosystem

5. Processes to Support SIAM

- 5.1 Processes in a SIAM Ecosystem
 - 5.1.1 Outline the function of processes in a SIAM ecosystem
- 5.2 Continual Service Improvement, Supplier Management, and Change ; Release Management
 - 5.2.1 Explain these three processes in a SIAM ecosystem
 - 5.2.2 Outline the SIAM considerations of these three processes

6. SIAM challenges and risks

- 6.1 Challenges, associated risks and potential mitigations
 - 6.1.1 describe the importance of building the business case, the associated risks and mitigations.
 - 6.1.2 describe the importance of the level of control and ownership, the associated challenges and mitigations.
 - 6.1.3 define the commercial challenges, the challenges with legacy contracts and their mitigations.
 - 6.1.4 outline the importance of security, the associated risks and mitigations.
 - 6.1.5 describe the importance of cultural fit and behaviors, the associated risks and mitigations.
 - 6.1.6 describe the challenges associated with measuring success and its mitigations.

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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