



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

SIAMF EXIN BCS Service Integration and Management

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### QUESTION 1

A service provider wants to deploy a change that will affect the end-to-end service. Who is responsible for confirming that the change has been evaluated for risk?

- A. change management forum
- B. integrated change advisory board
- C. service owner
- D. service provider

Correct Answer: B

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### QUESTION 2

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 3

The service desk for a particular SIAM ecosystem is provided by an internal service provider. Who is responsible for managing the performance of the service desk against their service targets?

- A. customer organization
- B. internal service provider
- C. retained capabilities
- D. service integrator

Correct Answer: D

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### QUESTION 4

What is the challenge of a legacy contract not being fit for purpose?



- A. aligning contractual requirements with the new SIAM model
- B. balancing the level of control against expected benefits
- C. the customer does not get what they expect
- D. understanding the expected benefits and costs

Correct Answer: A

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#### QUESTION 5

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

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