

SIAMF^{Q&As}

SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

It is important to consider culture in any transition SIAM.

What is a challenge related to a culture of collaboration and cooperation?

- A. agreeing a standard approach for prioritizing incidents
- B. designing a common template for reporting
- C. ensuring that service targets for each service provider are the same
- D. service providers bypassing the service integrator

Correct Answer: D

QUESTION 2

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 3

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

QUESTION 4

What is an example of an end-to-end service measurement?

A. average availability of an application



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- 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

QUESTION 5

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

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