

Service Integration & Management Foundation



CATEGORY

IT Governance & Sourcing



LEVEL

Foundation



DURATION

3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

Business Management, IT /IS Auditors, Internal Auditors, Information Security and IT Practitioners; Consultants, IT/IS Management looking to gain an insight into the Enterprise Governance of IT and looking to be certified as a COBIT® Implementer or Assessor.

PREREQUISITES

There are no specific prerequisites for entry to the examination; however, it is strongly recommended that candidates have good knowledge of IT Service Management terminology, for instance through a recognized IT Service Management framework.

EXAM INFO

- 40 multiple-choice questions
- At least 26 marks are required to pass (out of 40 available) – 65%
- The exam lasts 60 minutes
- Closed-book
- Online exam

CERTIFICATE

Service Integration and Management (SIAM™) Foundation

EXAM BODY

EXIN

COURSE DESCRIPTION

Service Integration and Management (SIAM™) is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organization. The **SIAM™ Foundation** tests a candidate's knowledge and understanding of the terminology and the core principles. This SIAM® certification covers themes such as: potential benefits as well as the challenges and risks of implementing Service Integration and Management.

The SIAM™ certification also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem. A candidate who successfully completes the SIAM® Foundation knows how Service Integration and Management delivers business value and is able to contribute to the implementation and use of SIAM in an organization.

Service Integration and Management (SIAM) also has a synonym: multi-sourcing integration (MSI). Within the scope of this certification, only the term Service Integration and Management is used.



Service Integration and Management (SIAM™) Foundation



RELATED TRAINING

- COBIT® 2019 Foundation
- COBIT® 5 Foundation
- COBIT® 5 Assessor
- COBIT® 5 Implementation
- AgilePM® Foundation
- AgilePM® Practitioner
- P3.Express Practitioner
- PRINCE2 Agile® Foundation
- PRINCE2 Agile® Practitioner
- PRINCE2® Foundation
- PRINCE2® Practitioner
- Change Management Foundation
- Change Management Practitioner
- Agile Change Agent

EDUCATION SOLUTIONS

www.MindMachine.com/education-solutions/



COURSE AND LEARNING OBJECTIVES

The Service Integration and Management Foundation training course starts by examining the foundations of operational IT delivery processes and the related process data that determine the end-to-end performance of these processes. SIAM builds an IT ecosystem on the foundations of the operational IT processes. After passing the SIAM Foundation exam, you will understand:

- Service integration, SIAM technology and related key terms, the benefits of and processes needed to build a SIAM organization and IT ecosystem, and the relationship of SIAM to other process standards like ITIL and COBIT
- SIAM from the perspective of sourcing, sourcing governance, general governance structures and SIAM governance
- Measured values, performance analyses and key performance indicators (KPIs)
- Performance-based management, IT value streams, workflow and flow efficiency, SIAM software and data selection, the relationship of SIAM to Lean IT, Agile, DevOps (CI/CD) and the automation of IT delivery and orchestration (IT4IT)
- SIAM-implementation structures, SIAM roles and responsibilities
- Business case for SIAM
- Challenges, risks and organizational change (change management) involved in implementing SIAM.

COURSE APPROACH

This Service Integration and Management training course helps participants along the road to implementing SIAM at their organization. The SIAM Foundation course and certificate are also aimed at IT suppliers who wish to standardize their service integration and management model for multiple clients.

The aim of the SIAM methodology is to translate work processes into technology in order to have an automated and constantly updated picture of workflow data and be able to focus on end-to-end performance.

This course is therefore also perfect for professionals who want to work with the SIAM methodology in combination with Lean IT, Agile, DevOps and/or IT4IT; and those who realize that a SIAM mindset and SIAM-related technology can help improve flow efficiency.

Service Integration and Management (SIAM™) Foundation



EMPOWERING PROFESSIONALS

As MindMachine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

www.MindMachine.com/education-solutions/



© Copyright 2023, MindMachine Asia Sdn. Bhd. All rights reserved. No part of this publication may be reproduced, transferred and/or shown to third parties without prior written consent of MindMachine.



Please Recycle

COURSE STUDENT MATERIAL

Students will receive a Service Integration and Management (SIAM™) Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

CONCEPTS COVERED

1. Introduction to Service Integration and Management (SIAM)

- Fundamentals of SIAM
- SIAM methodology and the various structures suggested for the service integrator layer

2. Service Integration and Management Implementation Roadmap

- SIAM implementation key stages, the main objectives and activities of these stages

3. Service Integration and Management roles & responsibilities

- Different SIAM roles and their responsibilities

4. Service Integration and Management practices

- Different practices of SIAM

5. Processes to support Service Integration and Management

- Processes in a SIAM ecosystem
- Objectives and SIAM considerations of the main processes that support Service Integration and Management

6. Service Integration and Management challenges and risks

- Main challenges within a SIAM ecosystem, their associated risks, and potential mitigation

7. Service Integration and Management and other practices

- Importance of other practices to SIAM