



**Sample Exam**

**Edition 202605**





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# Introduction

This is the EXIN SIAM™ Foundation Bridge based on the Scopism SIAM BoK V3 (SIAMFV3B.EN) sample exam. The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is correct, unless otherwise stated.

The maximum number of points that can be obtained for this exam is 20. Each correct answer is worth 1 point. You need 13 points or more to pass the exam.

The time allowed for this exam is 30 minutes.

Good luck!

# Sample exam

1 / 20

How does SIAM enable a better organizational focus for a customer organization?

- A) Allowing a customer organization to concentrate on their core activities while delegating service provider coordination
- B) Enabling a customer organization to directly manage all technology implementations across multiple service providers
- C) Requiring a customer organization to develop specialized expertise in service provider management
- D) Supporting a customer organization to maintain detailed oversight of all technical service delivery activities

2 / 20

Which driver group in SIAM includes a driver of data and information standards?

- A) External drivers
- B) Operational efficiencies
- C) Service and sourcing landscape
- D) Service satisfaction

3 / 20

What is a responsibility of a service provider in a SIAM ecosystem?

- A) Delivery
- B) End-to-end integration
- C) Governance
- D) Strategy

4 / 20

Which layer of the SIAM ecosystem performs end-to-end assurance?

- A) Customer organization
- B) Retained capabilities
- C) Service integrator
- D) Service provider

5 / 20

An organization wants to transition to SIAM. They want to avoid service providers making accusations of the service integrator being biased.

In which **two** structures is this behavior **least** likely?

*Please remember to select 2 answers.*

- A) External service integrator
- B) Hybrid service integrator
- C) Internal service integrator
- D) Lead supplier as service integrator

6 / 20

In the hybrid service integrator structure, which two parties collaborate to provide the service integrator capability?

- A) Customer organization and external organization
- B) Customer organization and internal service integrator
- C) External service integrator and lead supplier
- D) Internal service integrator and retained capabilities

7 / 20

Which is a **main** challenge associated with the management cross-functional teams?

- A) Conflicting objectives, organizational strategies and working practices
- B) Gaps between process activities
- C) Inability to map end-to-end workflow
- D) Lack of architecture

8 / 20

When integrating processes across service providers, what is used to identify and avoid gaps in process flows?

- A) DevOps
- B) Key performance indicator (KPI)
- C) RACI matrix
- D) Service level agreement (SLA)

9 / 20

Which is an example of end-to-end measurement in a SIAM ecosystem?

- A) Average time to resolve a problem by a particular service integration partner
- B) Comparison of internal versus external service providers
- C) Number of incidents raised by a particular business division
- D) Responsiveness of the service against service level targets

10 / 20

Which is **not** a challenge related to the technology practice for creating a tooling strategy?

- A) Gaps between process activities
- B) Ineffective legacy tools
- C) Non-integrated toolsets
- D) Toolset scope definition

11 / 20

How are SIAM and other service management processes related?

- A) Other service management process outcomes are different from SIAM process outcomes and provide other insights.
- B) Other service management processes can be used in a SIAM ecosystem without any adaptation.
- C) SIAM builds on the other service management's elements and extends them.
- D) SIAM is a replacement for other service management practices and therefore does not use any of its processes.

12 / 20

Which consideration is common for all processes in a SIAM ecosystem?

- A) Aligning resolution targets across service providers
- B) Processes can seem more complex
- C) The requirement for a data dictionary, terminology, and thresholds

13 / 20

What is the **most** comprehensive scope where processes are typically executed within the SIAM ecosystem?

- A) Across all parts of the organization that are defined in the service integrator and customer organization contract
- B) Across different organizations in the same SIAM layer and across organizations in different SIAM layers
- C) Within each department of each individual service provider in the ecosystem
- D) Within internal IT departments and between external service provider's IT departments

14 / 20

What is a correct touchpoint for the change and release management process?

- A) This process touches with the configuration management process when incidents are caused by new releases.
- B) This process touches with the incident management process when known errors are introduced and require fixing.
- C) This process touches with the monitoring and event management process when releases should be monitored.
- D) This process touches with the project management process when a major change requires formal project management activities.

**15 / 20**

Which is the purpose of the continual service improvement process?

- A) To encourage and incentivize service providers to contribute to continual service improvement
- B) To ensure that continual service improvement is on the agendas of SIAM governance boards
- C) To provide a consistent method of quantifying, tracking, and managing the delivery of improvement activities
- D) To share lessons learned across all parties in the SIAM ecosystem

**16 / 20**

Which SIAM consideration is common for all processes in a SIAM ecosystem?

