

SIAM™ Professional (EN)

Group Training

Training code	CGASIAMPCE
Spoken Language	English
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.

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