



# SIAMF<sup>Q&As</sup>

SIAMF EXIN BCS Service Integration and Management

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### QUESTION 1

An important DevOps concept is the incremental of new functionality, followed by user feedback before the next increment. In a SIAM ecosystem, what should be put in place specifically to support this DevOps concept?

- A. automated test suites for the end-to-end service
- B. integrated change advisory board
- C. removal of waste from the process
- D. trust the service providers and empower them to deliver their services without interference

Correct Answer: A

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### QUESTION 2

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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### QUESTION 3

What is a characteristic of the layers in a SIAM ecosystem?

- A. The service integrator is independent from the retained capabilities, even if it is internally sourced.
- B. The service integrator layer cannot be provided by the customer organization.
- C. The service providers cannot be part of the customer organization.
- D. The service provider layer is where end-to-end service governance, assurance and coordination is performed.

Correct Answer: A

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### QUESTION 4

Which set of common process considerations includes understanding how compliance and assurance will be managed?

- A. complexity
- B. data and information



C. ownership of the end-to-end process

D. toolset

Correct Answer: B

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#### QUESTION 5

Which processes are strongly related to event management?

A. business relationship management, change and release management, and incident management

B. monitoring and measuring, incident management, and availability management

C. portfolio management, business relationship management, and problem management

D. problem management, change and release management, and monitoring and measuring

Correct Answer: B

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