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EXIN SIAM™ Professional Course Outline

This comprehensive 3-day training course is designed to enable professionals to develop expertise in Service Integration and Management (SIAM) practices, focusing on governance, strategy, implementation, and continuous improvement within a multi-sourced environment. Targeted towards IT managers, service delivery managers, and other IT professionals involved in multi-vendor ecosystems, this course provides practical knowledge and skills to foster effective SIAM operations.

Day 1: Discovery & Strategy

Morning Session: SIAM Governance Framework (3 hrs)

- 1.1 Elements of a SIAM Governance Framework
- Interpret the characteristics of governance in a SIAM ecosystem.
- Differentiate SIAM governance roles.
- Choose governance approaches for monitoring and measuring service performance.

Mid-Morning Break (15 mins)

Mid-Morning Session: Current State Analysis (2 hrs)

- 1.2 Analysis of the Current Situation
- Analyze existing services, service groupings, service providers, and the marketplace.
- Explain how to assess current capability.
- Classify the influences for deciding on the SIAM model and sourcing approach.

Lunch Break (1 hr)

Afternoon Session: SIAM Strategy Development (3 hrs)

- 1.3 Key Elements of a SIAM Strategy
- Interpret strategic drivers for SIAM.
- Differentiate critical success factors for SIAM.
- Interpret the principles and policies for roles and responsibilities.
- Select an appropriate SIAM strategy.
- Illustrate how to gain and maintain buy-in to a SIAM strategy.
- Describe the content of the business case and the transition project for SIAM.

Closing Discussion and Q&A (30 mins)

Day 2: Plan & Build

Morning Session: Designing a SIAM Model (3 hrs)

- 2.1 Design a Detailed SIAM Model
- Analyze organization-specific service models and process models.
- Select an appropriate sourcing approach and SIAM structure.
- Describe detailed roles and responsibilities.



- Select a performance measurement and reporting framework.
- Select a collaboration model.
- Analyze contract considerations for SIAM.

Mid-Morning Break (15 mins)

Mid-Morning Session: Planning SIAM Implementation (2 hrs)

- 2.2 Plan a SIAM Implementation
- Describe the challenges for organizational change.
- Differentiate between approaches for onboarding of services and service providers.
- Analyze the most appropriate tooling strategy and integration methods for a SIAM ecosystem.

Lunch Break (1 hr)

Afternoon Session: Implementation Considerations (3 hrs)

- 3.1 Different Scenarios Supporting a SIAM Implementation
- Choose between a big-bang approach and a phased approach, based on the benefits and risks of these approaches.
- Explain how to transition to the approved SIAM model.

Closing Discussion and Q&A (30 mins)

Day 3: Implement, Run & Improve

Morning Session: Ongoing Change Management (3 hrs)

- 3.2 Ongoing Organizational Change Management (OCM)
- Choose ways to influence morale and motivation.

Mid-Morning Break (15 mins)

Mid-Morning Session: Operate and Improve (2 hrs)

- 4.1 Operate, Assure and Improve a SIAM Ecosystem
- Analyze structural elements at different levels.
- Select appropriate mechanisms to address issues and improve provider and integrator performance.
- Apply audit and compliance mechanisms.

Lunch Break (1 hr)

Afternoon Session: Applying SIAM Practices (3 hrs)

- 5. SIAM Practices Across the Stages
- Apply all SIAM practices of the Discovery & Strategy stage.
- Apply all SIAM practices of the Plan & Build stage.
- Apply all SIAM practices of the Implement stage.
- Apply all SIAM practices of the Run & Improve stage.

Closing Discussion, Exam Preparation, and Q&A (1 hr)

Final Assessment and Course Closure (30 mins)