

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) looks at the methodology to manage multiple service providers and integrate them seamlessly to create a single business-facing IT organization. The principles of Service Integration and Management provide governance, management, integration, assurance, and coordination. The aligned approach to service management ensures that the customer organization gets maximum value and seamless service from its providers. The SIAM™ certification program has been developed by EXIN in cooperation with experts in the field.

During the e-learning part you will get an overview of what SIAM entails. The group training prepares you for the SIAM™ Foundation exam.

Make sure you finish the e-learning before the training day. Count on a minimum of 8 hours of study time to go through the entire e-learning.

Who should attend SIAM™ Foundation blended

Service Integration and Management Foundation is aimed at professionals who want to implement SIAM methodology in their organization and in particular professionals who are already working with IT Service Management processes. It is also intended for providers that want to implement and manage Service Integration and Management models.

Prerequisites

There are no specific requirements to participate in this training. Experience with Service Management like ITIL® is recommended.

Objectives

After this training, you will be able to:

academy

- Understand the main concepts and processes of SIAM that are used in organizations;
- Establish a SIAM ecosystem in order 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 in order 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;

If a third-party copyright applies to this course, you will find the copyright on <https://academy.capgemini.nl/en/topic/trademarks/>

Capgemini Academy's general terms and conditions are applied to all products and services mentioned within this document. For the latest version please check <https://academy.capgemini.com/>. The rates of products and services mentioned in this document are subject to change. For the most recent rates, please also visit our website.

About Capgemini Academy

Capgemini Academy's professionals offer what people in IT need. Our professionals have a keen eye for motivation, talent and are aware of specific contexts and circumstances. They move people to move. Programmes and courses that originate from daily experience of our both didactical and substantively strong trainers, light a fire within the individual IT professionals. Real life stories of our professionals' experience that tell how to solve problems and work with the people around it, do the rest.

An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow's challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

Capgemini Academy. We transform IT professionals
academy.capgemini.nl

IN/3A-018.18