

SIAM™ Foundation (EN)

Blended learning

Training code	CGASIAMFME
Spoken Language	English
Language Materials	English
Dayparts	2
Price	€900,00 excl. VAT No extra costs.

What is SIAM™ Foundation blended

EXIN SIAM™ (Service Integration and Management) is a method to manage multiple service providers and integrate them to create a seamless single business-facing IT organization. The principles of SIAM™ provide governance, management, integration, assurance, and coordination. The aligned approach to service management ensures that the customer organization gets all the benefits from a multi-vendor environment, but at the same time, is shielded from its complexity. The SIAM™ certification program has been developed by EXIN in cooperation with experts in the field. This blended training prepares you for the SIAM™ Foundation exam.

Who should attend SIAM™ Foundation blended

- IT Managers: Oversee and manage IT services and providers.
- Service Managers: Ensure service delivery meets business needs.
- Project Managers: Coordinate projects involving multiple service providers.
- Consultants: Advise organizations on implementing SIAM practices.
- IT Professionals: Enhance skills in service integration and management.
- Business Managers: Understand the impact of SIAM on business operations.
- Process Managers: Optimize processes within a SIAM ecosystem.
- Vendor Managers: Manage relationships with multiple service providers.
- Quality Assurance Managers: Ensure service quality and compliance.
- Change Managers: Facilitate smooth transitions in service integration.

Prerequisites

No specific prerequisites are required for this course. However, a basic understanding of IT service management principles can be beneficial.



Objectives

At the end of the training you will be able to:

- Understand the main concepts and processes of SIAM that are used in organizations.
- Establish a SIAM ecosystem to better organize the organization's resources.
- Provide better support during a SIAM implementation by understanding the main considerations for the most important processes.
- Reduce risks associated with Integrated Services and the SIAM ecosystem.
- Connect different practices with SIAM to boost and improve the organization's service provision.
- Integrate services by using different structures based on SIAM practices and methodology.
- Recognize the key stages of SIAM implementation to better plan its roll-out.
- Determine SIAM roles and responsibilities in processes and the organization.
- Better select the most appropriate SIAM practices in line with the organization's environment and maturity.

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