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SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

What is an objective of the Run and Improve stage of the SIAM roadmap?

A. design processes

B. implement processes

C. manage processes

Correct Answer: C

QUESTION 2

Which process ensures that service performance meets agreed requirements?

A. change management

B. incident management

C. project management

D. service level management

Correct Answer: D

QUESTION 3

Which processes are strongly related to event management?

A. business relationship management, change and release management, and incident management

B. monitoring and measuring, incident management, and availability management

C. portfolio management, business relationship management, and problem management

D. problem management, change and release management, and monitoring and measuring

Correct Answer: B

QUESTION 4

What is one of the activities of the Plan and Build Stage of the SIAM roadmap?

A. design the detailed SIAM model

B. ongoing organizational change management

C. produce the outline business case

D. transition to the approved SIAM model

Correct Answer: A

QUESTION 5

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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