- A) Building and maintaining strong relationships between service providers and the consumers of their services
- B) Defining ownership of the processes and the levels of accountability and responsibility
- C) Providing a consistent method of quantifying, tracking and managing the delivery of improvement activities
- D) Providing a structured approach that delivers projects on time, on budget and at the appropriate and agreed level of quality

**17 / 20**

Which is the earliest stage of the SIAM roadmap to be affected by the challenge of building the business case?

- A) Discovery & Strategy
- B) Implement
- C) Plan & Build
- D) Run & Improve

**18 / 20**

Defining the level of control and ownership to be retained by a customer organization is important.

Which is a risk of leaving this undecided?

- A) It will be challenging to assign responsibility for service failures.
- B) Service providers may be unwilling to collaborate.
- C) The service integrator may be unable to perform its role.
- D) The success of the SIAM program cannot be measured.

**19 / 20**

In a SIAM ecosystem, service providers need to adapt to a new way of working.

Which is an associated cultural consideration?

- A) Creating an environment for service providers that is focused on contracts and agreements
- B) Service providers acknowledging that the service integrator has the autonomy to direct, make decisions and govern
- C) Service providers focusing on the achievement of their own specific service levels and objectives

20 / 20

Which strategy helps build stronger relationships between stakeholders in a SIAM environment?

- A) Creating standardized escalation paths directed to the service integrator
- B) Establishing SIAM structural elements like boards and forums
- C) Getting central control from both the customer organization and the service integrator
- D) Requiring monthly financial reporting from the service providers

# Answer key

1 / 20

How does SIAM enable a better organizational focus for a customer organization?

- A) Allowing a customer organization to concentrate on their core activities while delegating service provider coordination
  - B) Enabling a customer organization to directly manage all technology implementations across multiple service providers
  - C) Requiring a customer organization to develop specialized expertise in service provider management
  - D) Supporting a customer organization to maintain detailed oversight of all technical service delivery activities
- 
- A) Correct. The service integrator assumes responsibility for managing service providers and technology coordination, which frees the customer organization to focus on activities that directly support their business objectives. (Literature: A, Chapter 1.3)
  - B) Incorrect. SIAM removes the burden of direct multi-supplier management from customer organizations rather than enabling it.
  - C) Incorrect. SIAM reduces the need for customer organizations to develop specialized service provider management capabilities.
  - D) Incorrect. SIAM delegates detailed technical oversight responsibilities to the service integrator rather than requiring customer organizations to maintain them.

2 / 20

Which driver group in SIAM includes a driver of data and information standards?

- A) External drivers
  - B) Operational efficiencies
  - C) Service and sourcing landscape
  - D) Service satisfaction
- 
- A) Incorrect. The drivers related to external factors are corporate governance and external policy.
  - B) Correct. This is one of the four drivers in the operational efficiencies driver group. (Literature: A, Chapter 1.5.2.3)
  - C) Incorrect. The drivers in the service and sourcing landscape drivers group are external sourcing, multi-sourcing, increase in the number of service providers, shadow IT, and inflexible contracts.
  - D) Incorrect. This is not a driver for this group. A few of the drivers for service satisfaction driver group are service performance, service provider interactions, clarity of roles and responsibilities, slow pace of change, demonstration of value, lack of collaboration between service providers and delivery silos.

3 / 20

What is a responsibility of a service provider in a SIAM ecosystem?

- A) Delivery
  - B) End-to-end integration
  - C) Governance
  - D) Strategy
- A) Correct. Each service provider is responsible for the delivery of one or more services, or service elements, to the customer organization. It is responsible for managing the products and technology used to deliver its contracted or agreed services and operating its own processes. (Literature: A, Chapter 1.1.1.4)
- B) Incorrect. End-to-end integration is the responsibility of the service integrator.
- C) Incorrect. Governance is a responsibility of the customer organization and service integrator.
- D) Incorrect. Strategy is a responsibility of the customer organization.

4 / 20

Which layer of the SIAM ecosystem performs end-to-end assurance?

