SIAMF^{Q&As}

SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

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 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

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 4

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 5

What is the focus of the customer organization layer?

A. delivery

B. integration

C. operation

D. strategy

Correct Answer: D