

SIAM™ Professional (NL)

Group Training

Training code	CGASIAMPCD
Spoken Language	Dutch
Language Materials	English
Dayparts	6
Price	€2.000,00 excl. VAT No extra costs.

What is SIAM™ Professional

SIAM™ Professional is an advanced training program designed to provide in-depth knowledge and skills in Service Integration and Management (SIAM). This course covers the principles, practices, and methodologies required to effectively manage multiple service providers and integrate them into a cohesive service delivery model. Participants will learn about the SIAM ecosystem, roles and responsibilities, SIAM structures, and the processes involved in implementing and managing SIAM. The training also includes practical insights into governance, tooling, and collaboration mechanisms essential for successful SIAM implementation.

Who should attend SIAM™ Professional

- IT Service Managers: To enhance their ability to manage multiple service providers.
- Service Integration Managers: To gain specialized knowledge in SIAM practices.
- IT Consultants: To provide expert advice on SIAM implementation.
- Project Managers: To effectively oversee SIAM projects.
- Business Analysts: To understand the impact of SIAM on business processes.
- IT Governance Managers: To ensure compliance with SIAM frameworks.
- Service Delivery Managers: To improve service delivery through SIAM.
- Vendor Managers: To manage vendor relationships within a SIAM model.
- Process Managers: To align processes with SIAM methodologies.

Prerequisites

Participants should have a basic understanding of IT service management concepts and experience in managing IT services. Familiarity with ITIL® or other service management frameworks is beneficial but not mandatory.



Objectives

After this training you will:

- Understand the principles and practices of SIAM.
- Know how to implement and manage a SIAM ecosystem.
- Have insights into governance, tooling, and collaboration mechanisms.
- Have skills to manage multiple service providers effectively.
- Can enhance service quality and drive business value through SIAM.

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