PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: SIAM™ Foundation	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: SIAM™ Foundation Certificate	

Course Syllabus

Our SIAM™ Foundation training course will cover the following topics:

- Introduction To Service Integration And Management
- Service Integration And Management Implementation Roadmap
- 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
- Service Integration And Management And Other Practices

You will be able to demonstrate knowledge of the fundamental concepts of SIAM™ and have an understanding of bringing together multiple service providers to strive for a common goal, in order to support the client organisation' agreed objective for service delivery.

Course Overview

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.

Our three-day SIAM™ Foundation training course will cover the terminology, core principles, benefits and challenges of implementing Service Integration And Management. You will also be able to decide on the particular SIAM™ model that is best for your organisation.

Course Learning Outcomes

Our SIAM™ Foundation training course will help you to:

- Understand the main concepts and processes of SIAM™ that are used in organisations
- Establish a SIAM™ ecosystem in order to better organise the organisation's resources
- Provide better support during a SIAM™ implementation by understanding the main considerations for the most important processes
- Reduce risks associated with Integrated Services and the SIAM™ ecosystem
- Connect different practices with SIAM™ to boost and improve the organisation’s service provision
- Integrate services by using different structures based on SIAM™ practices and methodology
- Recognise the key stages of SIAM™ implementation in order to better plan its roll-out
- Determine SIAM™ roles and responsibilities in processes and the organisation

- Better select the most appropriate SIAM™ practices in line with the organisation's environment and maturity

Audience

Our SIAM™ Foundation training course is aimed at professionals all over the world who have an interest in the practices of SIAM™ or that want to implement this methodology in an organisation, in particular those professionals who are already working with IT Service Management processes. The following roles could be interested in our SIAM™ Foundation training course:

- Chief Strategy Officers (CSOs)
- Chief Information Officers (CIOs)
- Chief Technical Officers (CTOs)
- Service Managers
- Service Provider Portfolio Strategists/Leads
- Process Managers
- Project Managers
- Change Managers
- Service Level Managers
- Business Relationship Managers
- Program Managers
- Supplier Managers
- Service Architects
- Process Architects
- Business Change Practitioners
- Organisational Change Practitioners

Entry-Level Requirements

There are no entry-level requirements for our SIAM™ Foundation training course, however, it is strongly recommended that you have a good knowledge of IT Service Management terminology, for instance through a recognised IT Service Management framework like ITIL® 4 or VeriSM™.

Recommended Reading

You will be sent the following publications in PDF format before our SIAM™ Foundation training course:

- SIAM™ Foundation Body Of Knowledge
- SIAM™ Foundation Process Guides

What's Included

Our SIAM™ Foundation training course includes the following:

- Course Slide-Set
- Exercises
- Handouts
- Pre-Reading
- Mock Exam Questions
- SIAM™ Foundation Examination

Exam Information

EXIN SIAM™ Foundation Examination:

- Duration: 60 Minutes
- Format: Closed Book
- Questions: 40
- Style: Multiple-Choice
- Pass Mark: 26/40 (65%)

What's Next

Our three-day SIAM™ Professional training course will test your knowledge and skills of the activities in the four stages of the SIAM® roadmap. You will learn how to analyse, plan, build and inspect a multi-service provider environment.

Additional Information

Our SIAM™ Foundation training course will build consensus and clarity around key principles and practices of SIAM™ which is necessary since the application of SIAM™ is always varied across different organisations.

Our SIAM™ Foundation training course includes examples of implementation structures, governance, tools and data considerations and the common processes used in a SIAM™ eco-system.

You will also learn how Service Integration And Management deliver business value and is able to contribute to the implementation and use of SIAM™ in an organisation.