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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

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

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 4

Which process manages escalations regarding the performance of a service provider?

- A. business relationship management



- B. incident management
- C. service level management
- D. supplier management

Correct Answer: D

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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