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SIAM[™] Foundation e-learning (EN)

e-Learning Training code CGASIAMFEE Spoken Language (?php?> English Language Materials English Price €800,00 excl. VAT No extra costs.

What is SIAM[™] Foundation e-learning

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 e-learning prepares you for the SIAM[™] Foundation exam.

Who should attend SIAM[™] Foundation e-learning

- 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

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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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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.

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