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SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

What driver is related to service satisfaction?

- A. a corporate governance requirement, for instance a new act
- B. prevention of duplication of resources and activities across multiple service providers
- C. the reduction of Shadow IT
- D. the pace with which changes are made to meet business requirements

Correct Answer: D

QUESTION 2

What is an example of an end-to-end service measurement?

- A. average availability of an application
- B. average call pickup time at the service desk (in seconds)
- C. percentage of service downtime related to failed changes
- D. percentage of SLA targets met by one of the external service providers

Correct Answer: C

QUESTION 3

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 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

QUESTION 5

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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