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SIAMF Exam

EXIN BCS Service Integration and Management Exam

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Question: 1

What is the challenge of a legacy contract not being fit for purpose?

A. aligning contractual requirements with the new SIAM model
B. balancing the level of control against expected benefits
C. the customer does not get what they expect
D. understanding the expected benefits and costs

Answer: A

Question: 2

What is an activity of the Run and Improve stage of the SIAM roadmap?

A. approve the full business case
B. introduce service providers
C. operate governance structures
D. understand the marketplace

Answer: C

Question: 3

What is a disadvantage of the hybrid service integrator structure?

A. The customer can inadvertently develop a long term dependency on the service integration partner.
B. The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.
C. The high level of dependency on the service integrator adds risks to continuity.
D. The service integrator might be perceived to be biased, even if this is not the case.

Answer: C

Question: 4

What is an objective of the Discovery and Strategy stage of the SIAM roadmap?

A. complete the design of the SIAM model
B. establish the SIAM transition project
C. put in place and in use the new SIAM model
D. obtain full approval of the SIAM model

Answer: B

Question: 5

What is a benefit of adopting SIAM for an organization?

A. SIAM enables effective contracts between the service integrator and the service providers.
B. SIAM makes service providers accountable for the end-to-end delivery of services.
C. SIAM provides a single point of control for the integrated delivery of services.
D. SIAM provides service providers with a tool to support their internal processes.

Answer: C

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