

EXIN SIAM Foundation (Service Integration and Management)

Duration: 2 Days

COURSE DESCRIPTION

To maintain a cohesive, business-oriented IT organization, there is a growing demand for a structured approach to seamlessly integrate these services. EXIN SIAM certifications equip professionals with the expertise needed to adopt a SIAM framework effectively. This framework helps minimize operational risks and costs, enhances the alignment of IT services with business needs, and offers greater adaptability in managing service provider models.

The EXIN SIAM Foundation certification evaluates a candidate's understanding of key SIAM principles and terminology. It addresses essential topics such as the potential benefits, challenges, and risks of implementing Service Integration and Management (SIAM).

COURSE OBJECTIVE

- Understand the main concepts and processes of SIAM that are used in organizations;
- Establish a SIAM ecosystem in order to better organize the organization's resources;
- Provide better support during a SIAM implementation by understanding the main considerations for the most important processes;
- Reduce risks associated with Integrated Services and the SIAM ecosystem;
- Connect different practices with SIAM to boost and improve the organization's service provision.
- Integrate services by using different structures based on SIAM practices and methodology;
- Recognize the key stages of SIAM implementation in order to better plan its roll-out;
- Determine SIAM roles and responsibilities in processes and the organization;
- Better select the most appropriate SIAM practices in line with the organization's environment and maturity;

COURSE OUTLINE

- Introduction to Service Integration and Management
- Service Integration and Management Implementation Roadmap
- Service Integration and Management roles and responsibilities
- Service Integration and Management practices
- Processes to support Service Integration and Management
- Service Integration and Management challenges and risks
- Service Integration and Management and other practices

WHO SHOULD ATTEND

Service Integration and Management Foundation is aimed at professionals who want to implement SIAM methodology in their organization and in particular professionals who are already working with IT Service Management processes. It is also intended for providers that want to implement and manage Service Integration and Management models.