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QUESTION 1

In which stage of the SIAM roadmap should an organization start to create their business case for SIAM?

- A. Discovery and Strategy
- B. Implement
- C. Plan and Build
- D. Run and Improve

Correct Answer: A

QUESTION 2

What is the objective of the Implement stage of the SIAM roadmap?

- A. complete the design of the SIAM model, including the services that are in scope
- B. define the strategy and outline the model for SIAM and the services in scope
- C. manage day to day service delivery, processes, teams and tools
- D. manage the transition of the previous ecosystem from the current state to the desired state

Correct Answer: D

QUESTION 3

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 4

What is a mitigation for the risk of ineffective data segregation?

- A. designing and implementing end-to-end security management
- B. documenting the expected benefits



- C. implementing clear policies for data, tooling and processes
- D. regularly reviewing reports to confirm they are still fit for purpose

Correct Answer: A

QUESTION 5

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

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