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SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

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

QUESTION 2

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 3

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 4

In the SIAM structure that uses a lead supplier as the service integrator, who has the contractual relationship with the external service providers?



- A. customer organization
- B. lead supplier
- C. prime vendor
- D. service integrator

Correct Answer: A

QUESTION 5

What is an objective of the Run and Improve stage of the SIAM roadmap?

- A. design processes
- B. implement processes
- C. manage processes

Correct Answer: C

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