SIAMF^Q&As

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

QUESTION 2

The development of an integrated process model is a critical part in the success of a SIAM implementation. What approach should a service provider take when developing their process model for the SIAM implementation?

A. adapt and augment their own processes

B. use existing processes

C. use the customer organization\\'s processes

D. use the service integrator\\'s processes

Correct Answer: A

QUESTION 3

Within SIAM, what does not support effective management of cross-functional teams?

A. clear goals and objectives

B. knowledge, data and information

C. roles and responsibilities

D. world class toolset

Correct Answer: D

QUESTION 4

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 5

What is the focus of the customer organization layer?

A. delivery

B. integration

C. operation

D. strategy

Correct Answer: D

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