

**SIAM Foundation****2 days**

<b>Sl. No.</b>	<b>Concepts</b>	<b>Description</b>
1	Introduction to Service Integration and Management	What is SIAM SIAM Ecosystem, SIAM Practices, Function, Roles, Models History of SIAM Purpose, Scope, Business Strategy Value to the organization
2	SIAM Roadmap	Discovery and Strategy Plan and Build Implement Run and Improve
3	SIAM Structures	Externally Sourced Service Integrator Internally Sourced Service Integrator Hybrid Service Integrator Lead Supplier as Service Integrator
4	SIAM and Other Practices	ITSM Lean DevOps Agile
5	SIAM Roles and Responsibilities	
6	SIAM Practices	People Practices : Managing Cross Function Teams Process Practices : Integration Processes across Service Providers Measurement Practices : Enable and Report on End to End Services Technology Practices : Creating a Tooling Strategy
7	SIAM Cultural Considerations	Cultural Change Collaboration and Cooperation Cross-service Provider Organization
8	Challenges and Risks	