

Preparation Guide

Edition 202602



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1. Overview

EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 (SIAMPV3.EN)

Scope

The EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 confirms that the professional can perform activities in the four stages of the SIAM roadmap, managing multiple service providers and integrating them seamlessly to provide a single business-facing IT organization.

This certification includes the following topics:

- Discovery & Strategy
- Plan & Build
- Implement
- Run & Improve

Summary

To thrive in the digital era, organizations must focus on their customers and their experiences. The increasing reliance on technology requires effective management of supplier ecosystems. The Service Integration and Management (SIAM) model addresses the complexities of managing multiple suppliers, integrating them seamlessly to provide a single business-facing IT organization. As a result of this increased importance of SIAM, 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™ Professional based on the Scopism SIAM BoK V3 certification tests a candidate's knowledge and skills of the activities in the four stages of the SIAM roadmap. The certification covers themes such as: the process of assigning the different roles and responsibilities, onboarding organizations into the SIAM ecosystem, and offboarding incumbent providers. It also includes the operation of a SIAM ecosystem and its continuous improvement. A candidate who successfully completes the EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 certification can analyze, plan, build and inspect a multi-service provider environment.

Context

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



Target group

This certification is aimed at professionals who have an interest in the practices of SIAM or want to apply or improve this methodology in an organization. The content of this certification is appropriate for employees of customer organizations who will commission SIAM models, employees who provide retained capabilities in a customer organization, service integrators, and service providers working within a SIAM ecosystem.

The target group includes, but is not limited to:

- organizational change managers
- business relationship managers
- contract managers
- service architects
- project managers
- service managers and practitioners
- SIAM consultants

Requirements for certification

- Successful completion of the EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 exam.
- Accredited EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 training, including completion of the Practical Assignments.

Examination details

Examination type:	Multiple-choice questions
Number of questions:	40
Pass mark:	65% (26/40 questions)
Open book:	No. The exam is based on a case study. This case study is provided as an appendix to the exam.
Notes:	No
Electronic equipment/aides permitted:	No
Exam duration:	90 minutes

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

Bloom level

The EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 certification tests candidates at Bloom level 3 and 4 according to Bloom's revised taxonomy:

- Bloom level 3: Application – shows that candidates have the ability to make use of information in a context different from the one in which it was learned. This type of questions aims to demonstrate that the candidate is able to solve problems in new situations by applying acquired knowledge, facts, techniques and rules in a different, or new way. These questions usually contain a short scenario.
- Bloom level 4: Analysis – shows that candidates have the ability to break learned information into its parts to understand it. This Bloom level is mainly tested in the Practical Assignments. The Practical Assignments aim to demonstrate that the candidate is able to examine and break information into parts by identifying motives or causes, make inferences and find evidence to support generalizations.

Training

Contact hours

The recommended number of contact hours for this training course is 21. This includes practical assignments, exam preparation and short breaks. This number of hours does not include lunch breaks, homework and the exam.

Indication study effort

112 hours (4 ECTS), depending on existing knowledge.

Training organization

You can find a list of our Accredited Training Organizations at 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
1. Discovery & Strategy		**35%**
	1.1 Key elements of a SIAM strategy	17.5%
	1.2 Analysis of the current situation	10%
	1.3 Elements of a SIAM governance framework	7.5%
2. Plan & Build		**32.5%**
	2.1 Design a detailed SIAM model	22.5%
	2.2 Plan a SIAM implementation	10%
3. Implement		**17.5%**
	3.1 Different scenarios supporting a SIAM implementation	12.5%
	3.2 Ongoing organizational change management (OCM)	5%
4. Run & Improve		**15%**
	4.1 Operate, assure and improve a SIAM ecosystem	15%
	Total	**100%**

Exam specifications

1. **Discovery & Strategy**
   - 1.1 Key elements of a SIAM strategy
     The candidate can…
     - 1.1.1 interpret strategic drivers for SIAM.
     - 1.1.2 select an appropriate SIAM strategy.
     - 1.1.3 illustrate how to gain and maintain buy-in to a SIAM strategy.
     - 1.1.4 describe the content of the business case and the transition project for SIAM.
     - 1.1.5 interpret the principles and policies for roles and responsibilities.
     - 1.1.6 differentiate critical success factors for SIAM.
   - 1.2 Analysis of the current situation
     The candidate can…
     - 1.2.1 analyze existing services, service groupings, service providers, and the marketplace.
     - 1.2.2 explain how to assess current capability.
     - 1.2.3 classify the influences for deciding on the SIAM model and sourcing approach.
   - 1.3 Elements of a SIAM governance framework
     The candidate can…
     - 1.3.1 interpret the characteristics of governance in a SIAM ecosystem.
     - 1.3.2 differentiate SIAM governance roles.
     - 1.3.3 choose governance approaches for monitoring and measuring service performance.

