



## Preparation Guide

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# 1. Overview

EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 (SIAMFV3.EN)

## Scope

The EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 confirms that the professional understands the basic concepts and principles of managing multiple service providers and integrating them seamlessly to provide a single business-facing IT organization.

This certification includes the following topics:

- introduction to SIAM
- SIAM implementation roadmap
- SIAM roles and responsibilities
- SIAM practices
- processes to support SIAM
- SIAM challenges and risks

## Summary

SIAM is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organization. In 2023, ISO/IEC published part 14 of ISO/IEC 20000: Guidance on the application of Service Integration and Management to ISO/IEC 20000-1. This is not exam literature.

The EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 certification tests a candidate's knowledge and understanding of the terminology and the core principles. The certification covers themes such as: potential benefits as well as the challenges and risks of implementing SIAM. It also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem. A candidate who successfully completes this certification knows how SIAM delivers business value and is able to contribute to the implementation and use of SIAM in an organization.

## Context

The EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 certification is part of the EXIN SIAM™ qualification program.



## Target group

This certification is aimed at professionals worldwide who have an interest in the practices of SIAM or want to implement this methodology in an organization and, in particular, professionals who are already working with service management processes. Furthermore, this certification is intended for service providers or service integrators that want to implement and manage SIAM models.

More specifically, the following roles could be interested: chief strategy officer (CSO), chief information officer (CIO), chief technical officer (CTO), service manager, service provider portfolio strategist/lead, managers (including process manager, project manager, change manager, service level manager, business relationship manager, program manager and supplier manager), service architect, process architect, business change practitioner and organizational change practitioner.



## Requirements for certification

- Successful completion of the EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 exam.

Knowledge of service management terminology, for instance through the EXIN IT Service Management based on ISO/IEC 20000 certification, is recommended.

## Examination details

Examination type:	Multiple-choice questions
Number of questions:	40
Pass mark:	65% (26/40 questions)
Open book:	No
Notes:	No
Electronic equipment/aides permitted:	No
Time allotted for examination:	60 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

## Bloom level

The EXIN SIAM™ Foundation based on the Scopism SIAM BoK V3 certification tests candidates at Bloom Level 1 and 2 according to Bloom's revised taxonomy:

- Bloom level 1: Remembering – relies on recall of information. Candidates will need to absorb, remember, recognize and recall.
- Bloom level 2: Understanding – a step beyond remembering. Understanding shows that candidates comprehend what is presented and can evaluate how the learning material may be applied in their own environment. This type of questions aims to demonstrate that the candidate is able to organize, compare, interpret and choose the correct description of facts and ideas.

## Training

### Contact hours

The recommended number of contact hours for this training course is 14. This includes group assignments, exam preparation and short breaks. This number of hours does not include lunch breaks, homework, and the exam.

### Indication study effort

56 hours (2 ECTS), depending on existing knowledge.

### Training organization

You can find a list of our Accredited Training Organizations at [www.exin.com](http://www.exin.com).

## 2. Exam requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications).

Exam requirements	Exam specifications	Weight
<b>1. Introduction to SIAM</b>		<b>17.5%</b>
	1.1 SIAM fundamentals	7.5%
	1.2 SIAM layers and structures	10%
<b>2. SIAM roadmap</b>		<b>22.5%</b>
	2.1 SIAM implementation key stages	22.5%
<b>3. SIAM roles</b>		<b>12.5%</b>
	3.1 SIAM roles and their responsibilities	12.5%
<b>4. SIAM practices</b>		<b>17.5%</b>
	4.1 Practices of SIAM	15%
	4.2 Other practices	2.5%
<b>5. Processes to support SIAM</b>		<b>12.5%</b>
	5.1 Processes in a SIAM ecosystem	5%
	5.2 Continual service improvement, supplier management, and change and release management	7.5%
<b>6. SIAM challenges and risks</b>		<b>17.5%</b>
	6.1 Challenges, associated risks and potential mitigations	17.5%
<b>Total</b>		<b>100%</b>

## Exam specifications

### 1. Introduction to SIAM

#### 1.1 SIAM fundamentals

The candidate can...

1.1.1 outline the purpose and value of a SIAM approach.

1.1.2 describe (business) drivers for SIAM.

#### 1.2 SIAM layers and structures

The candidate can...

1.2.1 explain the SIAM layers.

1.2.2 describe the SIAM structures, advantages and disadvantages for a hybrid service integrator, an internally and an externally sourced service integrator and a lead supplier as service integrator.

### 2. SIAM roadmap

#### 2.1 SIAM implementation key stages

The candidate can...

2.1.1 distinguish between the different SIAM implementation key stages.

2.1.2 outline the main objectives, triggers, inputs, activities and outputs in the Discovery & Strategy stage.

2.1.3 outline the main objectives, triggers, inputs, activities and outputs in the Plan & Build stage.

2.1.4 outline the main objectives, triggers, inputs, activities and outputs in the Implement stage.

