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QUESTION 1

Which process records and manages service issues that are interrupting the availability of a service?

- A. change management
- B. incident management
- C. problem management
- D. request fulfillment

Correct Answer: B

QUESTION 2

A customer organization has an internally sourced service integrator.

What is a responsibility of the customer organization's retained capabilities?

- A. defining the roadmap for technology, data, and applications
- B. managing end-to-end performance of the service providers
- C. performing day to day management of service provision
- D. providing service communications

Correct Answer: A

QUESTION 3

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

QUESTION 4

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 5

What is a characteristic of the layers in a SIAM ecosystem?

- A. The service integrator is independent from the retained capabilities, even if it is internally sourced.
- B. The service integrator layer cannot be provided by the customer organization.
- C. The service providers cannot be part of the customer organization.
- D. The service provider layer is where end-to-end service governance, assurance and coordination is performed.

Correct Answer: A

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