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EXIN BCS Service Integration and  
Management (SIAM®) Foundation

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## Preparation Guide

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201701



**SERVICE  
INTEGRATION  
AND MANAGEMENT**

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# 1. Overview

EXIN BCS Service Integration and Management (SIAM®) Foundation (SIAMF.EN)

## Scope

EXIN BCS SIAM® Foundation [SIAMF.EN] is a foundation level certification. It validates a professional's knowledge about bringing together multiple service providers to strive for a common goal in order to support the client organization's agreed objectives for service delivery.

This certification includes the following topics:

- Introduction to Service Integration and Management
- Service Integration and Management implementation roadmap
- Service Integration and Management and its relation to other management practices
- Service Integration and Management roles and responsibilities
- Service Integration and Management practices
- Processes to support Service Integration and Management
- Service Integration and Management challenges and risks

Service Integration and Management (SIAM®) also has a synonym: multi-sourcing integration (MSI). Within the scope of this certification, the term Service Integration and Management (SIAM) is used.

## Summary

Service Integration and Management is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organization. The EXIN BCS SIAM® Foundation tests a candidate's knowledge and understanding of the terminology and the core principles. This certification covers themes such as: potential benefits as well as the challenges and risks of implementing Service Integration and Management. The SIAM® certification also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem. A candidate who successfully completes the EXIN BCS SIAM® Foundation knows how Service Integration and Management delivers business value and is able to contribute to the implementation and use of Service Integration and Management in an organization.

## Context

The EXIN BCS SIAM® Foundation [SIAMF.EN] certificate is part of the EXIN BCS SIAM® qualification program.

## Target group

This certification is aimed at professionals worldwide who have an interest in the practices of Service Integration and Management or want to implement this methodology in an organization and in particular professionals who are already working with IT Service Management processes. Furthermore this SIAM® certification is intended for providers that want to implement and manage Service Integration and Management models. More specifically, the following roles could be interested: Chief Strategy Officers (CSOs), Chief Information Officers (CIOs), Chief Technical Officers (CTOs), Service Managers, Service Provider Portfolio Strategists/Leads, Managers (e.g. Process Managers, Project Managers, Change Managers, Service Level Managers, Business Relationship Managers, Program Managers and Supplier Managers), Service Architects, Process Architects, Business Change Practitioners and Organizational Change Practitioners.

## Requirements for certification

Successful completion of the EXIN BCS SIAM® Foundation exam. A Service Integration and Management (SIAM®) Foundation training is the recommended preparation for the certification exam. Also recommended is knowledge of IT Service Management terminology, for instance through the EXIN IT Service Management based on ISO/IEC 20000 certification.

## Examination details

Examination type	: Computer-based or paper-based multiple-choice questions
Number of questions	: 40
Pass mark	: 65% (26 of 40)
Open book/notes	: No
Electronic equipment/aides permitted	: No
Time allotted for examination	: 60 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

## Bloom level

The EXIN BCS SIAM® Foundation certification tests candidates at Bloom Level 1 and Level 2 according to Bloom's Revised Taxonomy:

- Bloom Level 1: Remembering – relies on recall of information. Candidates will need to absorb, remember, recognize and recall. This is the building block of learning before candidates can move on to higher levels.
- Bloom Level 2: Understanding – a step beyond remembering. Understanding shows that candidates comprehend what is presented and can evaluate how the learning material may be applied in their own environment.

## Training

### Contact hours

The recommended number of contact hours for this training course is 18. This includes group assignments, exam preparation and short breaks. This number of hours does not include homework, logistics for exam preparation and lunch breaks.

Training providers are expected to take three processes out of the 18 processes described in the *Service Integration and Management (SIAM®) Foundation Process Guides*, elaborate on them in detail and provide practical exercises about these processes and their relationship with Service Integration and Management activities.

### Indication study effort

40 hours, depending on existing knowledge.

### Training provider

You can find a list of our accredited training providers at <http://www.exin.com>.

## 2. Exam requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications)

Exam Requirements	Exam specification	Weight %
<b>1. Introduction to Service Integration and Management</b>		15%
	1.1 The candidate can outline the SIAM fundamentals.	
	1.2 The candidate can describe the SIAM methodology and the various structures suggested for the service integrator layer.	
<b>2. Service Integration and Management Implementation Roadmap</b>		20%
	2.1 The candidate can list the SIAM implementation key stages and explain the main objectives and activities of these stages.	
<b>3. Service Integration and Management roles and responsibilities</b>		10%
	3.1 The candidate knows the different SIAM roles and their responsibilities.	
<b>4. Service Integration and Management practices</b>		15%
	4.1 The candidate can explain different practices of SIAM.	
<b>5. Processes to support Service Integration and Management</b>		17,5%
	5.1 The candidate understands processes in a SIAM ecosystem.	
	5.2 The candidate understands the objectives and SIAM considerations of the main processes that support Service Integration and Management.	
<b>6. Service Integration and Management challenges and risks</b>		17,5%
	6.1 The candidate understands the main challenges within a SIAM ecosystem, their associated risks and potential mitigation.	
<b>7. Service Integration and Management and other practices</b>		5%
	7.1 The candidate can outline the importance of other practices to SIAM.	
<b>Total</b>		<b>100%</b>

## Exam specifications

### 1. Introduction to Service Integration and Management (15%)

#### 1.1 The candidate can outline the SIAM fundamentals. (5%)

The candidate can...

- 1.1.1 outline the purpose and value of a SIAM approach.
- 1.1.2 describe (business) drivers for SIAM.

#### 1.2 The candidate can describe the SIAM methodology and the various structures suggested for the service integrator layer. (10%)

The candidate can...

- 1.2.1 explain the SIAM layers.
- 1.2.2 describe the SIAM structures, advantages and disadvantages for a hybrid service integrator, an internally and an externally sourced service integrator and a lead supplier integrator.

### 2. Service Integration and Management Implementation Roadmap (20%)

#### 2.1 The candidate can list the SIAM implementation key stages and explain the main objectives and activities of these stages. (20%)

The candidate can...

- 2.1.1 distinguish between the different SIAM implementation key stages.
- 2.1.2 outline the main objectives, triggers, inputs, activities and outputs in the discovery and strategy stage.
- 2.1.3 outline the main objectives, triggers, inputs, activities and outputs in the plan and build stage.
- 2.1.4 outline the main objectives, triggers, inputs, activities and outputs in the implement stage.
- 2.1.5 outline the main objectives, triggers, inputs, activities and outputs in the run and improve stage.

### 3. Service Integration and Management roles and responsibilities (10%)

#### 3.1 The candidate knows the different SIAM roles and their responsibilities. (10%)

The candidate can...

- 3.1.1 explain SIAM roles and responsibilities.
- 3.1.2 explain the SIAM structural elements.

### 4. Service Integration and Management practices (15%)

#### 4.1 The candidate can explain different practices of SIAM. (15%)

The candidate can...

- 4.1.1 describe the people practices of managing cross functional teams.
- 4.1.2 describe the process practices of integrating processes across service providers.
- 4.1.3 describe the measurement practices of enabling and reporting on End to End Services.
- 4.1.4 describe the technology practices of creating a tooling strategy.

## 5. Processes to support Service Integration and Management (17,5%)

- 5.1 The candidate understands processes in a SIAM ecosystem. (2,5%)  
The candidate can...
  - 5.1.1 outline the function of processes in a SIAM ecosystem.
- 5.2 The candidate understands the objectives and SIAM considerations of the main processes that support Service Integration and Management. (15%)  
The candidate can...
  - 5.2.1 indicate what the process purpose is.
  - 5.2.2 outline the SIAM considerations.

## 6. Service Integration and Management challenges and risks (17,5%)

- 6.1 The candidate understands the main challenges within a SIAM ecosystem, their associated risks and potential mitigation. (17,5%)  
The candidate can...
  - 6.1.1 describe the importance of building the business case, the associated risks and mitigations.
  - 6.1.2 describe the importance of culture, collaboration and cooperation, the associated risks and mitigations.
  - 6.1.3 describe the importance of level of control and ownership, the associated challenges and mitigations.
  - 6.1.4 outline the importance of security, the associated risks and mitigations.
  - 6.1.5 describe the challenges associated with measuring success and its mitigations.
  - 6.1.6 describe the importance of trust/eliminating micro-management and level of control, the associated risks and mitigations.
  - 6.1.7 define the commercial challenges, the challenges with legacy contracts and their mitigations.

## 7. Service Integration and Management and other practices (5%)

- 7.1 The candidate can outline the importance of other practices to SIAM. (5%)  
The candidate can...
  - 7.1.1 describe the contribution of the following frameworks and standards to a SIAM ecosystem: IT service management including ITIL® and ISO/IEC 20000, Agile, including Agile Service Management, DevOps, COBIT and Lean.



### 3. List of Basic Concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

*Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand the concepts and be able to provide examples.*

Aggregation	Intelligent Client Function
Agile	Internal service provider
Board	Internally Sourced Service Integrator
Business as usual (BAU)	ISO/IEC 20000
Business case	ITIL®
Capability	Key Performance Indicator (KPI)
Cloud Services	Layers (SIAM layers)
Control Objectives for Information and related Technology (COBIT)	Lead Supplier Service Integrator
Code of Conduct	Lean
Collaboration agreement	Management methodology
Commodity service	Man-marking
Contract	Metric
Customer	Microsoft Operations Framework (MOF)
Customer organization	Model
Disaggregation	Multi-sourcing
DevOps	Multi-sourcing integration (MSI)
Ecosystem	Open Systems Interconnect (OSI)
Enterprise architecture	Operational Level Agreement (OLA)
External service bus	Organizational Change Management
External service provider	Outsourcing
Externally Sourced Service Integrator	Performance management and reporting framework
Function	Platform as a Service (PaaS)
Governance	Practice
Governance framework	Prime vendor
Governance model	Process
Hybrid Service Integrator	Process forum
Infrastructure as a Service (IaaS)	Process manager
Insourcing	Process model

Process owner	Service management integration (SMI)
Program Management	Service manager
Project Management	Service model
Responsible, Accountable, Consulted, Informed (RACI)	Service orchestration
Request for Information (RFI)	Service outcomes
Request for Proposal (RFP)	Service owner
Retained capability/capabilities	Service provider
Roadmap	Service provider category
Role	Shadow IT
Separation of duties/concerns	SIAM model
Service	SIAM structures
Service boundaries	Software as a service (SaaS)
Service consumer	Sourcing
Service integration (SI)	Structural element
Service Integration and Management	Supplier
Service integrator	Tooling strategy
Service Integrator Layer	Tower
Service management	Watermelon Effect (watermelon reporting)
Service management and integration (SMAI)	Working group

## 4. Literature

- A. Scopism Limited  
**Service Integration and Management (SIAM®) Foundation Body of Knowledge.**  
Version 1.0  
<https://www.scopism.com/free-downloads/>
- B. Scopism Limited  
**Service Integration and Management (SIAM®) Foundation Process Guides**  
Version 1.0  
<https://www.scopism.com/free-downloads/>

### Additional literature

- C. David Clifford  
**SIAM-MSI – An Introduction to Service Integration and Management-Multi-Sourcing  
Integration for IT Service Management.**  
IT Governance: 2016  
ISBN-13: 978-1849288514

### Comment

Additional literature is for reference and depth of knowledge only.

### Literature reference

Exam requirement	Exam specification	Literature	Literature reference
1	1.1	A	Chapter 1
	1.2	A	Chapters 1, 3
2	2.1	A	Chapter 2
3	3.1	A	Chapters 1, 5
4	4.1	A	Chapter 6
5	5.1	B	Chapters 1, 2, 3
	5.2	B	Chapters 4 – 21 (§1 and §2 of each chapter)
6	6.1	A	Chapters 7, 8
7	7.1	A	Chapter 4

## Contact EXIN

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