

Service Integration and Management (SIAM) Foundation Training

Course Length: 3 days

Course Overview

This course provides a foundational understanding of Service Integration and Management (SIAM). SIAM allows IT professionals to effectively orchestrate the increasing array of business solutions and services - internally, externally or from the cloud.

Who Should Attend

The certification will create clarity and consensus for anyone involved in service management that takes care of any combination of internal and external service providers. This includes: Consultants Service managers, Project and programme managers, Business relationship managers, Change and commercial managers, Solution Architects. The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives.

Course Objectives

The EXIN BCS SIAM® Foundation tests a candidate's knowledge and understanding of the terminology and the core principles. This certification covers themes such as potential benefits as well as the challenges and risks of implementing Service Integration and Management. The SIAM® certification also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem.

Course Outline

- 1 - INTRODUCTION TO SERVICE INTEGRATION AND MANAGEMENT
- 2 - SIAM IMPLEMENTATION ROADMAP
- 3 - SIAM AND ITS RELATION TO OTHER MANAGEMENT PRACTICES
- 4 - SIAM ROLES AND RESPONSIBILITIES
- 5 - SIAM PRACTICES
- 6 - PROCESSES TO SUPPORT SIAM
- 7 - SIAM CHALLENGES AND RISK