VIRTUAL SIAM™ FOUNDATION

REQUIREMENTS:

- PC with Microsoft Teams & microphone (no video required)
- An internet connection

FOUNDATION CERTIFICATION COURSE

Service Integration and Management (SIAM) is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organisation.

This accredited SIAM Foundation Course provides an ideal opportunity for delegates to expand their knowledge in the area of service integration and management.

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:
- SIAM fundamentals and methodology
- Implementation roadmap
- Roles and responsibilities
- SIAM practices
- Processes to support SIAM
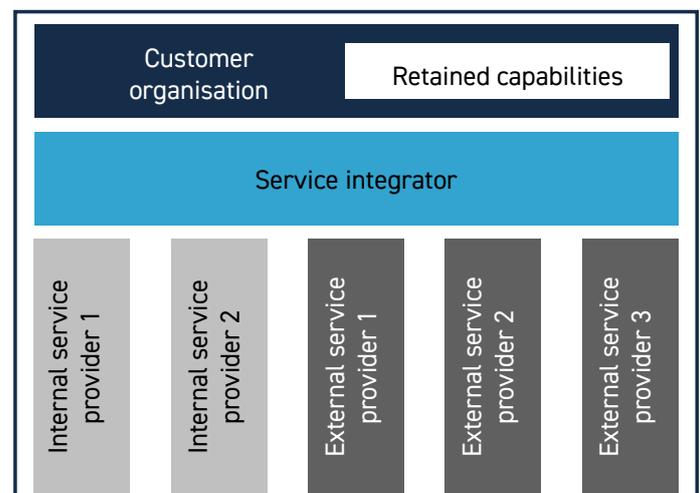- Challenges and risks.

VIRTUAL FORMAT

Virtual means that the original 2 days of theory of the classroom course, will now be delivered in 4 half-day sessions, '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.

THE SIAM METHODOLOGY

SIAM is a management methodology that can be applied in an environment that includes services sourced from a number of service providers. SIAM has a different level of focus to traditional multi-sourced ecosystems with management, integration, assurance, and coordination to ensure that the customer organisation gets maximum value from its service providers.

This course utilises the SIAM Body of Knowledge Foundation and SIAM Processes Compendium, available through Scopism.

Customer organisation	Retained capabilities			
Service integrator				
Internal service provider 1	Internal service provider 2	External service provider 1	External service provider 2	External service provider 3

TARGET AUDIENCE

The participants of the SIAM Foundation Certificate course are drawn from professionals worldwide, who have an interest in the practices of SIAM. Furthermore, it also targets practitioners that want to implement this methodology in an organisation, particularly those professionals who are already working with IT Service Management processes.

This SIAM course is appropriate for:

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

LEARNING OUTCOMES

The purpose of the SIAM Foundation Certificate is to certify that the candidate has gained knowledge of the SIAM terminology, structure and basic concepts and has comprehended the core principles of SIAM practices.

Candidates can expect to gain knowledge and understanding in the following:

- SIAM fundamentals
- Understand the key stages, and objectives of the SIAM Roadmap
- Define SIAM roles and responsibilities
- Explain SIAM practices
- Outline the function of processes in a SIAM ecosystem, in particular continual service improvement, supplier management, and change and release management
- Be aware the main challenges, risks and potential mitigations within the SIAM ecosystem.

EXAMINATION

Our course-fee includes the SIAM Foundation certificate examination. The exam consists of forty multiple-choice questions and is conducted online shortly after the course.

The SIAM Foundation certificate is an internationally recognised qualification, which assess the ability to apply concepts understanding of the relevant parts of the SIAM framework in context.

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.