

## SIAMF<sup>Q&As</sup>

SIAMF EXIN BCS Service Integration and Management

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## QUESTION 1

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

- A. appoint the service integrator and provider
- B. establish a governance framework
- C. manage day to day service delivery
- D. manage processes, teams, and tools

Correct Answer: B

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## QUESTION 2

In the SIAM structure that uses a lead supplier as the service integrator, who has the contractual relationship with the external service providers?

- A. customer organization
- B. lead supplier
- C. prime vendor
- D. service integrator

Correct Answer: A

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## QUESTION 3

What is the earliest stage of the SIAM roadmap in which gaps between process activities need to be identified and addressed?

- A. Discovery and Strategy
- B. Implement
- C. Plan and Build
- D. Run and Improve

Correct Answer: C

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## 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

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## QUESTION 5

What is an example of an end-to-end service measurement?

A. average availability of an application

B. average call pickup time at the service desk (in seconds)

C. percentage of service downtime related to failed changes

D. percentage of SLA targets met by one of the external service providers

Correct Answer: C

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