- A) Customer organization
  - B) Retained capabilities
  - C) Service integrator
  - D) Service provider
- A) Incorrect. The customer organization is the client that is making the transition to SIAM as part of its operating model. It commissions the SIAM ecosystem.
- B) Incorrect. The retained capabilities are the functions that are responsible for strategic, architectural, business engagement and corporate governance activities.
- C) Correct. The service integrator layer of the SIAM ecosystem is where end-to-end service governance, management, integration, assurance and coordination are performed. (Literature: A, Chapter 1.1.1.3)
- D) Incorrect. Each service provider is responsible for the delivery of one or more services, or service elements, to the customer.

5 / 20

An organization wants to transition to SIAM. They want to avoid service providers making accusations of the service integrator being biased.

In which **two** structures is this behavior **least** likely?

*Please remember to select 2 answers.*

- A) External service integrator
- B) Hybrid service integrator
- C) Internal service integrator
- D) Lead supplier as service integrator

- A) Incorrect. The organization acting as the service integrator and service provider might be perceived to be biased, since this party can be a competitor of other service providers.
- B) Correct. In an internal service integrator solution, the service integrator is the customer organization. In a hybrid service integrator solution, the external service integrator works together with the customer organization. The customer organization is very unlikely to be accused of being biased. Therefore, these two structures will be the best choice for the organization wanting to transition. (Literature: A, Chapter 3.1.2 and 3.4.1)
- C) Correct. In an internal service integrator solution, the service integrator is the customer organization. In a hybrid service integrator solution, the external service integrator works together with the customer organization. The customer organization is very unlikely to be accused of being biased. Therefore, these two structures will be the best choice for the organization wanting to transition. (Literature: A, Chapter 3.1.2 and 3.4.1)
- D) Incorrect. The organization acting as the service integrator and service provider might be perceived to be biased, since this party can be a competitor of other service providers.

6 / 20

In the hybrid service integrator structure, which two parties collaborate to provide the service integrator capability?

- A) Customer organization and external organization
- B) Customer organization and internal service integrator
- C) External service integrator and lead supplier
- D) Internal service integrator and retained capabilities

- A) Correct. In the hybrid service integrator, the customer organization collaborates with an external organization to take the role of service integrator and provide the service integrator capability. (Literature: A, Chapter 3.4)
- B) Incorrect. These are two separate layers in a SIAM ecosystem.
- C) Incorrect. Lead supplier is a different structure than hybrid.
- D) Incorrect. These are two separate layers in a SIAM ecosystem. Retained capabilities are part of the customer organization.

7 / 20

Which is a **main** challenge associated with the management cross-functional teams?

- A) Conflicting objectives, organizational strategies and working practices
- B) Gaps between process activities
- C) Inability to map end-to-end workflow
- D) Lack of architecture

- A) Correct. Conflicting objectives, organizational strategies and working practices are one of the main challenges associated with cross-functional teams. (Literature: A, Chapter 5.1.2)
- B) Incorrect. This is a challenge related to integrating processes across service providers.
- C) Incorrect. This is a challenge associated with enabling and reporting on end-to-end services.
- D) Incorrect. This is a challenge associated with creating a tooling strategy.

8 / 20

When integrating processes across service providers, what is used to identify and avoid gaps in process flows?

- A) DevOps
- B) Key performance indicator (KPI)
- C) RACI matrix
- D) Service level agreement (SLA)

- A) Incorrect. DevOps is a supporting practice but is not used to identify all participants in the delivery of a process or function.
- B) Incorrect. KPIs are metrics used to measure performance. KPIs are defined for services, processes, and business objectives.
- C) Correct. The development and agreement of process flows and RACI matrices will help to identify and avoid gaps. (Literature: A, Chapter 5.2.2.2)
- D) Incorrect. SLAs are not used to identify gaps in process flows.

9 / 20

Which is an example of end-to-end measurement in a SIAM ecosystem?

- A) Average time to resolve a problem by a particular service integration partner
- B) Comparison of internal versus external service providers
- C) Number of incidents raised by a particular business division
- D) Responsiveness of the service against service level targets

- A) Incorrect. End-to-end measurement is about the entire service and not a particular component or service provider.
- B) Incorrect. End-to-end measurement is about the service and not about the service providers' performance.
- C) Incorrect. Incidents' impact on the service could be an end-to-end measurement, but the number of incidents on its own is not, as it is not reflecting how service was provided against business targets.
- D) Correct. Responsiveness of the service against defined targets is an example of end-to-end measurement in a SIAM environment. (Literature: A, Chapter 5.3.1)

10 / 20

Which is **not** a challenge related to the technology practice for creating a tooling strategy?

