

"EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 "

Course Introduction

This SIAM Foundation training program is designed to provide participants with a comprehensive understanding of Service Integration and Management (SIAM) principles, practices, roles, governance structures, implementation roadmap, and operational considerations in multi-supplier environments. The course aligns with the EXIN SIAM™ Foundation syllabus based on the Scopism SIAM BoK V3.

Day 1 – Introduction to SIAM, Structures & Roadmap

1. Introduction to SIAM

1.1 SIAM Fundamentals

- Understanding Service Integration and Management (SIAM)
- Purpose and value of SIAM in multi-vendor environments
- Business drivers for SIAM adoption
- SIAM operating principles
- Key SIAM terminology and concepts

Learning Objectives

- Outline the purpose and value of a SIAM approach
- Describe business drivers for SIAM

1.2 SIAM Layers and Structures

- Overview of SIAM layers
 - Customer organization
 - Service integrator
 - Service providers
 - Consumers and users
- SIAM governance and collaboration model

SIAM Structural Models

- Internally sourced service integrator
- Externally sourced service integrator
- Hybrid service integrator model
- Lead supplier as service integrator

Comparative Analysis

- Advantages and disadvantages of each model
- Organizational suitability and selection considerations

Learning Objectives

- Explain SIAM layers
 - Describe SIAM structures, advantages, and disadvantages
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2. SIAM Roadmap

2.1 SIAM Implementation Key Stages

Overview of the SIAM Lifecycle

- SIAM implementation roadmap
- Organizational readiness for SIAM
- Governance checkpoints and milestones

Discovery & Strategy Stage

- Objectives and triggers
- Inputs and activities
- Stakeholder analysis
- Business case preparation
- Outputs and deliverables

Plan & Build Stage

- Service integration planning
- Governance framework setup
- Process integration design
- Tooling and technology alignment
- Outputs and deliverables

Implement Stage

- Transition planning and onboarding
- Testing and validation
- Operational readiness
- Outputs and deliverables

Run & Improve Stage

- Operational governance
- Performance monitoring
- Continual improvement initiatives
- Supplier collaboration and optimization

Learning Objectives

- Distinguish SIAM implementation stages
 - Outline objectives, triggers, inputs, activities, and outputs for each stage
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3. SIAM Roles

3.1 SIAM Roles and Responsibilities

- Service integrator responsibilities
- Customer organization responsibilities
- Supplier responsibilities
- Governance bodies and committees
- Process ownership and accountability
- Communication and escalation management

SIAM Structural Elements

- Governance structures
- Operational coordination models
- Cross-functional collaboration mechanisms

Learning Objectives

- Explain SIAM roles and responsibilities
 - Explain SIAM structural elements
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Day 2 – SIAM Practices, Processes, Challenges & Exam Preparation

4. SIAM Practices

4.1 Practices of SIAM

People Practices

- Collaboration and teamwork
- Stakeholder engagement
- Skills and competency management
- Organizational culture and behavior

Process Practices

- Integrated process management
- Process standardization
- End-to-end process ownership

Measurement Practices

- KPI and SLA management
- Reporting and dashboards
- Supplier performance measurement

Technology Practices

- SIAM tooling considerations
- Automation and orchestration
- Monitoring and reporting tools

Learning Objectives

- Explain people, process, measurement, and technology practices in a SIAM ecosystem

4.2 Other Practices

- Knowledge management
- Risk management
- Financial management
- Security and compliance management

Learning Objectives

- Describe how other practices work in a SIAM ecosystem
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5. Processes to Support SIAM

5.1 Processes in a SIAM Ecosystem

- Importance of integrated processes
- Process alignment across suppliers
- Governance and operational controls

Learning Objectives

- Outline the function of processes in a SIAM ecosystem

5.2 Continual Service Improvement, Supplier Management, and Change & Release Management

Continual Service Improvement

- CSI principles in SIAM
- Metrics-driven improvement initiatives
- Service review frameworks

Supplier Management

- Supplier governance
- Supplier performance management
- Contract and relationship management

Change & Release Management

- Integrated change management
- Cross-supplier release coordination
- Risk and dependency management

SIAM Considerations

- Governance challenges
- Cross-provider dependencies
- Compliance and integration considerations

Learning Objectives

- Explain CSI, Supplier Management, and Change & Release Management in SIAM
 - Outline SIAM considerations for these processes
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6. SIAM Challenges and Risks

6.1 Challenges, Risks, and Mitigations

Business and Governance Challenges

- Building the SIAM business case
- Ownership and accountability challenges
- Governance alignment issues

Commercial and Contractual Challenges

- Multi-vendor commercial complexity
- Legacy contract limitations
- Supplier dependency risks

Security and Compliance Challenges

- Security governance
- Data protection and compliance considerations
- Shared responsibility concerns

Cultural and Behavioral Challenges

- Collaboration barriers
- Communication challenges
- Cultural alignment considerations

Measuring Success

- Defining success metrics
- KPI and SLA alignment
- Reporting and visibility challenges

Learning Objectives

- Describe SIAM challenges, associated risks, and mitigations