2. **Plan & Build**
   - 2.1 Design a detailed SIAM model
     The candidate can…
     - 2.1.1 select an appropriate sourcing approach and SIAM structure.
     - 2.1.2 analyze contract considerations for SIAM.
     - 2.1.3 analyze organization-specific service models and process models.
     - 2.1.4 describe detailed roles and responsibilities.
     - 2.1.5 select a performance measurement and reporting framework.
     - 2.1.6 select a collaboration model.
     - 2.1.7 analyze the most appropriate tooling strategy and integration methods for a SIAM ecosystem.
   - 2.2 Plan a SIAM implementation
     The candidate can…
     - 2.2.1 describe the challenges for organizational change.
     - 2.2.2 differentiate between approaches for onboarding of services and service providers.

3. **Implement**
   - 3.1 Different scenarios supporting a SIAM implementation
     The candidate can…
     - 3.1.1 choose between a big-bang approach and a phased approach, based on the benefits and risks of these approaches.
     - 3.1.2 explain how to transition to the approved SIAM model.
   - 3.2 Ongoing organizational change management (OCM)
     The candidate can…
     - 3.2.1 choose ways to influence morale and motivation.

4. Run & Improve

4.1 Operate, assure and improve a SIAM ecosystem

The candidate can…

4.1.1 analyze structural elements at different levels.

4.1.2 select appropriate mechanisms to address issues and improve provider and integrator performance.

4.1.3 apply audit and compliance mechanisms.

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
agile retrospective
balanced scorecard
benchmark
board
business case
business-as-usual
capability
capability assessment
capital expenditure (CAPEX)
cloud services
code of conduct
collaboration agreement
commodity service
conflict of interest
contract
contract management
cross-functional team
customer organization
dashboard
data room
early life support (ELS)
ecosystem
enterprise architecture
environment
escalation
external service provider
externally sourced service integrator
framework
function
governance
governance board
governance framework
governance model
greenfield
hybrid service integrator
incumbent
insourcing
intelligent client function
interim operating model
internal service provider
internally sourced service integrator
ISO/IEC 20000
key performance indicator (KPI)
Lean (systems) thinking
lead supplier service integrator
offboarding
onboarding
operational expenditure (OPEX)
operational level agreement (OLA)
organizational change management (OCM)
outcome
output
outsourcing
performance management and reporting framework
practice
prime vendor
process
process forum
process manager
process model
process owner
RACI (Responsible, Accountable, Consulted, Informed)
request for change (RFC)
responsibility
retained capabilities
risk
roadmap
Scrum
service
service assets
service consumer
service credits
service definition
service element
service grouping
service improvement plan (SIP)
Service Integration and Management (SIAM)
service integrator
service management
service manager
service model
service orchestration
service outcomes
service owner
service provider
shadow IT
SIAM governance lead
SIAM layers
SIAM model
SIAM operational lead
SIAM structure

skills map
sourcing
stakeholder
stakeholder map
strategy
structural element
supplier
tooling strategy
town hall meeting
transformation
transition
trust-based approach
visual management
war room approach
Waterfall
watermelon effect (watermelon reporting)
working group

4. Literature

Exam literature

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

A. Simon Dorst, Michelle Major-Goldsmith, Claire Agutter et al.
SIAM Professional Body of Knowledge
November 2025
Freely available on https://www.scopism.com/free-siam-resources/.

B. EXIN
EXIN SIAM™ Professional – Case Study
EXIN (2026)
Go to www.exin.com. Click on 'Professionals' and then on 'Certifications' to find the certification. The free download can be found under 'Required reading'.

Additional literature

C. Scopism Limited
SIAM Foundation Body of Knowledge
November 2025
Freely available on https://www.scopism.com/free-siam-resources/.

D. ISO/IEC
ISO/IEC 20000-14:2023 (EN)
Switzerland, ISO, 2023

Comment

Additional literature is for reference and depth of knowledge only.

Please ensure familiarity with the case study before attempting the exam. All questions rely on insights and situations coming from the case study.