- A) Gaps between process activities
- B) Ineffective legacy tools
- C) Non-integrated toolsets
- D) Toolset scope definition

- A) Correct. This is not a challenge related to creating a tooling strategy. It is one of the challenges related to integrating processes across service providers. The challenges are ineffective legacy tools, defining the toolset scope, non-integrated toolsets and lack of architecture. (Literature: A, Chapter 5.4.2)
- B) Incorrect. This is one of the challenges related to creating a tooling strategy.
- C) Incorrect. This is one of the challenges related to creating a tooling strategy.
- D) Incorrect. This is one of the challenges related to creating a tooling strategy.

11 / 20

How are SIAM and other service management processes related?

- A) Other service management process outcomes are different from SIAM process outcomes and provide other insights.
  - B) Other service management processes can be used in a SIAM ecosystem without any adaptation.
  - C) SIAM builds on the other service management's elements and extends them.
  - D) SIAM is a replacement for other service management practices and therefore does not use any of its processes.
- 
- A) Incorrect. Most SIAM processes have the same outcomes as other service management processes.
  - B) Incorrect. Other service management processes will require adaptation to suit the multiple supplier ecosystem.
  - C) Correct. SIAM does not replace other service management practices, but it builds on its service management elements and extends them across the ecosystem where they are relevant to the SIAM model. (Literature: A, Chapter 5.1.1)
  - D) Incorrect. SIAM is not a replacement for other service management practices, but can use their elements as a foundation.

12 / 20

Which consideration is common for all processes in a SIAM ecosystem?

- A) Aligning resolution targets across service providers
- B) Processes can seem more complex
- C) The requirement for a data dictionary, terminology, and thresholds

- A) Incorrect. This is a SIAM consideration for problem management.
- B) Correct. This is a valid SIAM consideration that is common for all processes in a SIAM ecosystem. (Literature: B, Chapter 3.1)
- C) Incorrect. This is a SIAM consideration for monitoring and event management.

13 / 20

What is the **most** comprehensive scope where processes are typically executed within the SIAM ecosystem?

- A) Across all parts of the organization that are defined in the service integrator and customer organization contract
  - B) Across different organizations in the same SIAM layer and across organizations in different SIAM layers
  - C) Within each department of each individual service provider in the ecosystem
  - D) Within internal IT departments and between external service provider's IT departments
- A) Incorrect. SIAM processes operate also in parts of the service provider's organizations.
- B) Correct. Processes in a SIAM ecosystem are executed across different organizations in the same SIAM layer and across organizations in different SIAM layers, enabling coordination throughout the entire ecosystem. (Literature: B, Chapter 2.4)
- C) Incorrect. SIAM processes operate across multiple organizations and layers rather than being restricted to only service providers.
- D) Incorrect. This describes a limited scope that does not reflect the comprehensive nature of SIAM process execution across the entire ecosystem.

14 / 20

What is a correct touchpoint for the change and release management process?

- A) This process touches with the configuration management process when incidents are caused by new releases.
  - B) This process touches with the incident management process when known errors are introduced and require fixing.
  - C) This process touches with the monitoring and event management process when releases should be monitored.
  - D) This process touches with the project management process when a major change requires formal project management activities.
- A) Incorrect. This is a touchpoint between the change and release management process and incident management process.
- B) Incorrect. This is a touchpoint between the problem management process and change and release management process.
- C) Incorrect. The touchpoint with the monitoring and event management process is that in some defined cases certain events might trigger standard changes to avoid incidents from occurring. Conversely, events can be used to detect releases.
- D) Correct. A touchpoint between the project management process and change and release management process is when (major) changes or releases may require formal project management activities (every project is a change, but not every change is a project). (Literature: B, Chapter 5.8.6)

15 / 20

Which is the purpose of the continual service improvement process?

- A) To encourage and incentivize service providers to contribute to continual service improvement
- B) To ensure that continual service improvement is on the agendas of SIAM governance boards
- C) To provide a consistent method of quantifying, tracking, and managing the delivery of improvement activities
- D) To share lessons learned across all parties in the SIAM ecosystem

- A) Incorrect. This is one of the SIAM considerations for the continual service improvement process.
- B) Incorrect. This is one of the SIAM considerations for the continual service improvement process.
- C) Correct. This is the purpose of the continual service improvement process. (Literature: B, Chapter 5.2.1)
- D) Incorrect. This is one of the SIAM considerations for the continual service improvement process.

16 / 20

Which SIAM consideration is common for all processes in a SIAM ecosystem?

