

Service Integration and Management (SIAM®) Foundation - Including Exam

Duration: 3 Days Course Code: SIAMF Delivery Method: Virtual Learning

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 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 course 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 Practitioners.

Objectives:

- After you complete this course you will be able to:
- Have a new perspective of outsourcing by means of the Service Integration and Management approach, its models, structures, processes, function and roles.

Prerequisites:

■

Testing and Certification

Recommended preparation for exam(s):

- EXIN BCS SIAM® Foundation
Exam voucher is provided with this course, this will have a validity of 12 months. You will need to schedule your exam within this time frame.

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 the 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 Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK