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QUESTION 1

What is an objective of the Run and Improve stage of the SIAM roadmap?

A. design processes

B. implement processes

C. manage processes

Correct Answer: C

QUESTION 2

What can an organization use to address the challenge of measuring the success of SIAM?

A. a governance model

B. a performance management and reporting framework

C. a process model

D. structural elements

Correct Answer: B

QUESTION 3

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

A. complete the design of the SIAM model

B. establish the SIAM transition project

C. put in place and in use the new SIAM model

D. obtain full approval of the SIAM model

Correct Answer: B

QUESTION 4

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 5

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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