- A) Building and maintaining strong relationships between service providers and the consumers of their services
- B) Defining ownership of the processes and the levels of accountability and responsibility
- C) Providing a consistent method of quantifying, tracking and managing the delivery of improvement activities
- D) Providing a structured approach that delivers projects on time, on budget and at the appropriate and agreed level of quality

- A) Incorrect. This is the purpose of the business relationship management process and not a consideration common for all processes in a SIAM ecosystem.
- B) Correct. This is a correct consideration common for all processes in a SIAM ecosystem. (Literature: B, Chapter 3.2)
- C) Incorrect. This is the purpose of the continual service improvement process and not a consideration common for all processes in a SIAM ecosystem.
- D) Incorrect. This is the purpose of the project management process and not a consideration common for all processes in a SIAM ecosystem.

17 / 20

Which is the earliest stage of the SIAM roadmap to be affected by the challenge of building the business case?

- A) Discovery & Strategy
- B) Implement
- C) Plan & Build
- D) Run & Improve

- A) Correct. This challenge starts early in the SIAM roadmap, during the Discovery & Strategy stage. (Literature: A, Chapter 7.1.2)
- B) Incorrect. The business case will also be used during the Implement and Run & Improve stages to verify that the anticipated benefits are being realized, but this is not the earliest stage.
- C) Incorrect. At the end of the Plan & Build stage, executive backing is required to authorize any procurements and allocate resources to the remaining stages, but this is not the earliest stage.
- D) Incorrect. The business case will also be used during the Implement and Run & Improve stages to verify that the anticipated benefits are being realized, but this is not the earliest stage.

18 / 20

Defining the level of control and ownership to be retained by a customer organization is important.

Which is a risk of leaving this undecided?

- A) It will be challenging to assign responsibility for service failures.
- B) Service providers may be unwilling to collaborate.
- C) The service integrator may be unable to perform its role.
- D) The success of the SIAM program cannot be measured.

- A) Incorrect. This is a risk from the commercial challenge.
- B) Incorrect. This is a risk from the challenge of culture and collaboration.
- C) Correct. If the level of control and ownership is not clearly defined, it can make the definition of the SIAM model, and the role of the service integrator and the service providers more challenging because responsibilities and accountabilities are unclear. If the customer organization is not prepared to relinquish ownership of service activities and processes, it may not be possible to realize the anticipated benefits from SIAM, as the service integrator may be unable to perform its role. (Literature: A, Chapter 7.2.3)
- D) Incorrect. This is a risk from the challenge of building the business case.

19 / 20

In a SIAM ecosystem, service providers need to adapt to a new way of working.

Which is an associated cultural consideration?

- A) Creating an environment for service providers that is focused on contracts and agreements
  - B) Service providers acknowledging that the service integrator has the autonomy to direct, make decisions and govern
  - C) Service providers focusing on the achievement of their own specific service levels and objectives
- A) Incorrect. The associated correct consideration is creating an environment that is focused on business outcomes and the customer, not individual service provider's contracts and agreements.
- B) Correct. Service providers must acknowledge that the service integrator is the voice of the customer and has the autonomy to direct and make decisions and govern without being undermined. (Literature: A, Chapter 6.2.1)
- C) Incorrect. Within a SIAM ecosystem, the focus is on relationships, particularly cross-provider relationships, governance controls, and pursuit of common goals rather than achievement of specific individual organizational service levels and objectives.

20 / 20

Which strategy helps build stronger relationships between stakeholders in a SIAM environment?

- A) Creating standardized escalation paths directed to the service integrator
  - B) Establishing SIAM structural elements like boards and forums
  - C) Getting central control from both the customer organization and the service integrator
  - D) Requiring monthly financial reporting from the service providers
- A) Incorrect. Also relationships between the service providers should be reinforced.
- B) Correct. Establishing SIAM structural elements such as boards, forums and working groups helps build relationships and reinforce culture among stakeholders in the SIAM environment. (Literature: A, Chapter 7.5.4)
- C) Incorrect. This could be considered a risk and this could lead to the service integrator or customer organization acting in a dictatorial way.
- D) Incorrect. Financial reporting requirements address commercial oversight but do not contribute to relationship building between stakeholders.

# Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer	Question	Answer
1	A	11	C
2	B	12	B
3	A	13	B
4	C	14	D
5	B & C	15	C
6	A	16	B
7	A	17	A
8	C	18	C
9	D	19	B
10	A	20	B



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