

SIAM PROFESSIONAL
TRAINING AND CERTIFICATION

WISELEARNER

WHAT IS SIAM PROFESSIONAL ?

- 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 Professional course provides an ideal opportunity for delegates to expand their knowledge in the area of service integration and management, to learn the detailed knowledge available and the practical application.
- The EXIN SIAM™ Professional tests a candidate's knowledge and skills of the activities in the four stages of the SIAM roadmap. A candidate who successfully completes the EXIN SIAM™ Professional can analyze, plan, build and inspect a multi-service provider environment. It also looks at the knowledge and skills required to navigate the 4 stages of the SIAM roadmap.

BENEFIT OF SIAM PROFESSIONAL

- Improved customer satisfaction through a more professional approach to service delivery
- Improved service to the customer organization
- Strong governance considerations for SIAM
- Understand process theory and have an awareness of common processes in a SIAM environment
- Lower costs through optimization and best of breed services
- Improved IT services through the use of proven best practice processes
- Better service and cost predictability.
- Manage multiple supplier effectively
- Working effectively in a SIAM organization



WHO SHOULD ATTEND?

The participants of the SIAM Professional course have an interest in the practices of SIAM or that want to implement this methodology in an organisation. The content is appropriate for organisations who will commission SIAM models, staff who provide retained capabilities in a customer organization, service integrators and service providers working within a SIAM ecosystem.

- SIAM Consultants/Sales
- Service Level Managers
- Business and Organisational Change Practitioners
- Service Managers and Practitioners
- Service and Process Architects
- Project & Program Managers
- Business Relationship Managers
- Supplier Managers

LEARNING OBJECTIVES

Specific Learning Objectives of the SIAM® Professional Certificate

- The purpose of the SIAM Professional Certificate is to certify a candidate's knowledge of the application of Service Integration and Management (SIAM) to situations and the candidate's ability to further analyze the SIAM concepts.
- This course will provide candidates with Bloom's and SFIA levels 3 & 4 (Apply & Analyse) of difficulty / knowledge. A candidate who successfully completes the SIAM Professional Certificate can analyse, plan, build and inspect a multiservice provider environment.



COURSE CONTENTS

UNIT 1 : Discovery and Strategy

- Interpret the characteristics of governance in a SIAM ecosystem.
- Differentiate SIAM governance roles.
- Choose governance approaches for monitori and measuring service performance.
- Analyze existing services, service groupings, service providers and the market place.
- Explain how to assess current capability.
- Classify the influences for deciding on the SIAM model and sourcing approach.
- Interpret strategic drivers for SIAM.
- Differentiate critical success factors for SIAM.
- Interpret the principles and policies for roles and responsibilities.
- Select an appropriate SIAM strategy.
- Illustrate how to gain and maintain buy-in to a SIAM strategy.
- Describe the content of the business case and the transition project for SIAM.

UNIT 2 : Plan and Build

- Analyze organization specific service models and process models.
- Select an appropriate sourcing approach and SIAM structure.
- Describe detailed roles and responsibilities.
- Analyze the most appropriate tooling strategy and integration methods for a SIAM ecosystem.
- Select a performance measurement and reporting framework.
- Select a collaboration model.
- Analyze contract considerations for SIAM.
- Describe the challenges for organizational change.
- Differentiate between approaches for onboarding of services and service providers.

UNIT 3 : Implement

- Choose between the big bang approach, and a phased approach based on the benefits and risks of these approaches.
- Explain how to transition to the approved SIAM model.
- Choose ways to influence morale and motivation.

UNIT 4 : Run and Improve

- Analyze structural elements at different levels.
- Select appropriate mechanisms to address issues and improve provider and integrator performance.
- Apply audit and compliance mechanisms.

UNIT 5 : SIAM practices across the stages

- Apply all SIAM practices for the Discovery & Strategy stage.
- Apply all SIAM practices for the Plan & Build stage.
- Apply all SIAM practices for the Implementation stage.
- Apply all SIAM practices for the Run & Improve stage.

CERTIFICATION

SIAM Professional Exam Information:

- Duration : 90 Minutes
- Number of questions : 40 (Multiple Choice)
- Pass mark : 65%
- Open book/notes: No
- Electronic equipment/aides permitted : No