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

Course Syllabus

Our SIAM™ Professional training course will test your knowledge of the application of SIAM™ to situations and your ability to further analyse the SIAM™ concepts.

It also includes an in-depth look into the four stages of the SIAM™ roadmap:

- The Discovery & Strategy Stage
- The Plan & Build Stage
- The Implement Stage
- The Run & Improve Stage
- SIAM™ Practices Across The Stages

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™ 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.

Course Learning Outcomes

Our SIAM™ Professional training course will help you to::

- Establish a governance framework based on SIAM™ practices
- Perform an organisation assessment to better determine and establish a plan and promote improvements
- Determine the key elements to perform a SIAM™ implementation
- Design and build up a SIAM™ model for different environments and organisations
- Lead a SIAM™ implementation
- Select different approaches to implement SIAM™
- Use organisational change management in order to boost the SIAM™ implementation
- Improve the organisation's SIAM™ ecosystem at every stage
- Manage and continuously improve multiple processes based on SIAM™

Audience

Our SIAM™ Professional training course is ideal for professionals who want to improve and extend their Service Integration and Management knowledge. This makes it very interesting for Service Managers and Practitioners, Service Provider Portfolio Managers, Process Managers, Project Managers and many others.

Entry-Level Requirements

Thorough knowledge of SIAM™ is required. Previous completion of the SIAM™ Foundation exam is strongly recommended although not compulsory.

Part of the Accredited SIAM™ Professional training is conducting practical assignments in which you must participate. The practical assignments are based on applying SIAM™ Best Practice guidance to the SIAM™ Professional case study.

A good level of knowledge of IT Service Management is also recommended.

Recommended Reading

It is recommended that you read the following:

EXIN SIAM™ Professional – Case Study
EXIN (2020)
Freely available on SIAM™ Professional Case Study

What's Included

Our SIAM™ Professional training course includes the following:

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

Exam Information

EXIN SIAM™ Professional Examination:

- Duration: 90 Minutes
- Format: Closed Book Based On Case Study
- Questions: 40
- Style: Multiple-Choice
- Pass Mark: 26/40 (65%)

The SIAM™ Professional examination will be based on the syllabus in this document. Examination questions will be drawn from all topics in the syllabus, and coverage of any given topic can be expected to be in proportion to the amount of time allocated to that topic in the syllabus.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Service Integration and Management (SIAM™) also has a synonym: multi-sourcing integration (MSI). Within the scope of this certification, only the term Service Integration and Management is used.

Our SIAM™ Professional 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.