Service Integration and Management (SIAM®) Professional + examen

Cursusduur: 3 Dagen   Cursuscode: SIAMP

Beschrijving:

Service Integration and Management (SIAM) is a methodology used to manage and seamlessy 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

Doelgroep:

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

Doelstelling:

- 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.

Vereiste kennis en vaardigheden:

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- SIAMF - Service Integration and Management (SIAM®) Foundation + examen

Examens en certificering

De kosten voor het examen zijn inclusief.

- 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

Cursusinhoud:

1. Discovery and Strategy

- Elements of a SIAM Governance Framework

The candidate can…

- interpret the characteristics of governance in a SIAM ecosystem.
- differentiate SIAM governance roles.
- 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.
- 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.
- analyze organization specific service models and process model
- select an appropriate sourcing approach and SIAM structure.
- describe detailed roles and responsibilities.
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- analyze contract considerations for SIAM.
- describe the challenges for organizational change.
- differentiate between approaches for onboarding of services and service providers.
- 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.
- choose ways to influence morale and motivation.
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- select appropriate mechanisms to address issues and improve provider and integrator performance.
- apply audit and compliance mechanisms.
- apply all SIAM practices of the Discovery ; Strategy stage.
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choose governance approaches for monitoring and measuring service performance.

2. Plan and Build

- Design a Detailed SIAM Model

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- Plan a SIAM Implementation

- Ongoing Organizational Change Management

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4. Run and Improve

- Operate, Assure and Improve a SIAM

-Analysis of the Current Situation

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- Key Elements of a SIAM Strategy

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analyze the most appropriate tooling strategy and integration methods for a SIAM ecosystem.

3. Implement

Ecosystem

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5. SIAM Practices Across the Stages

- Application of SIAM Practices

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describe the content of the business case and the transition project for SIAM.

- Different Scenarios Supporting a SIAM Implementation

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Nadere informatie:

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

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