



EXIN BCS SIAM™ Foundation Certification Training - Brochure



Understand How to Manage Multiple Service Providers to Achieve Common Goal

What is SIAM?

SIAM known as Service Integration and Management is a popular methodology that is used to manage multiple service providers by integrating them to provide a single business-facing IT organization. SIAM is also known as MSI (multi-sourcing integration). Within the scope of this certification, the term Service Integration and Management (SIAM) is used. The SIAM certification is provided by EXIN BCS.

Get Invensis Learning Advantage

- EXIN BCS accredited SIAM Foundation certification exam training
- Expert trainer, interactive sessions with case studies
- SIAM Foundation mock sample tests
- 16 PDUs certificate offered
- Classes across 108+ locations worldwide
- Exam fee included in the training course
- Instructor-led training that is always on schedule
- Global approval and accreditation

Key Benefits of SIAM for Businesses

- Better adaptability and speed of response to complex business requirements
- Widening of services and skills portfolio in an enterprise
- Ease of getting additional resources on tap
- Decreased time to market with innovation and alignment
- Bringing competitiveness among service providers
- Improved cost-efficiency and accountability

About SIAM Foundation Training Course

This EXIN BCS SIAM Foundation validates a participant's knowledge and understanding of SIAM core principles and terminology. SIAM Foundation certification covers topics such as potential benefits, challenges, and risks of implementing service integration and management. The course also covers implementation structures, governance, tools and data considerations used in the SIAM ecosystem. Individuals attending SIAM Foundation training, will gain comprehensive understanding of how service integration and management delivers value and how it can be implemented within the organization.

Who will benefit from the SIAM Foundation Certification?

Job roles that can benefit from SIAM Foundation certification include, but are not limited to:

- 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
- Organizational Change Practitioners

About Invensis Learning

Invensis Learning is a leading certification training provider for individuals and enterprises globally. Our expertise in providing globally-recognized IT & Technical certification courses has enabled us to be one of the trusted certification training partners for many Fortune 500 organizations and Government institutions worldwide. Invensis Learning has trained and certified thousands of professionals across a wide range of categories such as IT Service Management, Project Management, Quality Management, IT Security and Governance, Cloud Computing, DevOps, Agile Project Management, and Digital Courses. Invensis Learning's certification training programs adhere to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, EXIN, and PEOPLECERT.

SIAM Foundation Training Course Overview

Introduction to Service Integration and Management

- The candidate can outline the SIAM fundamentals.

The candidate can...

- Outline the purpose and value of a SIAM approach.
- Describe (business) drivers for SIAM.
- The candidate can describe the SIAM methodology and the various structures suggested for the service integrator layer.

The candidate can...

- Explain the SIAM layers.

- Describe 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 candidate can list the SIAM implementation key stages and explain the main objectives and activities of these stages.

The candidate can...

- distinguish between the different SIAM implementation key stages.
- outline the main objectives, triggers, inputs, activities and outputs in the **discovery and strategy** stage.
- outline the main objectives, triggers, inputs, activities and outputs in the **plan and build** stage.
- outline the main objectives, triggers, inputs, activities and outputs in the **implement** stage.
- outline the main objectives, triggers, inputs, activities and outputs in the **run and improve** stage.

- **Service Integration and Management roles and responsibilities**

- The candidate knows the different SIAM roles and their responsibilities.

The candidate can...

- explain SIAM roles and responsibilities.
- explain the SIAM structural elements.

- **Service Integration and Management practices**

- The candidate can explain different practices of SIAM.

The candidate can...

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

- **Processes to support Service Integration and Management**

- The candidate understands processes in a SIAM ecosystem.

The candidate can...

- outline the function of processes in a SIAM ecosystem.

- The candidate understands the objectives and SIAM considerations of the main processes that support Service Integration and Management.

The candidate can...

- indicate what the process purpose is.
- outline the SIAM considerations.

- **Service Integration and Management challenges and risks**

- The candidate understands the main challenges within a SIAM ecosystem, their associated risks and potential mitigation.

The candidate can...

- describe the importance of building the business case, the associated risks and mitigations.
- describe the importance of culture, collaboration and cooperation, the associated risks and mitigations.
- describe the importance of level of control and ownership, the associated challenges and mitigations.
- outline the importance of security, the associated risks and mitigations.
- describe the challenges associated with measuring success and its mitigations.
- describe the importance of trust/eliminating micro-management and level of control, the associated risks and mitigations.
- define the commercial challenges, the challenges with legacy contracts and their mitigations.

- **Service Integration and Management and other practices**

- The candidate can outline the importance of other practices to SIAM.

The candidate can...


- describe 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.



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