

COURSEWARE

SERVICE INTEGRATION AND MANAGEMENT (SIAM) FOUNDATION

Courseware



Service Integration And Management (SIAM)
Foundation Courseware

Colophon

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Authors: Helen Morris & Liz Gallacher

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Timetable 2-day Course

Day 1

Time	Content (Syllabus ref)	Slides
09:00 – 09:30	Introduction	1
09:30 – 10:15	About this course	3 - 12
10:15 – 10:30	Break	
10:30 – 12:00	Module 1 – Introduction to SIAM	13 – 33
12:00 – 12:30	Lunch	
12:30 – 13:30	Module 2 - The SIAM Ecosystem	34 – 55
13:30 – 14:30	Module 3 – SIAM roles and responsibilities	56 – 89
14:30 – 15:30	Module 4 – SIAM Implementation Roadmap	90 – 112
15:30 – 15:45	Break	
15:45 – 17:00	Module 5 - SIAM Practices	113 – 135

Day 2

Time	Content (Syllabus ref)	Slides
09:00 – 09:20	Review of day 1	
09:20 – 10:30	Module 6 – Processes to support SIAM	136 - 177
10:30 – 10:45	Break	
10:45 – 12:00	Module 7 - Challenges and Risks	178 - 210
12:00 – 12:30	Lunch	
12:30 – 13:30	Module 8 - SIAM and other practices	211 - 246
13:30 – 16:00	Self study	
14:45 – 15:00	Break	
16:00 – 17:00	Exam	

Timetable 3-day Course

Day 1

Time	Content (Syllabus ref)	Slides
09:00 – 09:30	Introduction	1
09:30 – 10:15	About this course	3 - 12
10:15 – 10:30	Break	
10:30 – 12:00	Module 1 – Introduction to SIAM	13 – 33
12:00 – 12:30	Lunch	
12:30 – 14:30	Module 2 - The SIAM Ecosystem	34 – 55
14:30 – 15:30	Module 3 – SIAM roles and responsibilities	56 – 89
15:30 – 15:45	Break	
15:45 – 17:00	Module 3 continued	

Day 2

Time	Content (Syllabus ref)	Slides
09:00 – 09:20	Review day 1	
09:20 – 10:15	Module 4 – SIAM Implementation Roadmap	90 - 112
10:15 – 10:30	Break	
10:30 – 12:00	Module 4 continued	
12:00 – 12:30	Lunch	
12:30 – 14:45	Module 5 - The SIAM Practices	113 - 135
14:45 – 15:00	Break	
15:00 – 17:00	Module 6 – Processes to support SIAM	136 - 177

Day 3

Time	Content (Syllabus ref)	Slides
09:00 – 09:30	Review day 2	
09:30 – 10:45	Module 7 – Challenges and risks	178 - 210
10:45 – 11:00	Break	
11:00 – 12:00	Module 8 - SIAM and other practices	211 - 246
12:00 – 12:30	Lunch	
12:30 – 14:30	Course review	
14:30 – 14:45	Break	
14:45 – 15:45	Self study	
16:00 – 17:00	Exam	

Service Integration and Management (SIAM) Foundation Courseware



Service Integration And Management (SIAM) Foundation



Introduction

- Let's meet & goals
- Terms
- Program



Service Integration and Management (SIAM) Foundation Courseware



ABOUT THIS COURSE

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Contents

Program 2 day

Day 1

09:00 – 9:30	Introduction
09:30 – 10:15	About this course
10:15 – 10:30	Break
10:30 – 12:00	Module 1: Introduction to SIAM
12:00 – 12:30	Lunch
12:30 – 13:30	Module 2: The SIAM ecosystem
13:30 – 14:30	Module 3: SIAM Roles and Responsibilities
14:30 – 15:30	Module 4: SIAM Implementation Roadmap
15:30 – 15:45	Break
16:00 – 17:00	Module 5: SIAM Practices