Please note that the SIAM Professional Body of Knowledge (A) and the SIAM Foundation Body of Knowledge (C) 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
1. Discovery & Strategy			
	1.1	Key elements of a SIAM strategy	
	1.1.1	interpret strategic drivers for SIAM.	A: Chapter 2.1
	1.1.2	select an appropriate SIAM strategy.	A: Chapter 2.1
	1.1.3	illustrate how to gain and maintain buy-in to a SIAM strategy.	A: Chapter 2.1
	1.1.4	describe the content of the business case and the transition project for SIAM.	A: Chapter 2.1, 2.3, 2.6
	1.1.5	interpret the principles and policies for roles and responsibilities.	A: Chapter 2.1, 2.5
	1.1.6	differentiate critical success factors for SIAM.	A: Chapter 2.1, 2.6
	1.2	Analysis of the current situation	
	1.2.1	analyze existing services, service groupings, service providers, and the marketplace.	A: Chapter 2.2
	1.2.2	explain how to assess current capability.	A: Chapter 2.2
	1.2.3	classify the influences for deciding on the SIAM model and sourcing approach.	A: Chapter 2.1.2, 2.2
	1.3	Elements of a SIAM governance framework	
	1.3.1	interpret the characteristics of governance in a SIAM ecosystem.	A: Chapter 2.4
	1.3.2	differentiate SIAM governance roles.	A: Chapter 2.3.3, 2.4
	1.3.3	choose governance approaches for monitoring and measuring service performance.	A: Chapter 2.3.5, 2.3.6, 2.4
2. Plan & Build			
	2.1	Design a detailed SIAM model	
	2.1.1	select an appropriate sourcing approach and SIAM structure.	A: Chapter 3.2
	2.1.2	analyze contract considerations for SIAM.	A: Chapter 3.2
	2.1.3	analyze organization-specific service models and process models.	A: Chapter 3.2
	2.1.4	describe detailed roles and responsibilities.	A: Chapter 3.2
	2.1.5	select a performance measurement and reporting framework.	A: Chapter 3.1, 3.2
	2.1.6	select a collaboration model.	A: Chapter 3.2
	2.1.7	analyze the most appropriate tooling strategy and integration methods for a SIAM ecosystem.	A: Chapter 3.2, 3.5
	2.2	Plan a SIAM implementation	
	2.2.1	describe the challenges for organizational change.	A: Chapter 3.3, 3.6
	2.2.2	differentiate between approaches for onboarding of services and service providers.	A: Chapter 3.4, 3.6

3. Implement			
	3.1	Different scenarios supporting a SIAM implementation	
	3.1.1	choose between a big-bang approach and a phased approach, based on the benefits and risks of these approaches.	A: Chapter 4.1
	3.1.2	explain how to transition to the approved SIAM model.	A: Chapter 4.2
	3.2	Ongoing organizational change management (OCM)	
	3.2.1	choose ways to influence morale and motivation.	A: Chapter 4.3, 5.7
4. Run & Improve			
	4.1	Operate, assure and improve a SIAM ecosystem	
	4.1.1	analyze structural elements at different levels.	A: Chapter 5.1, 5.2
	4.1.2	select appropriate mechanisms to address issues and improve provider and integrator performance.	A: Chapter 5.3, 5.4, 5.6
	4.1.3	apply audit and compliance mechanisms.	A: Chapter 5.5

Please note that the mentioned chapters also include the subparagraphs.

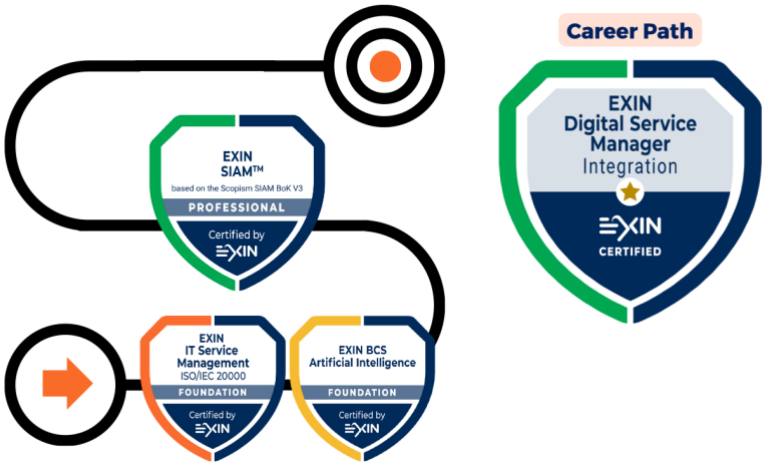
5. Career Path

At EXIN, we believe in the value of lifelong learning and the importance of combining diverse skills to thrive in today's dynamic and evolving world. With our EXIN Career Paths, candidates can prepare for specific job roles and continue to grow and advance in their professional journey. For more information on EXIN Career Paths, please refer to https://www.exin.com/career-paths/.

The EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 certification is part of the following EXIN Career Paths.

EXIN Digital Service Manager Integration

EXIN Digital Service Manager Integration enables professionals to lead digital transformation initiatives to leverage digital environments and artificial intelligence (AI) to reach organizational objectives.



EXIN Digital Project Management Integration

EXIN Digital Project Management Integration empowers professionals to effectively manage (agile) projects to stay ahead with digital innovation, while leveraging artificial intelligence (AI) and navigating a landscape of service integrations.



Certified for what's next

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