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SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

What is an activity of the Discovery and Strategy Stage of the SIAM roadmap?

A. appoint the service integrator

B. produce the outline business case

C. ongoing organizational change management

D. operate governance structures

Correct Answer: B

QUESTION 2

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

QUESTION 3

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

QUESTION 4

When an incident occurs, what approach should a service provider adopt in order to overcome the challenges of cross-functional teams?

A. argue first, fix later

B. fix first, argue later

C. Ishikawa approach

D. Root-cause analysis

Correct Answer: B

QUESTION 5

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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