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QUESTION 1

The development of an integrated process model is a critical part in the success of a SIAM implementation. What approach should a service provider take when developing their process model for the SIAM implementation?

A. adapt and augment their own processes

B. use existing processes

C. use the customer organization\\\'s processes

D. use the service integrator\\\'s processes

Correct Answer: A

QUESTION 2

The service desk for a particular SIAM ecosystem is provided by an internal service provider. Who is responsible for managing the performance of the service desk against their service targets?

A. customer organization

B. internal service provider

C. retained capabilities

D. service integrator

Correct Answer: D

QUESTION 3

A service provider wants to deploy a change that will affect the end-to-end service. Who is responsible for confirming that the change has been evaluated for risk?

A. change management forum

B. integrated change advisory board

C. service owner

D. service provider

Correct Answer: B

QUESTION 4

In the SIAM structure that uses a lead supplier as the service integrator, who has the contractual relationship with the external service providers?

A. customer organization

B. lead supplier

C. prime vendor

D. service integrator

Correct Answer: A

QUESTION 5

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

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