

# **Service Integration and Management (SIAM ) Foundation**

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- Drivers for SIAM
- SIAM layers and structures

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- Difference in SIAM key stages
- Objective, trigger, input, output, activity of each implementation key stages

### Lesson 3 :- SIAM roles and responsibilities

- SIAM roles and responsibilities in detail
- SIAM structural elements

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- People practices of managing cross functional teams
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- Measurement practices of enabling and reporting on end to end services
- Technology practices of creating a tooling strategy

## Lesson 5 :- Processes to support SIAM

- Processes in a SIAM ecosystem
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- Challenges, associated risks and potential mitigations

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