BCS/EXIN SIAM™ MANAGEMENT FOUNDATION

(SIAMTM is a registered trademark of EXIN)

Course Overview and Duration:

Duration: 3 Days

Course Delivery: Classroom or Virtual Classroom Environment (VCE)

Pre-requisites: There are no specific pre-requisites for entry to the course. However it is strongly recommended that candidates have good knowledge of IT Service Management terminology, for instance through a recognized IT

Introduction:

Organisations are recognising an increasing need to manage multi-sourced IT Services from internal, external and cloud providers. 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 organisation. The BCS EXIN SIAM™ Foundation course tests a candidate's knowledge and understanding of the terminology and the core principles. This SIAM™ certification covers themes such as the potential benefits as well as the challenges and risks of implementing Service Integration and Management.

This course is based on an up-to-date body of knowledge assembled by industry experts, so that the SIAM™ certification is relevant to a broad spectrum of stakeholders within IT, procurement, commercial and project/process functions.

Course Outline:

During the course you will learn about the fundamental concepts of Service Integration and an understanding of bringing together multiple service providers to strive for a common goal, in order to support the client organisations' agreed objectives for service delivery. The course goals include:

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

This course is presented by an experienced trainer in a class-room or on-line format and includes relevant workshop exercises and discussion sessions. Full course materials will be provided to all delegates.

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Description:

The SIAM^{TM} certification includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM^{TM} ecosystem. It enables a deeper understanding of SIAMTM processes and how they can be best applied to deliver consistency across suppliers, aligned to service management processes. A candidate who successfully completes the BCS EXIN SIAM^{TM} Foundation knows how Service Integration and Management delivers business value and is able to contribute to the implementation and use of SIAM^{TM} in an organisation.

About the Course:

This course is available as classroom or online training. On completion of the course students may take the formal examination to achieve the SIAM^{TM} Foundation certification which is part of the BCS/EXIN certification program. The course will require a minimum of 18 hours of study and will run over a minimum of 3 days.

Who Should Attend:

The three day SIAM^{TM} Foundation Course is designed for IT professionals worldwide who have an interest in the practices of Service Integration and Management, or who want to implement this methodology in an organisation, in particular those professionals who are already working with IT Service Management processes. It creates clarity and consensus for IT professionals managing these new complexities. Furthermore, this SIAM^{TM} certification is intended for providers that want to implement and manage Service Integration and Management models.

Materials Provided:

Our package includes full course materials.

Organisational Benefits:

- Helps organisations to better manage multiple suppliers and reduce service complexity, whilst improving efficiency, governance, and cost control.
- Creates an environment where IT professionals can effectively orchestrate the increasing array of business solutions and services, whether they are delivered internally, externally or from the Cloud.
- Certification is not mandatory but a rapidly growing number of organisations are recommending that employees become certified.

Individual Benefits:

- Creates awareness amongst employees.
- Provide understanding of the business value of using a recognised methodology

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- Increases productivity in the workplace.
- Individuals will receive an industry recognised professional qualification.

Pre-course Reading:

There is none recommended for this course

Exam Overview:

This course is based on the BCS EXIN Foundation syllabus and prepares delegates for the BCS EXIN Service Integration and Management Foundation Exam taken at the end of the course. Successful candidates will be awarded the BCS EXIN Service Integration and Management Foundation Certificate.

Exam Type:

Classroom Exam, or On-line.
The exam is multi-choice.
Exam duration is 60 minutes.
There are 40 questions.
The pass mark is 26 correct answers from 40 (65%).

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