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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

QUESTION 2

Which set of common process considerations includes understanding how compliance and assurance will be managed?

- A. complexity
- B. data and information
- C. ownership of the end-to-end process
- D. toolset

Correct Answer: B

QUESTION 3

What is a characteristic of the layers in a SIAM ecosystem?

- A. The service integrator is independent from the retained capabilities, even if it is internally sourced.
- B. The service integrator layer cannot be provided by the customer organization.
- C. The service providers cannot be part of the customer organization.
- D. The service provider layer is where end-to-end service governance, assurance and coordination is performed.

Correct Answer: A

QUESTION 4

An important DevOps concept is the incremental of new functionality, followed by user feedback before the next increment. In a SIAM ecosystem, what should be put in place specifically to support this DevOps concept?

- A. automated test suites for the end-to-end service



- B. integrated change advisory board
- C. removal of waste from the process
- D. trust the service providers and empower them to deliver their services without interference

Correct Answer: A

QUESTION 5

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

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