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QUESTION 1

Within SIAM, what does not support effective management of cross-functional teams?

- A. clear goals and objectives
- B. knowledge, data and information
- C. roles and responsibilities
- D. world class toolset

Correct Answer: D

QUESTION 2

Which process manages escalations regarding the performance of a service provider?

- A. business relationship management
- B. incident management
- C. service level management
- D. supplier management

Correct Answer: D

QUESTION 3

In which SIAM roadmap stage are roles and responsibilities allocated?

- A. Discovery and Strategy
- B. Implement
- C. Plan and Build
- D. Run and Improve

Correct Answer: B

QUESTION 4

What is an activity of the Plan and Build stage of the SIAM roadmap?

- A. appoint service providers
- B. define the strategic objectives



C. performance management and improvement

D. selecting the implementation approach

Correct Answer: A

QUESTION 5

How can ISO/IEC 20000 best be used during the execution of a SIAM roadmap?

A. as the SIAM model

B. as the standard for prospective service providers

C. as means creating a collaborative culture for SIAM ecosystems

Correct Answer: C

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