

SIAM FOUNDATION TRAINING AND CERTIFICATION

WISELEARNER

WHAT IS SIAM?

- Service Integration and Management (SIAM) is a model to create a service integration layer to manage interdependent services from multiple internal and external vendors.
- Service integration and management (SIAM) is a management methodology that can be applied in an environment that includes services sourced from a number of service providers.
- SIAM has a different level of focus to traditional multi-sourced ecosystems with one customer and multiple suppliers. It provides governance, management, integration, assurance and coordination to ensure that the customer organization gets maximum value from its service providers.
- SIAM governance operates at three levels in the ecosystem:
  - Strategic
  - Tactical
  - Operational
- The SIAM methodology encompasses:
  - Practices
  - Processes
  - Functions
  - Roles

BENEFIT OF SIAM

- Improved governance and control of suppliers and services AND costs.
- Increased efficiency and effectiveness across IT Service delivery.
- The potential to optimize value from suppliers
- Greater flexibility to plug-and-plug new suppliers into the SIAM ecosystem.
- Better service and cost predictability.
- A single point of accountability for end-to-end service delivery to the business
- A mechanism to enhance alignment of IT priorities with business objectives



WHO SHOULD ATTEND?

This certification is aimed at professionals worldwide who have an interest in the practices of Service Integration and Management or that want to implement this methodology in an organization, in particular those professionals who are already working with IT Service Management processes

- SIAM Consultants/sales
- Service managers
- Project and programme managers
- Service delivery roles
- Change managers
- Business relationship managers
- Commercial managers
- Solution architects
- Business change practitioners

LEARNING OBJECTIVES

The certification will create clarity and consensus for anyone involved in service management that take care of any combination of internal and external service providers.

Specific Learning Objectives of the SIAM® Foundation Certificate

- Introduction to Service Integration and Management (SIAM)
- SIAM implementation roadmap
- SIAM and its relation to other management practices
- SIAM roles and responsibilities
- SIAM practices
- Processes to support SIAM
- SIAM challenges and risks



COURSE CONTENTS

UNIT 1 : 1 Introduction to Service Integration and Management

- What is SIAM?
- The History of SIAM
- The purpose of SIAM
- The Scope of SIAM
- SIAM and Business Strategy
- Value to the Organization

UNIT 2 : Service Integration and Management implementation roadmap

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

UNIT 3: SIAM Structures

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

UNIT 4 : Service Integration and Management and its relation to other management practices

- IT Service Management
- Lean
- COBIT
- DevOps
- Agile, Including Agile Service Management

UNIT 5 : Service Integration and Management roles and responsibilities

- Roles and the SIAM Roadmap
- How is a role Different in a SIAM Ecosystem?
- Role Description

UNIT 6 : Service Integration and Management practices

- People Practices
- Process Practices
- Measurement Practices
- Technology Practices

UNIT 7 : SIAM Cultural Considerations:

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

UNIT 8 : Service Integration and Management challenges and risks

- Challenge: Building the Business Case
- Challenge: Level of Control and Ownership
- Challenge: Legacy Contracts
- Challenge: Commercial Challenges
- Challenge: Security
- Challenge: Cultural Fit
- Challenge: Behaviours
- Challenge: Measuring Success



CERTIFICATION

SIAM Exam Information:

- Examination type: Computer-based or paper-based multiple-choice questions
- Number of questions: 40
- Pass mark: 65% (26 of 40)
- Open book/notes: No
- Electronic equipment/aides permitted: No
- Time allotted for examination: 60 minutes

PREREQUISITE

- 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.

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