
Service Integration And Management - SIAM® Foundation – English Training

Service Integration and Management is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organization. SIAM training covers themes such as: potential benefits as well as the challenges and risks of implementing Service Integration and Management. It also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem. A candidate who successfully completes the EXIN BCS SIAM® Foundation knows how Service Integration and Management delivers business value and is able to contribute to the implementation and use of Service Integration and Management in an organization.

Course Approach

The EXIN BCS SIAM® Foundation tests a candidate's knowledge and understanding of the terminology and the core principles. Scenario-driven learning has always been one of the key success factors, because it puts participants in the right mindset to apply the principles in a realistic setting. The role-play activities included in this course present a real-world connection by using situations that can occur in the day-to-day life of participants. In addition, interactive elements such as brainstorming, quizzes, and discussions add to the interactive nature of this course.

Audience

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

Learning Objectives

At the end of this course, participants will be able to:

- Understand the common concepts of SIAM and its approach
- Manage the different steps of SIAM implementation
- Illustrate the different associated of SIAM
- Understand the objectives and the ITSM differences processes to implement SIAM approach
- Sit for the international certification «SIAM® Foundation»

Course Logistics

Worldwide customers' sites. Distance course available soon.

Prerequisites

There are no formal prerequisites. However, it is recommended that participants have experience in the IT domain. A Service Integration and Management (SIAM®) Foundation training is the recommended preparation for the certification exam. Also recommended is knowledge of IT Service Management terminology, for instance through the EXIN IT Service Management based on ISO/IEC 20000 certification.

Requirements for Certification

Web based or paper-based multiple-choice questions – 40 questions – 65% pass mark – 60' in English.

Timetable

3 days program – 21 hours

Program

Introduction to Service Integration and Management: SIAM fundamentals- the SIAM methodology and the various structures suggested for the service integrator layer -explain the SIAM layers - the SIAM structures, advantages and disadvantages for a hybrid service integrator, an internally and an externally sourced service integrator and a lead supplier integrator.

Service Integration and Management Implementation Roadmap: the SIAM implementation key stages and explain the main objectives and activities of these stages - distinguish between the different SIAM implementation key stages - outline the main objectives, triggers, inputs, activities and outputs in the discovery and strategy stage.

Service Integration and Management roles and responsibilities: the different SIAM roles and their responsibilities - structural elements.

Service Integration and Management practices: different practices of SIAM: describe the people practices of managing cross functional teams - the process practices of integrating processes across service providers - the measurement practices of enabling and reporting on End to End Services - the technology practices of creating a tooling strategy

Processes to support Service Integration and Management: The candidate understands processes in a SIAM ecosystem - the function of processes in a SIAM ecosystem - the objectives and SIAM considerations of the main processes that support Service Integration and Management - SIAM considerations.

Service Integration and Management challenges and risks: The candidate understands the main challenges, their associated risks and potential mitigation within a SIAM ecosystem -

the importance of building the business case - the importance of level of control and ownership – security - trust/eliminating micro-management and level of control - the commercial challenges, the challenges with legacy contracts and their mitigations.

Service Integration and Management and other practices: other practices to SIAM - the contribution of the following frameworks and standards to a SIAM ecosystem: IT service management including ITIL® and ISO/IEC 20000, Agile, including Agile Service Management, DevOps, COBIT and Lean.