



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

SIAMF EXIN BCS Service Integration and Management

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#### QUESTION 1

What is a benefit of adopting SIAM for an organization?

- A. SIAM enables effective contracts between the service integrator and the service providers.
- B. SIAM makes service providers accountable for the end-to-end delivery of services.
- C. SIAM provides a single point of control for the integrated delivery of services.
- D. SIAM provides service providers with a tool to support their internal processes.

Correct Answer: C

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#### QUESTION 2

What is the earliest stage of the SIAM roadmap in which gaps between process activities need to be identified and addressed?

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

Correct Answer: C

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#### QUESTION 3

What is one of the activities of the Plan and Build Stage of the SIAM roadmap?

- A. design the detailed SIAM model
- B. ongoing organizational change management
- C. produce the outline business case
- D. transition to the approved SIAM model

Correct Answer: A

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#### QUESTION 4

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 5

Which practice provides a way to structure data and information from service measurement, to support the practice for enabling and reporting on end-to-end services?

- A. apply agile thinking
- B. create a reporting framework
- C. use qualitative and quantitative measures

Correct Answer: B

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