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SIAMF

EXIN BCS Service Integration and Management

Version 1.0

Exam A

QUESTION 1

What is the challenge of a legacy contract not being fit for purpose?

A. aligning contractual requirements with the new SIAM model
B. balancing the level of control against expected benefits
C. the customer does not get what they expect
D. understanding the expected benefits and costs

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2 What is an activity of the Run and Improve stage of the
SIAM roadmap?

A. approve the full business case
B. introduce service providers
C. operate governance structures
D. understand the marketplace

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3 What is a disadvantage of the hybrid service
integrator structure?

A. The customer can inadvertently develop a long term dependency on the service integration partner.
B. The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.
C. The high level of dependency on the service integrator adds risks to continuity.
D. The service integrator might be perceived to be biased, even if this is not the case.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4 What is an objective of the Discovery and Strategy stage of the
SIAM roadmap?

A. complete the design of the SIAM model
B. establish the SIAM transition project
C. put in place and in use the new SIAM model
D. obtain full approval of the SIAM model

Correct Answer: B

QUESTION 5 What is a benefit of adopting SIAM for an
organization?

A. SIAM enables effective contracts between the service integrator and the service providers.
B. SIAM makes service providers accountable for the end-to-end delivery of services.
C. SIAM provides a single point of control for the integrated delivery of services.
D. SIAM provides service providers with a tool to support their internal processes.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6 Which process ensures that service performance meets agreed
requirements?

A. change management
B. incident management
C. project management
D. service level management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
A service provider wants to deploy a change that will affect the end-to-end service. Who
is responsible for confirming that the change has been evaluated for risk?

A. change management forum
B. integrated change advisory board
C. service owner
D. service provider

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8 In the SIAM structure that uses a lead supplier as the service integrator, who has the contractual relationship with the external
service providers?

A. customer organization
B. lead supplier
C. prime vendor

D. service integrator

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9 What is an objective of the Run and Improve stage of the
SIAM roadmap?

A. design processes
B. implement processes
C. manage processes

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10 Which process records and manages service issues that are interrupting the
availability of a service?

A. change management
B. incident management
C. problem management
D. request fulfillment

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11 Which set of common process considerations includes understanding how compliance and assurance
will be managed?

A. complexity
B. data and information
C. ownership of the end-to-end process
D. toolset

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12 What is an activity of the Discovery and Strategy Stage of the
SIAM roadmap?

A. appoint the service integrator
B. produce the outline business case

C. ongoing organizational change management

D. operate governance structures

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13 In which stage of the SIAM roadmap should an organization start to create their business case for SIAM?

A. Discovery and Strategy

B. Implement

C. Plan and Build

D. Run and Improve

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
An important DevOps concept is the incremental of new functionality, followed by user feedback before the next increment. In a SIAM ecosystem, what should be put in place specifically to support this DevOps concept?

A. automated test suites for the end-to-end service

B. integrated change advisory board

C. removal of waste from the process

D. trust the service providers and empower them to deliver their services without interference

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15 What driver is related to service satisfaction?

A. a corporate governance requirement, for instance a new act

B. prevention of duplication of resources and activities across multiple service providers

C. the reduction of Shadow IT

D. the pace with which changes are made to meet business requirements

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16 What is one of the activities of the Plan and Build Stage of the SIAM roadmap?

A. design the detailed SIAM model
B. ongoing organizational change management
C. produce the outline business case
D. transition to the approved SIAM model

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17 What is a practice associated with creating a
tooling strategy?

A. ease of adding and removing business requirements
B. ease of adding and removing data dictionaries
C. ease of adding and removing service providers
D. ease of adding and removing SLA's

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18 What is an example of an end-to-end service
measurement?

A. average availability of an application
B. average call pickup time at the service desk (in seconds)
C. percentage of service downtime related to failed changes
D. percentage of SLA targets met by one of the external service providers

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which practice provides a way to structure data and information from service measurement, to support the practice for enabling and reporting on end-to-end services?

A. apply agile thinking
B. create a reporting framework
C. use qualitative and quantitative measures

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20

It is important to consider culture in any transition SIAM.
What is a challenge related to a culture of collaboration and cooperation?

A. agreeing a standard approach for prioritizing incidents
B. designing a common template for reporting
C. ensuring that service targets for each service provider are the same
D. service providers bypassing the service integrator

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21 What is the earliest stage of the SIAM roadmap in which gaps between process activities need to be identified
and addressed?

