

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

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

Beschrijving:

The EXIN SIAM™ Professional certification, based on the Scopism SIAM BoK version 3, gives you proven, job-ready SIAM expertise that organizations actively look for.

This certification validates that you can handle real-world complexity by integrating multiple service providers, navigating competing priorities, and maintaining control in fast-changing environments.

Be the professional decision-makers trust to successfully manage services, govern suppliers, and deliver measurable business outcomes.
Updated 7/6/2026

Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

Doelgroep:

This certification is designed for professionals who work in or aspire to work in complex service ecosystems, including:

- Service Managers and Service Management Practitioners
- SIAM Consultants and Service Integrators
- Service and Enterprise Architects
- Supplier, Vendor, and Contract Managers
- Business Relationship Managers
- Project, Program, and Transformation Managers
- Professionals responsible for retained capabilities or intelligent client functions

Doelstelling:

- **This certification equips you to:**
- Design a SIAM strategy aligned with business goals, sourcing models, and organizational constraints.
- Integrate multiple internal and external service providers into one coherent, business-facing ecosystem.
- Define and operate governance frameworks that drive accountability, transparency, and performance.
- Plan and execute SIAM implementations, including onboarding and offboarding providers with minimal disruption.
- Run, measure, and continuously improve a SIAM ecosystem using meaningful performance insights.
- Manage organizational change across people, processes, and suppliers — not just technology.

Vereiste kennis en vaardigheden:

Requirements for certification

- Successful completion of the EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 exam.
- Accredited EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 training, including completion of the Practical Assignments.
- SIAMF - EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 – Including Exam

Examens en certificering

Examination details

- **Examination type:** Multiple-choice questions
- **Number of questions:** 40
- **Pass mark:** 65% (26/40 questions)
- **Open book:** No. The exam is based on a case study. This case study is provided as an appendix to the exam.
- **Notes:** No
- **Electronic equipment/aides permitted:** No
- **Exam duration:** 90 minutes

Cursusinhoud:

1. Discovery ; Strategy	2. Plan ; Build	3.1 Different scenarios supporting a SIAM implementation
1.1 Key elements of a SIAM strategy	2.1 Design a detailed SIAM model	3.2 Ongoing organizational change management (OCM)
1.2 Analysis of the current situation	2.2 Plan a SIAM implementation	4. Run ; Improve
1.3 Elements of a SIAM governance framework	3. Implement	4.1 Operate, assure and improve a SIAM ecosystem

Nadere informatie:

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

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