Day 2

09:00 – 09:20	Review of day 1
09:20 – 10:30	Module 6: Processes to support SIAM
10:30 – 10:45	Break
10:45 – 12:00	Module 7: Challenges and Risks
12:00 – 12:30	Lunch
12:30 – 13:30	Module 8: SIAM and other Practices
13:30 – 16:00	Self study
14:45 – 15:00	Break
16:00 – 17:00	Exam

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Contents

Program 3 day

Day 1

09:00 – 9:30	Introduction
09:30 – 10:15	About this course
10:15 – 10:30	Break
10:30 – 12:00	Module 1: Introduction to SIAM Lunch
12:00 – 12:30	Lunch
12:30 – 14:30	Module 2: The SIAM ecosystem
14:30 – 15:30	Module 3: SIAM Roles and Responsibilities
15:30 – 15:45	Break
15:45 – 17:00	Module 3 (cont.)

Day 2

09:00 – 09:20	Review of day 1
09:20 – 10:15	Module 4: SIAM Implementation Roadmap Break
10:15 – 10:30	Break
10:30 – 12:00	Module 4 (cont.)
12:00 – 12:30	Lunch
12:30 – 14:45	Module 5: SIAM Practices
14:45 – 15:00	Break
15:00 – 17:00	Module 6: Processes to support SIAM

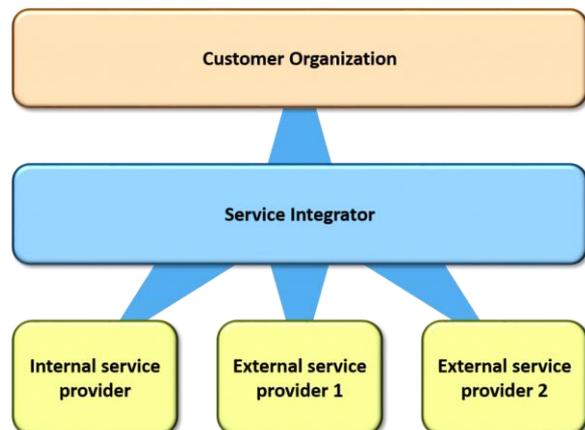
Day 1

09:00 – 9:30	Review of day 2
09:30 – 10:45	Module 7: Challenges and Risks
10:45 – 11:00	Break
11:00 – 12:00	Module 8: SIAM and other Practices Lunch
12:00 – 12:30	Lunch
12:30 – 14:30	Course review
14:30 – 14:45	Break
14:45 – 15:45	Self study
16:00 – 17:00	Exam

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What is SIAM ?

Service Integration And Management

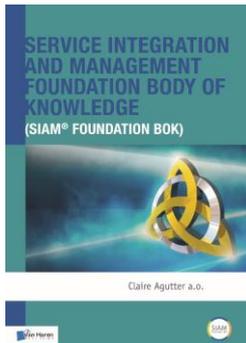


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Here is the link from the slide to the theory in the book, with the number of the chapter or the paragraph (Par.) and possibly the name of the subtitle in the book

Literature



- A. *Service Integration and Management Foundation Body of Knowledge (SIAM® Foundation BoK).*
Scopism Limited
Van Haren Publishing: March 2017 (first edition)
ISBN-13: 978-9401801027 (printed book)
ISBN-13: 978-9401801034 (eBook)

Additional literature (after training)

- C. *SIAM-MSI – An Introduction to Service Integration and Management - Multi-Sourcing Integration for IT Service Management.*
Clifford, David (2016).
ITGP, ISBN-13: 978-1849288514

Course Scope

This certification includes the following topics:

- Introduction to Service Integration and Management
- Service Integration and Management implementation roadmap
- Service Integration and Management and its relation to other management practices
- Service Integration and Management roles and responsibilities
- Service Integration and Management practices
- Processes to support Service Integration and Management
- Service Integration and Management challenges and risks

