EXIN SIAM™ Professional

	CATEGORY		LEVEL		DURATION
	IT Governance & Sourcing		Advanced		3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

This certification is ideal for:

- Service (level) Managers and Practitioners
- Service Provider Portfolio Managers
- Process Managers
- Project, Program & Change Managers
- Business Relationship Managers
- Supplier Managers
- Service & Process Architects
- SIAM consultants

PREREQUISITES

A thorough knowledge of SIAM is required. Previous completion of the SIAM™ Foundation exam is strongly recommended but not mandatory.

A proficient level of knowledge of IT Service Management is also recommended.

EXAM INFO

- 40 multiple-choice questions
- At least 26 marks are required to pass (out of 40 available) – 65%
- The exam lasts 90 minutes
- Closed-book

CERTIFICATE

EXIN SIAM™ Professional

EXAM BODY

EXIN

COURSE DESCRIPTION

The **EXIN SIAM™ Professional** certification provides an in-depth exploration of Service Integration and Management (SIAM™), focusing on the application and analysis of SIAM™ principles in real-world scenarios.

This advanced course is designed to equip participants with the skills to manage multiple service providers and integrate them into a unified, business-facing IT organization. It covers the essential knowledge needed to navigate the four key stages of the SIAM roadmap:

- Discovery and Strategy
- Plan and Build
- Implement
- Run and Improve

COURSE AND LEARNING OBJECTIVES

Following the completion of the course, participants will be able to:

- **Establish a Governance Framework**: Formulate a governance structure influenced by SIAM practices that align with the organization's goals.
- **Perform Organizational Assessments**: Assess and plan for SIAM implementation, promoting continuous improvement.
- **Determine SIAM Implementation Elements**: Identify the crucial components for successful SIAM application in diverse organizational contexts.
- **Design and Build SIAM Models**: Develop customized SIAM models suited to various environments and organizational needs.
- **Lead SIAM Implementations**: Guide the implementation process, aligning it with strategic objectives.
- **Select Implementation Approaches**: Choose suitable approaches for SIAM implementation based on the specific organizational context.
- **Apply Organizational Change Management**: Adopt organizational change management strategies to enhance SIAM implementation effectiveness.

RELATED TRAINING

- EXIN SIAM™ Foundation
- 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

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- **Enhance SIAM Ecosystems**: Continually improve the SIAM ecosystem throughout all stages.
- **Manage Multiple Processes**: Oversee and optimize various processes within the SIAM framework for better performance and integration.

COURSE STUDENT MATERIAL

Participants will receive an EXIN SIAM™ Professional classroom workbook containing all the presentation materials, course notes, case study and sample exams. Material for this course will only be provided as downloadable soft copy files that can be viewed on a variety of devices. Attendees may print a hard copy of the files in whatever format best meets their needs.

SIAM™ is a registered trademark of EXIN.

EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 65,000 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.

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CONCEPTS COVERED

1. Discovery and Strategy

- Interpret the characteristics of governance in a SIAM ecosystem
- Differentiate SIAM governance roles
- Choose governance approaches for monitoring and measuring service performance
- Analyse existing services, service groupings, service providers and the marketplace
- Explain how to assess current capability.
- Classify the influences for deciding on the SIAM model and sourcing approach.
- Interpret strategic drivers for SIAM.
- 2 Differentiate critical success factors for SIAM.
- Describe the content of the business case and the transition project for SIAM.

2. Plan and Build

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

3. Implement

- Choose between the Big Bang approach and a phased approach
- Explain how to transition to the approved SIAM model.
- Choose ways to influence morale and motivation.

4. Run and Improve

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

5. SIAM Practices Across the Stages

- Apply all SIAM practices for the Discovery and Strategy stage.
- Apply all SIAM practices for the Plan and Build stage.
- Apply all SIAM practices for the Implement stage
- Apply all SIAM practices for the Run and Improve stage.