

# SIAM™ Foundation

3 Days (21 Hours) / Exam included



The **EXIN Foundation Certificate in SIAM™** (Service Integration and Management) is the most relevant and practical resource for skills and knowledge development, aligning Service Management framework processes and enabling businesses of any size to effectively **manage complex multi-sourced environments**.



- Discover the history, adoption and benefits of Service Integration and Management
  - Build a good understanding of Service Integration and Management
    - Get insight in the practical application of SIAM™
  - Be prepared to successfully pass your SIAM™ Foundation certification
    - Fully accredited training given by our expert consultants
- Our price includes the training materials, exam, lunches and coffee breaks

## COURSE & LEARNING OBJECTIVES

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This is a **3-day course with the exam** taken on the third day at the end of the course. The course consists of lectures, exercises, discussions, examination practice and technique.

**On completion of the SIAM™ Foundation training, participants will:**

- Gain knowledge and understanding of the **core concepts and processes** of Service Integration and Management
- Support a SIAM implementation thanks to your understanding of the **key concerns** for the most important processes
- Explore the **opportunities, challenges and risks** when implementing a SIAM ecosystem
- Recognize the key steps in the SIAM **implementation roadmap** in order to better plan its deployment
- Identify the SIAM **roles and responsibilities** in the organization
- Learn to select the most suitable **SIAM practices** according to the environment and the maturity of the organization

The SIAM Foundation training and exam also **includes examples** of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem.

## COURSE CONTENTS

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**The main topics covered during this 3-day training are:**

- Introduction to Service Integration and Management
  - The purpose and value of a SIAM™ approach
  - Business drivers for SIAM
  - SIAM layers and structures
- The SIAM™ implementation roadmap
  - SIAM implementation key stages
  - Outline the main objectives, triggers, inputs, activities and outputs of each stage
- The roles and responsibilities in a SIAM environment
  - Explain the SIAM roles and responsibilities
  - Explain the SIAM structural elements
- Service Integration and Management practices
  - Managing cross-functional teams
  - Integrating processes across service providers
  - Enabling and reporting on end-to-end services
  - Create a tooling strategy
- Processes to support SIAM
  - Processes in a SIAM environment
  - Objectives and SIAM Considerations
- Assessing challenges and risks
  - Challenges, Associated Risks and Potential Mitigations
- How SIAM integrates with other service management practices
  - What is the contribution of other frameworks and standards in a SIAM ecosystem
- Exam preparation with the sample exam and exam on the last afternoon of the training

## WHO SHOULD ATTEND?

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This course will be beneficial for professionals who want to **understand and implement SIAM™ in their organization** It is also designed for providers who want to implement and manage Service Integration and Management models.

**Typical roles** include Chief Information Officers, Service Managers, Service Provider Portfolio Strategists, Process Managers, Business Relationship Managers, Change Managers, Project & Programme Managers, ...

## PREREQUISITES

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There are no specific pre-requisites although having knowledge of IT Service Management terminology or ITIL would be beneficial.

Before attending the course, it is necessary to **read the SIAM™ Foundation Preparation Guide**.

## ABOUT THE EXAMINATION

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**EXIN SIAM™ Foundation** tests a candidate's knowledge and understanding of the terminology and the core principles of SIAM. This certification covers subjects including the potential benefits, challenges, and risks of implementing Service Integration and Management.

- Multiple choice format
- 40 questions per paper
  
- 26 marks or more required to pass - 65%
  
- 60-minute duration
- Closed book

## COURSE MATERIAL

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Participants will receive a complete set of documentation including :

- a set of our accredited training materials, sample exam papers and exercises
- a digital copy of the SIAM Foundation Preparation Guide
  
- a hardcopy or digital copy of the Service Integration and Management (SIAM™) Foundation Body of Knowledge (BoK), Second edition

