



An Accredited Foundation level course focussing on Service Integration and Management.

<b>Course Duration:</b> 2.5 days	<b>SERVICE INTEGRATION AND MANAGEMENT</b>
<b>Material Provided:</b> Presentation Slides Exercises & Solutions Certificate of Attendance	<b>Examination:</b> 1-hour multiple choice conducted at accredited EXIN centre

## SIAM FOUNDATION

### Service Integration & Management

An effective SIAM system enables organisations to deliver integrated services to business units and their customers whilst ensuring good governance, operational management, risk management and regulatory compliance.

This course provides delegates with an understanding and appreciation of SIAM and provides the necessary learning to undertake the BCS EXIN SIAM® Foundation Certificate.

After the course you will be able to:

- outline the SIAM methodology and the various structures suggested for the service integrator layer
- explain the SIAM roadmap key stages, main objectives and activities within these stages
- describe the different SIAM roles and responsibilities
- explain the different practices of SIAM
- understand the processes in a SIAM ecosystem
- understand the objectives and SIAM considerations of the main processes supporting SIAM
- understand the main challenges within a SIAM ecosystem, their associated risks and potential mitigation
- outline the importance of other practices to SIAM.

#### Course Agenda

##### Day 1

- SIAM Fundamentals
- SIAM Methodology
- Roles & Responsibilities
- Function of the SIAM processes
- Incident Management process - Deep Dive

##### Day 2

- Configuration Management process - Deep Dive
- People practices
- Process practices
- Measurement practices
- Service Integration and other practices
- SIAM implementation stages

#### Material Provided

Attendees will receive:

- a copy of the presentation slides
- all exercises and solutions
- a certificate of attendance.

##### Day 3 (half-day)

- Business Relationship Management process - Deep Dive
- Risks, challenges and the importance of:
  - business case
  - culture, collaboration and cooperation
  - security
  - measuring success
  - trust/eliminating trust
  - commercial contracts

#### Examination

The BCS / EXIN SIAM® Foundation Certificate examination can be sat online. It is a 1-hour, computer-based multiple-choice examination.

Results are immediate, and an online certificate is emailed within 3 business days.

BSMimpact does not oversee the completion of exams, however we can provide further detail on accredited EXIN examination centres.

# BSMimpact

Assisting organisations adopt, adapt and embed best practice governance and management systems.

BSMimpact specialises in assisting organisations create internally based Service Integrator functions within the SIAM ecosystem.

Our experience with Governance and Management frameworks helps customers select the most suitable SIAM model, and then assist in developing processes, roles and capabilities to support ongoing Service Integration and Management.



**Expertise & Capability in:**

[info@bsmimpact.com](mailto:info@bsmimpact.com)

Local resources around the globe.

Offices in: Australia | India | New Zealand | UK | USA