



Preparation Guide

Edition 202312



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1. Overview

EXIN SIAM™ Foundation (SIAMF.EN)

Scope

EXIN SIAM™ Foundation certification 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
- SIAM and other practices.

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 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 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 providers 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 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 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.

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. Introduction to SIAM		15%
	1.1 SIAM fundamentals	5%
	1.2 SIAM layers and structures	10%
2. SIAM implementation roadmap		20%
	2.1 SIAM implementation key stages	20%
3. SIAM roles and responsibilities		12.5%
	3.1 SIAM roles and responsibilities	12.5%
4. SIAM practices		15%
	4.1 Practices of SIAM	15%
5. Processes to support SIAM		17.5%
	5.1 Processes in a SIAM ecosystem	2.5%
	5.2 Objectives and SIAM considerations of the main processes	15%
6. SIAM challenges and risks		15%
	6.1 Challenges, associated risks and potential mitigations	15%
7. SIAM and other practices		5%
	7.1 Other practices	5%
	Total	100%

Training providers are expected to take three processes out of the nineteen processes described in the Service Integration and Management (SIAM™) Process Guides, elaborate on them in detail, and provide their relationship with SIAM management activities. However, the objectives and SIAM considerations of **all** processes are examinable.

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 integrator.

2. SIAM implementation 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 and responsibilities

- 3.1 SIAM roles and 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 describe the people practices of managing cross-functional teams.
 - 4.1.2 describe the process practices of integrating processes across service providers.
 - 4.1.3 describe the measurement practices of enabling and reporting on end-to-end services.
 - 4.1.4 describe the technology practices of creating a tooling strategy.

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 Objectives and SIAM considerations of the main processes
The candidate can...
 - 5.2.1 indicate what the process purpose is.
 - 5.2.2 outline the SIAM considerations.

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

7. SIAM and other practices

7.1 Other practices

The candidate can...

- 7.1.1 describe the contribution of the following frameworks and standards to a SIAM ecosystem: service management including VeriSM™, ITIL and ISO/IEC 20000, Agile (including Agile service management), DevOps, COBIT and Lean.

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.

aggregation	Platform as a Service (PaaS)
Agile	practice
board	prime vendor
business as usual	process
business case	process forum
capability	process manager
cloud services	process model
COBIT	process owner
code of conduct	program management
collaboration agreement	project management
commodity service	RACI (Responsible, Accountable, Consulted, Informed)
contract	request for information (RFI)
customer (organization)	request for proposal (RFP)
DevOps	request management
disaggregation	retained capability/capabilities
ecosystem	roadmap
enterprise architecture	separation of duties/concerns
enterprise service bus	service
external service provider	service boundaries
externally sourced service integrator	service consumer
function	service integration (SI)
governance	Service Integration and Management (SIAM)
governance framework	service integrator
governance model	service integrator layer
hybrid service integrator	service level management (SLA)
Infrastructure as a Service (IaaS)	service management
insourcing	service manager
intelligent client function	service model
internal service provider	service orchestration
internally sourced service integrator	service outcomes
ISO/IEC 20000	service owner
ITIL	service provider
key performance indicator (KPI)	service provider category
lead supplier service integrator	shadow IT
Lean	SIAM layers
man-marking	SIAM model
management methodology	SIAM structures
metric	Software as a Service (SaaS)
model	sourcing
multi-sourcing	structural element
multi-sourcing integration (MSI)	supplier
Open Systems Interconnect (OSI)	tooling strategy
operational level agreement (OLA)	tower
organizational change management	VeriSM™
outsourcing	watermelon effect (watermelon reporting)
performance management and reporting framework	working group

4. Literature

Exam literature

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

- A. Scopism Limited
Service Integration and Management (SIAM™) Foundation Body of Knowledge
Freely available on <https://www.scopism.com/free-downloads/>.
- B. Scopism Limited
Service Integration and Management (SIAM™) Process Guides
Freely available on <https://www.scopism.com/free-downloads/>.

Literature A and B are combined in the following literature:

Claire Agutter et al.

Service Integration and Management (SIAM™) Foundation Body of Knowledge

IT Governance Publishing Ltd. (second edition, July 2021)

ISBN: 978 1787783102 (hard copy)

ISBN: 978 1787783126 (ePub)

ISBN: 978 1787783119 (eBook)

Please note that the SIAM™ Foundation Body of Knowledge (A) and the SIAM™ Process Guides (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.

Additional literature

- C. David Clifford
SIAM-MSI – An Introduction to Service Integration and Management-Multi-Sourcing Integration for IT Service Management
IT Governance (2016)
ISBN: 978 1849288514 (hardcopy)
ISBN: 978 1849288538 (eBook)
ISBN: 978 1787780989 (audio book)

Comment

Additional literature is for reference and depth of knowledge only.

Literature matrix

Exam requirements	Exam specifications	Reference
1. Introduction to SIAM		
	1.1 SIAM fundamentals	A: Chapter 1
	1.2 SIAM layers and structures	A: Chapters 1, 3
2. SIAM implementation roadmap		
	2.1 SIAM implementation key stages	A: Chapter 2
3. SIAM roles and responsibilities		
	3.1 SIAM roles and responsibilities	A: Chapters 1, 5
4. SIAM practices		
	4.1 Practices of SIAM	A: Chapter 6
5. Processes to support SIAM		
	5.1 Processes in a SIAM ecosystem	B: Chapters 1, 2, 3
	5.2 Objectives and SIAM considerations of the main processes	B: Chapters 4-22 (only §1 and §2 of each chapter)
6. SIAM challenges and risks		
	6.1 Challenges, associated risks and potential mitigations	A: Chapters 7, 8
7. SIAM and other practices		
	7.1 Other practices	A: Chapter 4



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