



# Service Integratie Nederland

## SIAM<sup>®</sup> Foundation

Service integration and management (SIAM<sup>®</sup>) is a management methodology that can be applied in an environment that includes services sourced from a number of service providers.

SIAM has developed as organisations have moved away from outsourced contracts with a single supplier to an environment with multiple service providers. SIAM has evolved from the challenges associated with these more complex operating models. It provides governance, management, integration, assurance, and coordination to ensure that the customer organisation gets maximum value from its service providers.

### Content

This training covers themes such as: potential benefits as well as the challenges and risks of implementing Service Integration and Management. The training also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem.

### Day 1

In the morning we will start with a brief introduction on outsourcing in general to set the scene. We will do so using the IAOP<sup>®</sup> Outsourcing Body of Knowledge. We will cover the outsourcing lifecycle, drivers, benefits and challenges of outsourcing as well as the outsourcing business case and capability assessment.

We then discuss the purpose and value of a SIAM approach and the business drivers for SIAM. We compare the different SIAM layers and structures, and look at their advantages and disadvantages. Also the various roles and responsibilities in a SIAM ecosystem will be explained.

Finally we will look at the SIAM implementation roadmap, distinguish between the different implementation key stages and outline the main objectives, triggers, inputs, activities and outputs of each stage.

### DURATION

The training takes three days. The first two days are consecutive, the third day is within a one or two week interval. On the last day in the afternoon the exam takes place.

### AUDIENCE

This training aims at professionals worldwide who have an interest in the practices of Service Integration and Management or want to implement this methodology in an organisation.

Furthermore this SIAM certification is intended for providers that want to implement and manage Service Integration and Management models.

### EXAM

The training course prepares you for the official SIAM Foundation exam of EXIN International. The exam is a closed book with 40 multiple-choice questions. You need to have 26 correct answers (65%) to pass the exam. The exam lasts 60 minutes and will be taken online.

### GUARANTEE

We offer all our students exam guarantee. This means you can resit an exam, free of charge, in case you failed the exam the first time.

### COST

You can find the actual price on our website. The training course is including a complete student binder, official book, exam and exam guarantee.

## CERTIFICATE

After successfully passing the exam you will receive the official SIAM Foundation certificate. This will open the possibility for participation in the training SIAM Professional.

## MATERIALS

About two weeks prior to the start of the course, students will receive the complete student binder containing all of the presentation materials, course notes, case study and sample exams.

## APPROACH

An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the SIAM Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how SIAM best practices can be applied in order to improve IT performance. All delegates are encouraged to actively participate during the practical sessions to gain the full benefit during the training.

## IN COMPANY

This course may be delivered as part of our public class schedule at one of our facilities, as an onsite private class at your facility. Customization provides the opportunity to design a tailored training program that supports the organisation most effectively while still getting the benefits of industry best practices training. Our training experts will work closely with you to develop a training program based on your organization's needs.

## CONTINUATION

SIAM Foundation is part of a series of training courses and workshops related to service integration and management. You can continue to expand your knowledge and skills with the SIAM Professional course.

## Day 2

On the second day we will explore the four practices of SIAM, being: 'managing cross-functional teams', 'integrating processes across service providers', 'enable and report on end-to-end services' and 'creating a tooling strategy'. We will discuss both challenges and best practices to be successful.

In the afternoon we will make a deep dive into processes that support SIAM and explore specific considerations of each process with respect to service integration in a multi-vendor environment.

## Day 3

This day we will spend the morning on challenges and risks related to topics like: building the business case, culture, collaboration and cooperation, level of control and ownership, security, measuring success, building trust, eliminating micro-management and commercial challenges.

In the afternoon we will start the exam preparation by completing and discussing a mock exam. There will be sufficient room for questions, answers and exam tips. When everyone feels ready, the official exam will take place.

## Outcomes

At the end of this course, you will be able to:

- Outline the SIAM fundamentals.
- Describe the SIAM methodology and the various structures suggested for the service integrator layer.
- List the SIAM implementation key stages and explain the main objectives and activities of these stages.
- Know the different SIAM roles and their responsibilities.
- Explain different practices of SIAM.
- Understand processes in a SIAM ecosystem.
- Understand the objectives and SIAM considerations of the main processes that support Service Integration and Management.
- Understand the main challenges within a SIAM ecosystem, their associated risks and potential mitigation.
- Outline the importance of other practices to SIAM.

## Prerequisites

There are no prerequisites for this course.

## Conditions

On all our training courses and workshops our delivery terms and conditions apply. You can find these at our website.

## Information

If you want more information about course dates and prices, please go to our website [www.service-integratie.nl](http://www.service-integratie.nl). Do you want to know more about our customised and in-company courses, email us at [info@service-integratie.nl](mailto:info@service-integratie.nl)