See Syllabus
Par. 2

Exam Requirements	Exam specification	Weight %
1. Introduction to Service Integration and Management	1.1 The candidate can outline the SIAM fundamentals.	5%
	1.2 The candidate can describe the SIAM methodology and the various structures suggested for the service integrator layer.	
2. Service Integration and Management Implementation Roadmap	2.1 The candidate can list the SIAM implementation key stages and explain the main objectives and activities of these stages.	20%
3. Service Integration and Management roles and responsibilities	3.1 The candidate knows the different SIAM roles and their responsibilities.	10%
4. Service Integration and Management practices	4.1 The candidate can explain different practices of SIAM.	15%
5. Processes to support Service Integration and Management	5.1 The candidate understands processes in a SIAM ecosystem.	17,5%
	5.2 The candidate understands the objectives and SIAM considerations of the main processes that support Service Integration and Management.	
6. Service Integration and Management challenges and risks	6.1 The candidate understands the main challenges within a SIAM ecosystem, their associated risks and potential mitigation.	17,5%
7. Service Integration and Management and other practices	7.1 The candidate can outline the importance of other practices to SIAM.	5%
Total		100%

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See Syllabus
Par. 2



Exam specifications

- 1. Introduction to Service Integration and Management (15%)**
 - 1.1 The candidate can outline the SIAM fundamentals. (5%)
The candidate can...
 - 1.1.1 outline the purpose and value of a SIAM approach.
 - 1.1.2 describe (business) drivers for SIAM.
 - 1.2 The candidate can describe the SIAM methodology and the various structures suggested for the service integrator layer. (10%)
The candidate can...
 - 1.2.1 explain the SIAM layers.
 - 1.2.2 describe the SIAM structures, advantages and disadvantages for a hybrid service integrator, an internally and an externally sourced service integrator and a lead supplier integrator.
- 2. Service Integration and Management Implementation Roadmap (20%)**
 - 2.1 The candidate can list the SIAM implementation key stages and explain the main objectives and activities of these stages. (20%)
The candidate can...
 - 2.1.1 distinguish between the different SIAM implementation key stages.
 - 2.1.2 outline the main objectives, triggers, inputs, activities and outputs in the discovery and strategy stage.
 - 2.1.3 outline the main objectives, triggers, inputs, activities and outputs in the plan and build stage.
 - 2.1.4 outline the main objectives, triggers, inputs, activities and outputs in the implement stage.
 - 2.1.5 outline the main objectives, triggers, inputs, activities and outputs in the run and improve stage.
- 3. Service Integration and Management roles and responsibilities (10%)**
 - 3.1 The candidate knows the different SIAM roles and their responsibilities. (10%)
The candidate can...
 - 3.1.1 explain SIAM roles and responsibilities.
 - 3.1.2 explain the SIAM structural elements.
- 4. Service Integration and Management practices (15%)**
 - 4.1 The candidate can explain different practices of SIAM. (15%)
The candidate can...
 - 4.1.1 describe the people practices of managing cross functional teams.
 - 4.1.2 describe the process practices of integrating processes across service providers.
 - 4.1.3 describe the measurement practices of enabling and reporting on End to End Services.
 - 4.1.4 describe the technology practices of creating a tooling strategy.

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See Syllabus
Par. 2

Exam specifications

5. **Processes to support Service Integration and Management (17,5%)**
 - 5.1 The candidate understands processes in a SIAM ecosystem. (2,5%)

The candidate can...

 - 5.1.1 outline the function of processes in a SIAM ecosystem.
 - 5.2 The candidate understands the objectives and SIAM considerations of the main processes that support Service Integration and Management. (15%)

The candidate can...

 - 5.2.1 indicate what the process purpose is.
 - 5.2.2 outline the SIAM considerations.
6. **Service Integration and Management challenges and risks (17,5%)**
 - 6.1 The candidate understands the main challenges within a SIAM ecosystem, their associated risks and potential mitigation. (17,5%)

The candidate can...

