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SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

What is the objective of the Implement stage of the SIAM roadmap?

- A. complete the design of the SIAM model, including the services that are in scope
- B. define the strategy and outline the model for SIAM and the services in scope
- C. manage day to day service delivery, processes, teams and tools
- D. manage the transition of the previous ecosystem from the current state to the desired state

Correct Answer: D

QUESTION 2

What is a practice associated with creating a tooling strategy?

- A. ease of adding and removing business requirements
- B. ease of adding and removing data dictionaries
- C. ease of adding and removing service providers
- D. ease of adding and removing SLA's

Correct Answer: C

QUESTION 3

What is an activity of the Discovery and Strategy Stage of the SIAM roadmap?

- A. appoint the service integrator
- B. produce the outline business case
- C. ongoing organizational change management
- D. operate governance structures

Correct Answer: B

QUESTION 4

It is important to consider culture in any transition SIAM.

What is a challenge related to a culture of collaboration and cooperation?

- A. agreeing a standard approach for prioritizing incidents

- B. designing a common template for reporting
- C. ensuring that service targets for each service provider are the same
- D. service providers bypassing the service integrator

Correct Answer: D

QUESTION 5

An important DevOps concept is the incremental of new functionality, followed by user feedback before the next increment. In a SIAM ecosystem, what should be put in place specifically to support this DevOps concept?

- A. automated test suites for the end-to-end service
- B. integrated change advisory board
- C. removal of waste from the process
- D. trust the service providers and empower them to deliver their services without interference

Correct Answer: A

QUESTION 6

Which process manages escalations regarding the performance of a service provider?

- A. business relationship management
- B. incident management
- C. service level management
- D. supplier management

Correct Answer: D

QUESTION 7

A service provider wants to deploy a change that will affect the end-to-end service. Who is responsible for confirming that the change has been evaluated for risk?

- A. change management forum
- B. integrated change advisory board
- C. service owner
- D. service provider

Correct Answer: B

QUESTION 8

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 9

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

QUESTION 10

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

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