

" EXIN SIAM Professional based on the Scopism SIAM BoK V3"

Course Introduction

This advanced-level training program is designed to provide participants with a practical and strategic understanding of implementing, operating, governing, and improving a Service Integration and Management (SIAM) ecosystem. The course aligns with the EXIN SIAM Professional syllabus based on the Scopism SIAM BoK V3 and focuses on real-world application of SIAM concepts, governance, sourcing strategies, organizational change, and continual improvement.

Day 1 – Discovery & Strategy, Governance & Plan & Build

1. Discovery & Strategy

1.1 Key Elements of a SIAM Strategy

Strategic Drivers for SIAM

- Organizational drivers for SIAM adoption
- Business transformation and operational efficiency
- Multi-supplier governance challenges
- Customer experience and service quality objectives

SIAM Strategy Selection

- Types of SIAM strategies
- Aligning SIAM strategy with business goals
- Selecting appropriate SIAM operating models

Stakeholder Buy-in and Engagement

- Executive sponsorship and stakeholder engagement
- Communication and adoption strategies

- Managing resistance to change

Business Case and Transition Planning

- Components of a SIAM business case
- Benefits, costs, and risk analysis
- Transition project planning considerations

Roles, Responsibilities, and Success Factors

- Principles for defining roles and responsibilities
- Governance ownership and accountability
- Critical success factors for SIAM

Learning Objectives

- Interpret strategic drivers for SIAM
- Select an appropriate SIAM strategy
- Illustrate methods to gain and maintain stakeholder buy-in
- Describe the business case and transition project for SIAM
- Interpret principles for roles and responsibilities
- Differentiate critical success factors for SIAM

1.2 Analysis of the Current Situation

Service and Supplier Assessment

- Analysis of existing services and service groupings
- Supplier and marketplace evaluation
- Service dependency identification

Capability Assessment

- Organizational maturity and readiness analysis
- Process, governance, and skills assessment

SIAM Model and Sourcing Influences

- Factors influencing SIAM model selection
- Internal, external, and hybrid sourcing approaches
- Governance, cost, and risk considerations

Learning Objectives

- Analyze existing services, providers, and marketplace conditions
 - Explain approaches to assess current capability
 - Classify influences affecting SIAM model and sourcing decisions
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1.3 Elements of a SIAM Governance Framework

Governance in a SIAM Ecosystem

- Governance principles and control structures
- Decision-making frameworks
- Service governance layers

Governance Roles

- Customer organization governance roles
- Service integrator and supplier governance responsibilities
- Cross-functional governance structures

Service Performance Governance

- KPI, SLA, and XLA governance
- Monitoring, reporting, and service reviews
- Performance assurance approaches

Learning Objectives

- Interpret governance characteristics in a SIAM ecosystem
 - Differentiate SIAM governance roles
 - Choose governance approaches for monitoring and measuring service performance
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2. Plan & Build

2.1 Design a Detailed SIAM Model

Sourcing Approaches and SIAM Structures

- Selecting sourcing strategies and SIAM structures

- Internal, external, hybrid, and lead supplier models

Contract Considerations

- SIAM contract structures and governance clauses
- Commercial alignment and contractual risks

Service and Process Models

- Organization-specific service models
- Process integration and standardization
- Cross-provider process alignment

Roles and Responsibilities

- Detailed role definitions
- Accountability and RACI models

Performance Measurement and Reporting

- KPI and SLA framework selection
- Reporting structures and dashboards
- Supplier performance evaluation

Collaboration Models

- Supplier collaboration frameworks
- Communication and governance mechanisms
- Conflict resolution approaches

Tooling Strategy and Integration

- SIAM tooling requirements
- Integration methods and automation considerations
- Monitoring and reporting tool integration

Learning Objectives

- Select sourcing approaches and SIAM structures
- Analyze contract considerations for SIAM
- Analyze service and process models
- Describe detailed roles and responsibilities
- Select measurement and reporting frameworks
- Select collaboration models

- Analyze tooling strategies and integration methods
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2.2 Plan a SIAM Implementation

Organizational Change Challenges

- Cultural transformation and adoption barriers
- Communication and stakeholder engagement
- Training and capability development

Service and Supplier Onboarding

- Big-bang vs phased onboarding approaches
- Supplier integration and transition planning
- Risk and dependency management

Learning Objectives

- Describe organizational change challenges
 - Differentiate onboarding approaches for services and providers
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Day 2 – Implement, Run & Improve & Exam Preparation

3. Implement

3.1 Different Scenarios Supporting a SIAM Implementation

Implementation Approaches

- Big-bang implementation approach
- Phased implementation approach
- Benefits and risks of each implementation method
- Criteria for selecting implementation approaches

Transition to the Approved SIAM Model

- Transition governance and planning
- Supplier onboarding and integration
- Operational readiness activities
- Service transition assurance

Learning Objectives

- Choose between big-bang and phased approaches
 - Explain how to transition to the approved SIAM model
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3.2 Ongoing Organizational Change Management (OCM)

Organizational Change Management Principles

- Change leadership and sponsorship
- Employee engagement and communication
- Managing organizational resistance
- Building collaborative culture

Morale and Motivation

- Techniques to improve morale and motivation
- Recognition and engagement strategies
- Leadership communication approaches

Learning Objectives

- Choose approaches to influence morale and motivation
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4. Run & Improve

4.1 Operate, Assure, and Improve a SIAM Ecosystem

Structural Elements in Operations

- Operational governance layers
- Tactical and strategic management structures

- Service review and governance forums

Provider and Integrator Performance Improvement

- Performance monitoring and reporting
- Issue resolution mechanisms
- Supplier and integrator optimization strategies
- Continual improvement initiatives

Audit and Compliance Mechanisms

- Governance and compliance auditing
- Service assurance activities
- Risk and control assessments
- Continuous compliance monitoring

Learning Objectives

- Analyze structural elements at different levels
 - Select mechanisms to improve provider and integrator performance
 - Apply audit and compliance mechanisms
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Exam Preparation & Revision

SIAM Professional Exam Readiness

- Review of advanced SIAM concepts
 - Scenario-based discussions
 - Governance and implementation case studies
 - Practice questions and exercises
 - Exam preparation strategies
 - Final Q&A session
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Suggested Delivery Approach

- Instructor-led sessions
- Interactive workshops and discussions

- Practical SIAM implementation scenarios
 - Governance model exercises
 - Group activities and case studies
 - Knowledge checks and assessments
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Target Audience

- SIAM Architects and Consultants
 - IT Service Management Professionals
 - Service Delivery Managers
 - Vendor and Supplier Managers
 - Governance and Operations Leaders
 - Program and Transformation Managers
 - Professionals preparing for EXIN SIAM Professional certification
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