



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

SIAMF EXIN BCS Service Integration and Management

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### QUESTION 1

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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### 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

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### QUESTION 3

What is an objective of the Discovery and Strategy stage of the SIAM roadmap?

- A. appoint the service integrator and provider
- B. establish a governance framework
- C. manage day to day service delivery
- D. manage processes, teams, and tools

Correct Answer: B

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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

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

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