



## Preparation Guide

Edition 202602





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EXIN SIAM™ Professional based on the Scopism SIAM BoK V3 is based on the Scopism SIAM Body of Knowledge.

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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](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. Discovery &amp; Strategy</b> |  | <b>35%</b>   |
|                                    | 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%         |
| <b>2. Plan &amp; Build</b>         |  | <b>32.5%</b> |
|                                    | 2.1 Design a detailed SIAM model                         | 22.5%        |
|                                    | 2.2 Plan a SIAM implementation                           | 10%          |
| <b>3. Implement</b>                |  | <b>17.5%</b> |
|                                    | 3.1 Different scenarios supporting a SIAM implementation | 12.5%        |
|                                    | 3.2 Ongoing organizational change management (OCM)       | 5%           |
| <b>4. Run &amp; Improve</b>        |  | <b>15%</b>   |
|                                    | 4.1 Operate, assure and improve a SIAM ecosystem         | 15%          |
| <b>Total</b>                       |  | <b>100%</b>  |

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

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](http://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                    |
|------------------------------------|---|------------------------------|
| <b>1. Discovery &amp; Strategy</b> |   |                              |
| 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          |
| <b>1.2</b>                         |   |                              |
| 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        |
| <b>1.3</b>                         |   |                              |
| 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 |
| <b>2. Plan &amp; Build</b>         |   |                              |
| 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          |
| <b>2.2</b>                         |   |                              |
| 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          |

|                             |       |  |                          |
|-----------------------------|-------|--|--------------------------|
| <b>3. Implement</b>         |       |  |                          |
|                             | 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      |
| <b>4. Run &amp; Improve</b> |       |  |                          |
|                             | 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.

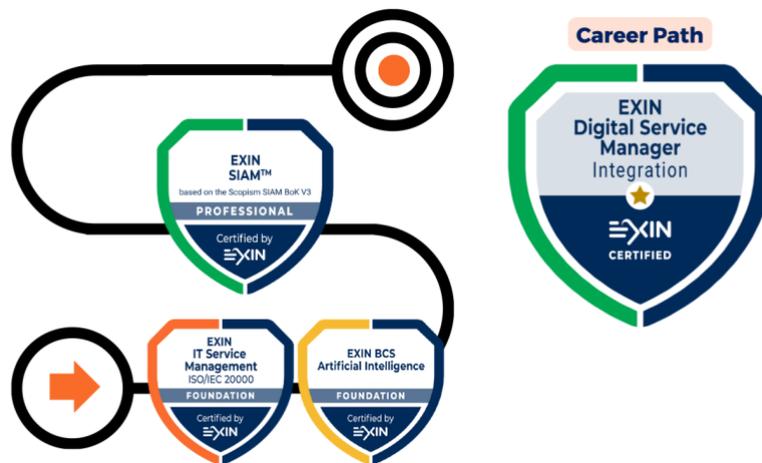
## 5. Career Path

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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