



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

SIAMF EXIN BCS Service Integration and Management

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#### QUESTION 1

Which process evaluates and negotiates proposals from prospective service providers?

- A. contract management
- B. financial management
- C. service level management
- D. supplier management

Correct Answer: A

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#### QUESTION 2

What generally results from a lack of trust between the customer organization and the service integrator?

- A. customer organization access to data may be reduced
- B. duplication of roles and activities and micro-management
- C. reduction in the successful deployment of service patches and releases
- D. SIAM transition measures of success are not understood

Correct Answer: B

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#### QUESTION 3

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 4

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

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#### QUESTION 5

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

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