 - 6.1.1 describe the importance of building the business case, the associated risks and mitigations.
 - 6.1.2 describe the importance of culture, collaboration and cooperation, the associated risks and mitigations.
 - 6.1.3 describe the importance of level of control and ownership, the associated challenges and mitigations.
 - 6.1.4 outline the importance of security, the associated risks and mitigations.
 - 6.1.5 describe the challenges associated with measuring success and its mitigations.
 - 6.1.6 describe the importance of trust/eliminating micro-management and level of control, the associated risks and mitigations.
 - 6.1.7 define the commercial challenges, the challenges with legacy contracts and their mitigations.
7. **Service Integration and Management and other practices (5%)**
 - 7.1 The candidate can outline the importance of other practices to SIAM. (5%)

The candidate can...

 - 7.1.1 describe the contribution of the following frameworks and standards to a SIAM ecosystem: IT service management including ITIL® and ISO/IEC 20000, Agile, including Agile Service Management, DevOps, COBIT and Lean.

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See Syllabus
Par. 3

Basic concepts

A list of basic (exam) concepts can be found in:
EXIN BCS SIAM® Foundation Preparation Guide.

Note:

Knowledge of these terms alone does not suffice for the exam; the candidate must understand the concepts and be able to provide examples.

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Module I. Introduction to Service Integration and Management



Chapter 2
Introduction
to SIAM



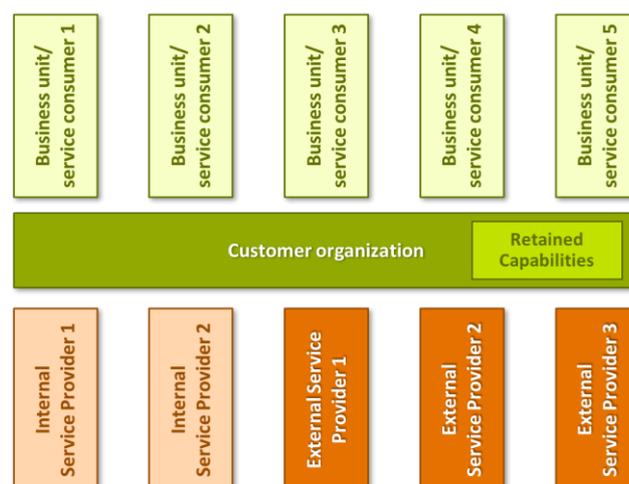
THE CANDIDATE CAN OUTLINE THE SIAM FUNDAMENTALS.

Terminology

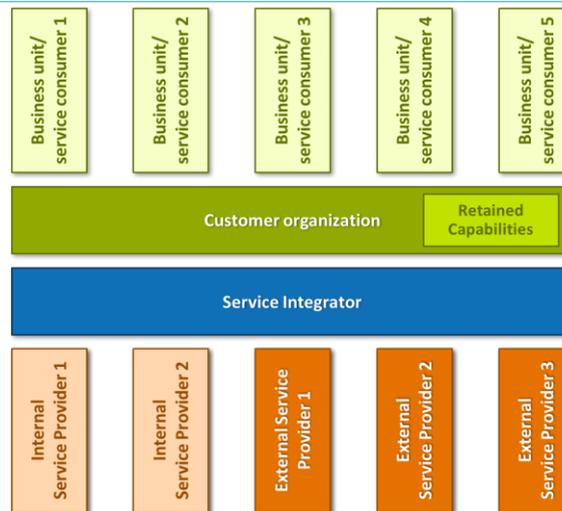
- Service Integration and Management
 - Management methodology
 - Multiple service providers

- Other acronyms include:
 - MSI (Multi Sourcing Integration)
 - SMI (Service Management Integration)
 - SI (Service Integration)
 - SMAI (Service Management and Integration)
 - SI&M (Service Integration & Management).

