



# SIAMF<sup>Q&As</sup>

SIAMF EXIN BCS Service Integration and Management

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### QUESTION 1

What is a benefit of adopting SIAM for an organization?

- A. SIAM enables effective contracts between the service integrator and the service providers.
- B. SIAM makes service providers accountable for the end-to-end delivery of services.
- C. SIAM provides a single point of control for the integrated delivery of services.
- D. SIAM provides service providers with a tool to support their internal processes.

Correct Answer: C

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### QUESTION 2

What is a disadvantage of the hybrid service integrator structure?

- A. The customer can inadvertently develop a long term dependency on the service integration partner.
- B. The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.
- C. The high level of dependency on the service integrator adds risks to continuity.
- D. The service integrator might be perceived to be biased, even if this is not the case.

Correct Answer: C

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### QUESTION 3

What is the earliest stage of the SIAM roadmap in which gaps between process activities need to be identified and addressed?

- A. Discovery and Strategy
- B. Implement
- C. Plan and Build
- D. Run and Improve

Correct Answer: C

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### QUESTION 4

What is a practice associated with creating a tooling strategy?

- A. ease of adding and removing business requirements



- B. ease of adding and removing data dictionaries
- C. ease of adding and removing service providers
- D. ease of adding and removing SLA's

Correct Answer: C

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#### QUESTION 5

How can ISO/IEC 20000 best be used during the execution of a SIAM roadmap?

- A. as the SIAM model
- B. as the standard for prospective service providers
- C. as means creating a collaborative culture for SIAM ecosystems

Correct Answer: C

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