

SIAM™ PROFESSIONAL

TRAINING TAILORED TO YOUR NEEDS

Kinetic IT can deliver training in-house, either at your premises; onsite using our training facilities; or virtually. We are confident in our trainers and training programs. Should you be offered a more competitive fee on a comparable course, we are happy to consider matching or improving our course fee. In the unlikely event a participant fails an examination, we will offer an opportunity to re-take the exam once, at no extra charge.



CERTIFICATION COURSE

This certification continues from the Foundations of Service Integration and Management (SIAM), a concept, which although not new, has seen a growth in adoption following the trend towards multi-sourcing and distributed services.

This accredited SIAM Professional Course provides an ideal opportunity for delegates to expand their knowledge in the area of service integration and management, to learn the detailed knowledge available and the practical application.

SIAM is tailored to a multi-party environment and focuses on the specific challenges that come with multi-sourcing and adapts existing service management processes, practices and techniques to work effectively in a multi-service provider environment. Delegates will learn about the integrated process approach of SIAM, the SIAM roadmap for implementation and the governance, management and operating models.

This course covers topics such as:

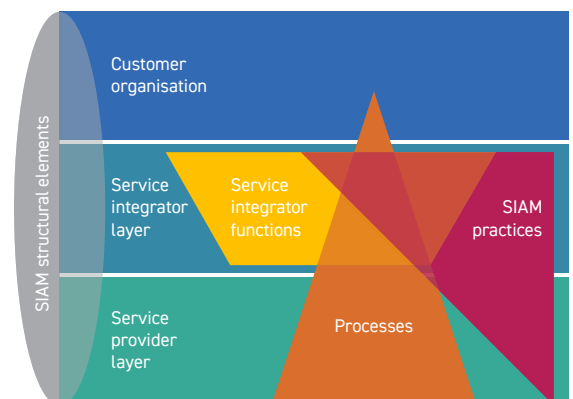
- The Discovery and Strategy stage
- The Plan and Build stage
- The Implement stage
- The Run and Improve stage
- SIAM practices across the stages.



FLIPPED, REMOTE CLASSROOM FORMAT

This remote classroom course will be facilitated from our Education Centre, 'live' by a trainer, via Microsoft Teams, in front of a presentation (to provide as much as possible the experience, quality and interaction of classroom training). The use of video, audio and chat functionality ensures the engagement and involvement thus maximising education opportunities for all attendees. Theory is mixed with discussions and exercises to make sure that the concepts and terminology are not only understood but can be readily applied after the course. To accommodate training across the country the classroom days will run from 'early' in Western Australia to 'late' in the Eastern part of the country.

This course is based on the 'flipped' classroom concept, meaning that it is expected that participants self-study the theory prior to the course, allowing the classroom time to be used for practical discussions and exercises. This prior study can be achieved through the SIAM Foundation Course and/or by reading the SIAM Professional Body of Knowledge, available as a download through Scopism, which also forms the course/exam literature.



Service Integration and Management (SIAM™)
Professional Body of Knowledge – Figure 6

FOR MORE INFORMATION, OTHER COURSES, DATES, PRICING, DISCOUNTS OR BOOKINGS CONTACT US VIA:

☎ 1300 782 072

✉ education.learning@kineticit.com.au

🌐 kineticit.com.au



TARGET AUDIENCE

The participants of the SIAM Professional course have an interest in the practices of SIAM or that want to implement this methodology in an organisation. The content is appropriate for organisations who will commission SIAM models, staff who provide retained capabilities in a customer organization, service integrators and service providers working within a SIAM ecosystem.

This SIAM course is appropriate for:

- Change Managers, Service Level Managers, Business Relationship Managers and Supplier Managers
- Chief Strategy, Information and Technical Officers
- Business and Organisational Change Practitioners
- Service Managers and Practitioners
- Process Managers
- Project & Program Managers
- Service and Process Architects

LEARNING OUTCOMES

The purpose of the SIAM Professional Certificate is to certify a candidate's knowledge of the application of Service Integration and Management (SIAM) to situations and the candidate's ability to further analyse the SIAM concepts.

This course will provide candidates with Bloom's and SFIA levels 3 & 4 (Apply & Analyse) of difficulty / knowledge. A candidate who successfully completes the SIAM Professional Certificate can analyse, plan, build and inspect a multiservice provider environment.

Thorough knowledge of SIAM is required. Previous completion of the SIAM Foundation exam is strongly recommended, as is a good level of knowledge about IT Service Management.

EXAMINATION

Our course-fee includes the SIAM Professional Certificate examination. The exam consists of forty multiple-choice questions and is conducted shortly after the course. The SIAM Professional Certificate is an internationally recognised qualification.

ACCREDITATION

Kinetic IT is an Accredited Training Provider and Examination Centre for EXIN. All course material, trainers and procedures have been independently audited to comply with the international syllabus.

All Kinetic IT trainers have extensive experience with implementing and operating within the SIAM principles. This experience will benefit all participants in obtaining a practical insight in the use of SIAM.



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