

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

Duration: 3 Days **Course Code: SIAMF** **Delivery Method: Virtual Classroom**

Overview:

Service Integration and Management (SIAM®) is an approach to managing multiple suppliers of services (business services as well as information technology services) and integrating them to provide a single business-facing IT organisation. This 3-day certification course covers themes such as: potential benefits as well as the challenges and risks of implementing SIAM®. The SIAM certification also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem.

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.

Target Audience:

This certification is aimed at professionals worldwide who have an interest in the practices of Service Integration and Management or want to implement this methodology in an organization and in particular professionals who are already working with IT Service Management processes. Furthermore, this SIAM® certification is intended for providers that want to implement and manage Service Integration and Management models. More specifically, the following roles could be interested:

- Chief Strategy Officers (CSOs)
- Chief Information Officers (CIOs)
- Chief Technical Officers (CTOs)
- Service Managers
- Service Provider Portfolio Strategists/Leads
- Managers (e.g. Process Managers, Project Managers, Change Managers, Service Level Managers, Business Relationship Managers, Program Managers and Supplier Managers)
- Service Architects, Process Architects, Business Change Practitioners and Organizational Change Practitioner

Objectives:

- You will be able to
- Understand the main concepts and processes of SIAM that are used in organizations;
- Establish a SIAM ecosystem in order to better organize the organization's resources;
- Provide better support during a SIAM implementation by understanding the main considerations for the most important processes;
- Reduce risks associated with Integrated Services and the SIAM ecosystem;
- Connect different practices with SIAM to boost and improve the organization's service provision.
- Integrate services by using different structures based on SIAM practices and methodology;
- Recognize the key stages of SIAM implementation in order to better plan its roll-out;
- Determine SIAM roles and responsibilities in processes and the organization;
- Better select the most appropriate SIAM practices in line with the organization's environment and maturity;

Prerequisites:

- There are no formal pre-requisites though a knowledge of IT Service Management terminology would be beneficial.

Testing and Certification

- The exam leads to the EXIN SIAM® Foundation and will be taken on the last day of the course.

Follow-on-Courses:

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

Content:

1. Introduction to Service Integration and Management

- What is SIAM?The
- history of SIAM
- The purpose of SIAM
- The scope of SIAM
- SIAM and the Business Strategy
- Value to the organization- The SIAM business case

2. SIAM roadmap

- Discovery and Strategy
- Plan and Build
- Implement
- Run and Improve

3. SIAM Structures

- Internally Sourced Service Integrator
- Externally Sourced Service Integrator
- Hybrid Service Integrator
- Lead supplier as Service Integrator

4. SIAM and Other Practices

- IT Service Management
- Lean
- COBIT®
- DevOps®
- Agile

5. SIAM Roles and Responsibilities

- Roles and the SIAM roadmap
- How is a role different in a SIAM Ecosystem?
- Customer Organization
- Service Integrator
- Service Provider
- Governance Roles
- Operational Roles
- The Service desk in a SIAM ecosystem

6. SIAM Practices

- People Practices: Managing Cross-functional Teams
- Process Practices: Integrating Processes across service providers
- Measurement Practices: Enable and Report on End to End Services
- Technology Practices: Creating and Tooling Strategy

7. SIAM Cultural Considerations

- Cultural Change
- Collaboration and Cooperation
- Cross-service Provider Organization

8. Challenges and Risks

- Building de Business Case
 - Level of Control and Ownership
 - Legacy Contracts
 - Commercial Challenges
 - Security
 - Cultural Fit
 - Behaviours
 - Measuring success
 - Trust/Eliminating Micro- Management
-

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

training@globalknowledge.com.sa

www.globalknowledge.com/en-sa/

Global Knowledge - KSA, 393 Al-Uroubah Road, Al Worood, Riyadh 3140, Saudi Arabia