

Service Integration and Management (SIAM®) Foundation

Duration: 1.5 Days **Course Code: H6LQ8S** **Delivery Method: Virtual Learning**

Overview:

The SIAM Foundation course improves a candidate's knowledge and understanding of the terminology and the core principles of the SIAM framework. This course covers a variety of subjects including the potential benefits, challenges and risks of implementing SIAM. This course is based on the SIAM Foundation Body of Knowledge (BoK), second edition, by Scopism.

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 course and certification targets the needs of professionals worldwide who have an interest in the practices of Service Integration and Management or who want to implement this methodology in an organization, and in particular, professionals who are already working with IT Service Management processes.

It is also intended for providers that want to implement and manage Service Integration and Management models. Specific roles that may 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

Objectives:

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| ■ After completing this course, the participant | ■ SIAM |
| ■ will have knowledge of, and be able to | ■ • SIAM implementation structures |
| ■ understand: | ■ • SIAM governance, tooling and data |
| ■ • SIAM terminology and the core principles | ■ considerations |
| ■ • SIAM benefits | ■ • Common processes used in a SIAM |
| ■ • The challenges and risks of implementing | ■ ecosystem |

Testing and Certification

EXIN BCS SIAM® Foundation

Content:

(SIAM)	Module 4: SIAM and Other Practices	Module 7: SIAM Foundation Cultural Considerations
Module 2: SIAM Implementation Roadmap	Module 5: SIAM Roles and Responsibilities	Module 8: SIAM Foundation Challenges and Risks
Module 3: SIAM Structures	Module 6: SIAM Foundation Practices and Processes	

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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