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SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

What driver is related to service satisfaction?

- A. a corporate governance requirement, for instance a new act
- B. prevention of duplication of resources and activities across multiple service providers
- C. the reduction of Shadow IT
- D. the pace with which changes are made to meet business requirements

Correct Answer: D

QUESTION 2

Which process evaluates and negotiates proposals from prospective service providers?

- A. contract management
- B. financial management
- C. service level management
- D. supplier management

Correct Answer: A

QUESTION 3

Which process ensures that service performance meets agreed requirements?

- A. change management
- B. incident management
- C. project management
- D. service level management

Correct Answer: D

QUESTION 4

What is a characteristic of the layers in a SIAM ecosystem?

- A. The service integrator is independent from the retained capabilities, even if it is internally sourced.
- B. The service integrator layer cannot be provided by the customer organization.

C. The service providers cannot be part of the customer organization.

D. The service provider layer is where end-to-end service governance, assurance and coordination is performed.

Correct Answer: A

QUESTION 5

The service desk for a particular SIAM ecosystem is provided by an internal service provider. Who is responsible for managing the performance of the service desk against their service targets?

A. customer organization

B. internal service provider

C. retained capabilities

D. service integrator

Correct Answer: D

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