History of SIAM



SIAM Concept



Purpose

“Effective SIAM seeks to combine the benefits of best-of-breed based multi-sourcing of services with the simplicity of single sourcing, minimizing the risks inherent in multi-sourced approaches and masking the supply chain complexity from the consumers of the services.”

*An Example ITIL®-based Model for Effective Service Integration and Management Whitepaper,
Kevin Holland Copyright © - AXELOS 2015 All rights reserved*



Section 2.3

Service Integrator

- A single point of accountability for the customer organization
- Governance and coordination of multiple service providers
- Encouragement for collaboration and improvement across the service providers
- Reinforcement of roles and responsibilities within the service providers
- Techniques to manage interactions between service and service providers

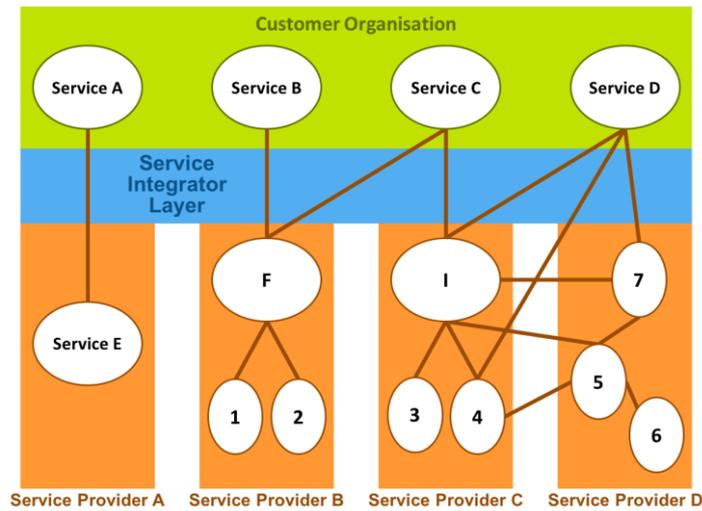


Section 2.4

Scope of SIAM

- Service outcomes, values and objectives
- The service providers
- The service consumers
- The service characteristics (this should include any service levels)
- The service boundaries
- Dependencies with other services
- Technical interactions and dependencies with other services
- Data and information interactions with other services

Service Model



Value of SIAM

1. Service satisfaction
2. Service and sourcing landscape
3. Operational efficiencies
4. External drivers
5. Commercial drivers.

Service Satisfaction

1. Service performance
2. Service provider interaction
3. Clarity of roles and responsibilities
4. Slow pace of change
5. Demonstration of value
6. Lack of collaboration between service providers
7. Delivery silos.

Service and Sourcing Landscape

1. External sourcing
2. Shadow IT
3. Multi-sourcing
4. Increase in the number of service providers
5. Inflexible contracts

Section
2.5.3

Operational Efficiencies

1. Disparate service management capabilities
2. Data and information flows
3. Data and information standards
4. Tooling.

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Section
2.5.4 / 2.5.5

External & Commercial Drivers

- External drivers
 - Corporate governance
 - External policy
- Commercial drivers
 - Service providers
 - Service integrators

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Assignment

Think about the content for a business case to support SIAM for your organization. What are the key drivers you would expect to cover, for you organization?

List at least three drivers

Answer in Assignment Answer document

Question

Service Integration and Management is an approach to manage multiple suppliers. Which of these is not a SIAM layer?

- A. Customer organization
- B. Business vendor
- C. Service provider
- D. Service integrator

Question Answer

Service Integration and Management is an approach to manage multiple suppliers. Which of these is not a SIAM layer?

- A. Customer organization
- B. Business vendor**
- C. Service provider
- D. Service integrator

Question

Which of these is not a responsibility of the service integrator?

- A. A single point of accountability for the customer organization
- B. Ownership of the strategy for the customer organization
- C. Governance and coordination of multiple service providers
- D. Encouragement for collaboration and improvement across the service providers