BCS EXIN Foundation Certificate in SIAM® Training

Duration: **3 Day**

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Overview

The **BCS EXIN Foundation Certificate in SIAM®** is a three-day foundation programme covering the essential terminology, principles and working practices of **Service Integration and Management (SIAM®)**.

Modern organisations frequently rely on multiple internal and external providers to deliver their IT services. SIAM® provides an approach for bringing these different providers together so that services can be managed as a **coordinated, end-to-end ecosystem aligned with business needs**, rather than as a collection of disconnected supplier services.

During the course, participants develop an understanding of SIAM® terminology, principles, organisational structures and implementation practices. The programme covers the SIAM® implementation roadmap, roles and responsibilities, process integration, people practices, measurement and technology. It also examines the operational, cultural, security and commercial challenges that can arise within multi-provider environments.

The course also provides focused preparation for the **BCS EXIN Foundation Certificate in SIAM®** examination.

Prerequisites

There are no mandatory prerequisites for attending this course.

However, participants will benefit from having a good working understanding of **IT Service Management (ITSM)** terminology and fundamental service management concepts, for example through previous exposure to a recognised IT Service Management framework.

Who Should Attend

This course is suitable for service management professionals who work in, support or are preparing to introduce multi-provider service environments.

It is particularly relevant to:

- IT Service Managers
- Service Management professionals
- Process Managers
- Employees of service provider organisations
- Client-side Service Managers
- Professionals involved in establishing or operating SIAM® ecosystems
- Individuals responsible for coordinating multiple suppliers and service providers

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What You Will Learn

By the end of the course, participants will be able to:

- Explain the fundamental concepts, purpose and value of SIAM®.
- Describe the main business drivers for adopting a SIAM® approach.
- Outline the SIAM® methodology and structures associated with the Service Integrator layer.
- Explain the stages of the SIAM® Implementation Roadmap.
- Identify key roles and responsibilities within a SIAM® ecosystem.
- Describe how processes can be integrated across multiple service providers.
- Explain people practices used to support cross-functional teams.
- Understand approaches to measuring and reporting end-to-end services.
- Recognise major challenges and risks within a SIAM® environment and appropriate mitigation approaches.
- Describe how ITIL®, ISO/IEC 20000, Agile Service Management, DevOps, COBIT and Lean can contribute to a SIAM® ecosystem.

Outline

1. Introduction to Service Integration and Management (SIAM®)

The course begins by establishing why SIAM® is relevant to modern multi-provider service environments.

- SIAM® fundamentals
- Purpose and value of SIAM®
- Business drivers for SIAM®
- Overview of the SIAM® methodology
- Structures for the Service Integrator layer

2. SIAM® Implementation Roadmap

Participants explore the roadmap used to introduce and develop a SIAM® ecosystem.

For each stage, the course considers its**objectives, triggers, inputs, activities and outputs**.

Discovery and Strategy

- Understanding the existing environment
- Exploring strategic requirements
- Establishing the direction for SIAM®

Plan and Build

- Planning the SIAM® operating model
- Developing the required structures and capabilities
- Preparing for implementation

Implement

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- Introducing the planned SIAM® model
- Transitioning into the new way of working

Run and Improve

- Operating the SIAM® ecosystem
- Reviewing performance
- Supporting continual improvement

3. SIAM® Roles and Responsibilities

This section examines how responsibilities are structured across a SIAM® environment.

- Principal SIAM® roles
- Responsibilities across the ecosystem
- Structural elements of SIAM®
- The Service Integrator
- Coordination between participating parties

4. SIAM® Practices

Participants examine four important practice areas that support an effective SIAM® ecosystem.

People Practices

- Managing cross-functional teams
- Encouraging collaboration
- Supporting effective working across providers

Process Practices

- Integrating processes between service providers
- Enabling end-to-end service management

Measurement Practices

- Measuring end-to-end service performance
- Enabling effective reporting

Technology Practices

- Developing an appropriate tooling strategy
- Understanding technology's role in service integration

5. Processes Supporting SIAM®

This section considers how processes operate within a SIAM® ecosystem.

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- The function of processes within SIAM®
- Objectives of key supporting processes
- Managing processes across multiple providers
- SIAM®-specific process considerations

6. SIAM® Challenges and Risks

Successful service integration depends on more than organisational structures and processes. Culture, trust, control and commercial relationships can also have a significant impact.

Topics include:

- Developing the business case
- Risks and mitigation approaches
- Culture, collaboration and cooperation
- Control and ownership challenges
- Security considerations
- Measuring success
- Building trust between ecosystem participants
- Reducing micro-management
- Commercial challenges
- Managing legacy contracts

7. SIAM® and Other Practices

SIAM® can operate alongside established service management standards, frameworks and modern delivery approaches. Participants consider how the following can contribute to a SIAM® ecosystem:

- ITIL®
- ISO/IEC 20000
- Agile Service Management
- DevOps
- COBIT
- Lean

Exams and Assessments

The course prepares participants for the **BCS EXIN Foundation Certificate in SIAM®** examination.

The examination consists of:

- **40 multiple-choice questions**
- **60 minutes**
- **Closed book**
- **Pass mark: 65%**
- A minimum of **26 correct answers out of 40** is required to pass.

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The BCS examination is remotely proctored. Learners can schedule their assessment for**after 5:00 pm on the final day of the course** and complete it remotely under proctored examination conditions.