



# Service Integratie Nederland

## SIAM<sup>®</sup> Professional

Service integration and management (SIAM<sup>®</sup>) is a management methodology that can be applied in an environment that includes services sourced from a number of service providers.

SIAM has developed as organisations have moved away from outsourced contracts with a single supplier to an environment with multiple service providers. SIAM has evolved from the challenges associated with these more complex operating models. It provides governance, management, integration, assurance, and coordination to ensure that the customer organisation gets maximum value from its service providers.

### Content

Successful implementation of SIAM in practice is central during the SIAM Professional training. We do this on the basis of the SIAM Roadmap. We will discuss in detail the activities that must be carried out during each of the four phases. We look at the "theory" from the Body of Knowledge, but especially at the implementation in practice. We do this on the basis of the available exam case and the own practice of the trainers and students.

### Day 1

We start this day with an inventory of the experiences and learning goals of the students. We briefly discuss the practical cases that the students want to introduce into the training. Subsequently, the students present the results of the previously performed "current state analysis" on the case that will also be used for the exam.

The afternoon is dedicated to the 'Discovery & Strategy' phase and successively the setting up of a SIAM program, the design of a governance framework, the analysis of the current situation and the definition of the SIAM strategy and business case are discussed. It is concluded with an assignment, based on the case.

### DURATION

The training lasts three days, each time with a minimum break of one week. A few weeks after the training, the exam will be taken at a separate time.

### AUDIENCE

This training is aimed at professionals who are interested in the best practices in the field of Service Integration and Management and / or want to implement this methodology in an organization. And especially professionals who are already working with IT Service Management processes.

In addition, this SIAM certification is intended for service providers who want to implement and manage Service Integration and Management delivery models.

### EXAM

The training course prepares you for the official SIAM Professional exam of EXIN International. The exam is a closed book with 40 multiple-choice questions. You need to have 26 correct answers (65%) to pass the exam. The exam lasts 90 minutes and will be taken online or on paper.

### STUDY LOAD

The estimated study load outside the course days is 30 hours. Time is needed to study the course material, homework assignments and business case. A condition for participation in the exam is a good completion of the homework assignments.

## COST

You can find the actual price on our website. The training course is including a complete student binder, official book, exam and exam guarantee.

## CERTIFICATE

After successfully passing the exam, you will receive from EXIN International the official SIAM Professional certificate.

## MATERIALS

About two weeks prior to the start of the course, students will receive the complete student binder containing all of the presentation materials, course notes, case study and sample exams.

## APPROACH

An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the SIAM Professional certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how SIAM best practices can be applied in order to improve IT performance.

All delegates are encouraged to actively participate during the practical sessions to gain the full benefit during the training.

## IN COMPANY

This course may be delivered as part of our public class schedule at one of our facilities, as an onsite private class at your facility. Customization provides the opportunity to design a tailored training program that supports the organisation most effectively while still getting the benefits of industry best practices training.

Our training experts will work closely with you to develop a training program based on your organization's needs.

## CONTINUATION

After six months, Suerte Academy organizes a return session for all certified SIAM Professionals, in which attention will be paid to current topics and intervision.

## Day 2

On the second day we start with discussing the homework assignment and a reflection on the first day of the course and the insights gained. A large part of the day will be spent on the (theoretically) most extensive phase: "Plan & Build".

On the basis of the practical case of trainers and course participants, we cover, among other things: the analysis of organization-specific service and process models, choosing the right sourcing approach and SIAM structure, the design of a measurement and reporting framework, a tooling strategy and a collaborative model.

We also consider the challenges of organizational change, the interests of stakeholders and effective communication. And we conclude with a case assignment.

## Day 3

On this day, we will deal with the "Implement" phase in the morning. We look at the pros and cons of a "big bang" and a "phased" approach. The most important points for attention during on-boarding and off-boarding of service providers are also discussed. And we delve further into the soft aspects of influencing morality and motivation.

In the afternoon, the final phase "Run and Improve" is central. We then discuss the functioning of the so-called structural elements (boards, process forums and working groups) at the different levels. We also provide guidance on how to deal with issues surrounding service provider and integrator performance. Finally, we discuss audit and compliance mechanisms.

## Outcomes

At the end of this course, you will be able to:

- Design the elements of a SIAM governance framework
- Analyse the current situation (services, groupings, providers, market)
- Define the key elements of a SIAM strategy
- Design a detailed SIAM model
- Plan the SIAM implementation
- Explain the different scenarios of a SIAM implementation
- Apply organizational change management
- Managing, safeguarding and improving the SIAM ecosystem
- Apply the SIAM practices in practice

## Prerequisites

For this training, the student must be in possession of the SIAM Foundation certificate.

## Conditions

On all our training courses and workshops our delivery terms and conditions apply. You can find these at our website.

## Information

If you want more information about course dates and prices, please go to our website [www.service-integratie.nl](http://www.service-integratie.nl) Do you want to know more about our customised and in-company courses, email us at [info@service-integratie.nl](mailto:info@service-integratie.nl)

