

A photograph of three business professionals in a meeting. Two men and one woman are seated at a table, looking at documents. The man in the foreground is smiling and looking towards the camera. The background is a bright office with large windows.

EXIN BCS SIAM™ Professional Certification Training - Brochure



Understand How to Analyse, Plan, Build, and Inspect Multi-Service Provider Environment

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 Professional certification exam training
- Expert trainer, interactive sessions with case studies
- SIAM Professional mock sample tests
- 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 Professional Training Course

This EXIN BCS SIAM Professional validates a participant's knowledge and skills for the activities in the four stages of the SIAM roadmap. Individuals attending SIAM Foundation training will gain comprehensive understanding of analysing, planning, building, and inspecting a multi-service provider environment within the organization. One has to clear SIAM Foundation exam to sit for the SIAM Professional examination.

Who will benefit from the SIAM Professional Certification?

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

- Service Managers and Practitioners
- Service Provider Portfolio Managers
- Process Managers
- Project Managers
- Change Managers
- Service Level Managers
- Business Relationship Managers
- Program Managers
- Supplier Managers
- Service Architects
- Process Architects
- Business Change Practitioners
- Organizational Change Practitioners
- SIAM consultants

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 Professional Training Course Overview

Discovery and Strategy

- The candidate can design the elements of a SIAM governance framework.

The candidate can...

- Interpret the characteristics of governance in a SIAM ecosystem.
 - Differentiate SIAM governance roles.
 - Choose governance approaches for monitoring and measuring service performance.
- The candidate can analyze the current situation.

The candidate can...

- 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.
- The candidate can define key elements of a SIAM strategy.

The candidate can...

- 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.

Plan and Build

- The candidate can design a detailed SIAM model.

The candidate can...

- Analyze organization specific service models and process models.
 - Select an appropriate sourcing approach and SIAM structure.
 - Describe detailed roles and responsibilities.
 - Select a performance measurement and reporting framework.
 - Select a collaboration model.
 - Analyze contract considerations for SIAM.
- The candidate can plan for a SIAM implementation.

The candidate can...

- Describe the challenges for organizational change.
- Differentiate between approaches for onboarding of services and service providers.
- Analyze the most appropriate tooling strategy and integration methods for SIAM ecosystem.

Implement

- The candidate can illustrate how different scenarios can support a SIAM implementation.

The candidate can...

- 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.
- The candidate can apply ongoing organizational change management.

The candidate can...

- Choose ways to influence morale and motivation.

Run and Improve

- The candidate can operate, assure and improve a SIAM ecosystem.

The candidate can...

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

SIAM practices across the stages

- The candidate can apply SIAM practices.

The candidate can...

- 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.



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