



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

SIAMF EXIN BCS Service Integration and Management

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#### QUESTION 1

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

- A. approve the full business case
- B. introduce service providers
- C. operate governance structures
- D. understand the marketplace

Correct Answer: C

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#### QUESTION 2

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

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#### QUESTION 3

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

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#### QUESTION 4

What is an objective of the Discovery and Strategy stage of the SIAM roadmap?

- A. appoint the service integrator and provider
- B. establish a governance framework
- C. manage day to day service delivery
- D. manage processes, teams, and tools



Correct Answer: B

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#### QUESTION 5

In which SIAM roadmap stage are roles and responsibilities allocated?

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

Correct Answer: B

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