A. Discovery and Strategy
B. Implement
C. Plan and Build
D. Run and Improve

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
The development of an integrated process model is a critical part in the success of a SIAM implementation.
What approach should a service provider take when developing their process model for the SIAM implementation?

A. adapt and augment their own processes
B. use existing processes
C. use the customer organization's processes
D. use the service integrator's processes

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23 What can an organization use to address the challenge of measuring the
success of SIAM?

A. a governance model
B. a performance management and reporting framework
C. a process model
D. structural elements

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24 Which processes are strongly related to event
management?

A. business relationship management, change and release management, and incident management
B. monitoring and measuring, incident management, and availability management
C. portfolio management, business relationship management, and problem management
D. problem management, change and release management, and monitoring and measuring

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
A customer organization has an internally sourced service integrator.
What is a responsibility of the customer organization's retained capabilities?

A. defining the roadmap for technology, data, and applications
B. managing end-to-end performance of the service providers
C. performing day to day management of service provision
D. providing service communications

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26 What is an activity of the Plan and Build stage of the
SIAM roadmap?

A. appoint service providers
B. define the strategic objectives
C. performance management and improvement
D. selecting the implementation approach

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
During what stage of the SIAM roadmap should the customer organization **first** consider how it will balance the level of control it wants to have or delegate to the service integrator?

A. Discovery and Strategy
B. Implement
C. Plan and Build
D. Run and Improve

Correct Answer: A
Section: (none)

Explanation
Explanation/Reference:

QUESTION 28 What generally results from a lack of trust between the customer organization and the service integrator?

A. customer organization access to data may be reduced
B. duplication of roles and activities and micro-management
C. reduction in the successful deployment of service patches and releases
D. SIAM transition measures of success are not understood

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29 What is a characteristic of the layers in a SIAM ecosystem?

A. The service integrator is independent from the retained capabilities, even if it is internally sourced.
B. The service integrator layer cannot be provided by the customer organization.
C. The service providers cannot be part of the customer organization.
D. The service provider layer is where end-to-end service governance, assurance and coordination is performed.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30 Within SIAM, what does **not** support effective management of cross-functional teams?

A. clear goals and objectives
B. knowledge, data and information
C. roles and responsibilities
D. world class toolset

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31 What is the objective of the Implement stage of the SIAM roadmap?

A. complete the design of the SIAM model, including the services that are in scope
B. define the strategy and outline the model for SIAM and the services in scope
C. manage day to day service delivery, processes, teams and tools
D. manage the transition of the previous ecosystem from the current state to the desired state

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32 When an incident occurs, what approach should a service provider adopt in order to overcome the challenges of cross-functional teams?

A. argue first, fix later B.
fix first, argue later
C. Ishikawa approach
D. Root-cause analysis

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33 Which process evaluates and negotiates proposals from prospective service providers?

A. contract management
B. financial management
C. service level management
D. supplier management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
How can ISO/IEC 20000 **best** be used during the execution of a SIAM roadmap?

A. as the SIAM model
B. as the standard for prospective service providers
C. as means creating a collaborative culture for SIAM ecosystems

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35 What is a mitigation for the risk of ineffective data segregation?

A. designing and implementing end-to-end security management
B. documenting the expected benefits
C. implementing clear policies for data, tooling and processes

D. regularly reviewing reports to confirm they are still fit for purpose

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36 In which SIAM roadmap stage are roles and
responsibilities allocated?

A. Discovery and Strategy
B. Implement
C. Plan and Build
D. Run and Improve

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37 What is the focus of the customer
organization layer?

A. delivery
B. integration
C. operation
D. strategy

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
The service desk for a particular SIAM ecosystem is provided by an internal service provider.
Who is responsible for managing the performance of the service desk against their service targets?

A. customer organization
B. internal service provider
C. retained capabilities
D. service integrator

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39 What is an objective of the Discovery and Strategy stage of the
SIAM roadmap?

A. appoint the service integrator and provider
B. establish a governance framework
C. manage day to day service delivery
D. manage processes, teams, and tools

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40 Which process manages escalations regarding the performance of a
service provider?

A. business relationship management
B. incident management
C. service level management
D. supplier management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference: