

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

Duration: 3 Days Course Code: SIAMP Version: 3

### Overview:

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*

### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

### Target Audience:

**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

### Objectives:

- **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.

### Prerequisites:

#### 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

### Testing and Certification

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

---

## Content:

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

---

## Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

[training@globalknowledge.qa](mailto:training@globalknowledge.qa)

[www.globalknowledge.com/en-qa/](http://www.globalknowledge.com/en-qa/)

Global Knowledge, Qatar Financial Center, Burj Doha,Level 21, P.O.Box 27110, West Bay, Doha, Qatar