



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

SIAMF EXIN BCS Service Integration and Management

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#### QUESTION 1

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

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#### 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

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#### QUESTION 3

Which process evaluates and negotiates proposals from prospective service providers?

- A. contract management
- B. financial management
- C. service level management
- D. supplier management

Correct Answer: A

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#### QUESTION 4

Which process ensures that service performance meets agreed requirements?

- A. change management
- B. incident management



- C. project management
- D. service level management

Correct Answer: D

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#### QUESTION 5

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

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