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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

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

QUESTION 3

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

QUESTION 4

Within SIAM, what does not support effective management of cross-functional teams?

A. clear goals and objectives

B. knowledge, data and information

C. roles and responsibilities

D. world class toolset

Correct Answer: D

QUESTION 5

What is a disadvantage of the hybrid service integrator structure?

A. The customer can inadvertently develop a long term dependency on the service integration partner.

B. The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.

C. The high level of dependency on the service integrator adds risks to continuity.

D. The service integrator might be perceived to be biased, even if this is not the case.

Correct Answer: C

QUESTION 6

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 7

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

QUESTION 8

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

QUESTION 9

During what stage of the SIAM roadmap should the customer organization first consider how it will balance the level of control it wants to have or delegate to the service integrator?

A. Discovery and Strategy

B. Implement

C. Plan and Build

D. Run and Improve

Correct Answer: A

QUESTION 10

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