2.1.5 outline the main objectives, triggers, inputs, activities and outputs in the Run & Improve stage.

### 3. SIAM roles

#### 3.1 SIAM roles and their responsibilities

The candidate can...

3.1.1 explain SIAM roles and responsibilities.

3.1.2 explain the SIAM structural elements.

### 4. SIAM practices

#### 4.1 Practices of SIAM

The candidate can...

4.1.1 explain people practices in a SIAM ecosystem.

4.1.2 explain process practices in a SIAM ecosystem.

4.1.3 explain measurement practices in a SIAM ecosystem.

4.1.4 explain technology practices in a SIAM ecosystem.

#### 4.2 Other practices

The candidate can...

4.2.1 describe how other practices work in a SIAM ecosystem.

### 5. Processes to support SIAM

#### 5.1 Processes in a SIAM ecosystem

The candidate can...

5.1.1 outline the function of processes in a SIAM ecosystem.

#### 5.2 Continual service improvement, supplier management, and change and release management

The candidate can...

5.2.1 explain these three processes in a SIAM ecosystem.

5.2.2 outline the SIAM considerations of these three processes.

## 6. SIAM challenges and risks

6.1 Challenges, associated risks and potential mitigations  
The candidate can...

- 6.1.1 describe the importance of building the business case, the associated risks and mitigations.
- 6.1.2 describe the importance of the level of control and ownership, the associated challenges and mitigations.
- 6.1.3 define the commercial challenges, the challenges with legacy contracts and their mitigations.
- 6.1.4 outline the importance of security, the associated risks and mitigations.
- 6.1.5 describe the importance of cultural fit and behaviors, the associated risks and mitigations.
- 6.1.6 describe the challenges associated with measuring success and its mitigations.

### 3. List of basic concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

Please note that knowledge of these terms alone does not suffice for the exam. The candidate must understand the concepts and be able to provide examples.

Agile	performance management and reporting framework
board	practice
business as usual	prime vendor
business case	process
capability	process manager
change and release management	process model
code of conduct	process owner
collaboration (agreement)	RACI (Responsible, Accountable, Consulted, Informed)
commodity service	retained capabilities
continual service improvement	roadmap
contract	separation of concerns
cooperation	service
cross-functional team	service boundaries
customer organization	service consumer
ecosystem	service integration
environment	Service Integration and Management (SIAM)
external service provider	service integrator
externally sourced service integrator	service level management (SLA)
forum	service management
function	service manager
governance	service model
governance framework	service orchestration
governance model	service outcomes
hybrid service integrator	service owner
insourcing	service provider
intelligent client function	service provider category
internal service provider	shadow IT
internally sourced service integrator	SIAM layers
key performance indicator (KPI)	SIAM model
lead supplier as service integrator	SIAM structures
management methodology	sourcing
metric	structural element
model	supplier
multi-sourcing	supplier management
offboarding	tooling strategy
onboarding	watermelon effect (watermelon reporting)
operating model	working group
organizational change management (OCM)	
outsourcing	

## 4. Literature

### Exam literature

The knowledge required for the exam is covered in the following literature:

**A. Scopism Limited**

**SIAM Foundation Body of Knowledge**

November 2025

Freely available on <https://www.scopism.com/free-siam-resources/>.

**B. Scopism Limited**

**Compendium SIAM Processes**

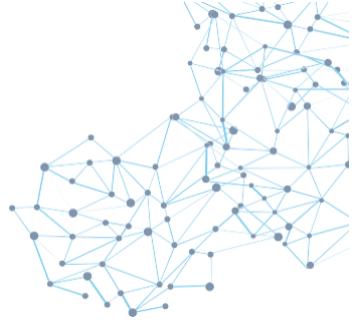
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*Please note that the SIAM Foundation Body of Knowledge (A) and the Compendium SIAM Processes (B) cannot be used commercially. However, ATO's are given a license to use these files to develop course materials and associated marketing. They may not create other commercial products and services based on these files without permission from Scopism.*

### Literature matrix

Exam requirements	Exam specifications	Reference
<b>1. Introduction to SIAM</b>		
	1.1 SIAM fundamentals	A: Chapter 1
	1.2 SIAM layers and structures	A: Chapters 1, 3
<b>2. SIAM roadmap</b>		
	2.1 SIAM implementation key stages	A: Chapter 2
<b>3. SIAM roles</b>		
	3.1 SIAM roles and their responsibilities	A: Chapters 1, 4
<b>4. SIAM practices</b>		
	4.1 Practices of SIAM	A: Chapter 5
	4.2 Other practices	A: Chapter 5.5
<b>5. Processes to support SIAM</b>		
	5.1 Processes in a SIAM ecosystem	B: Chapters 2, 3
	5.2 Continual service improvement, supplier management, and change and release management	B: Chapters 5.2, 5.4, 5.8
<b>6. SIAM challenges and risks</b>		
	6.1 Challenges, associated risks and potential mitigations	A: Chapters 6, 7



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