EXIN SIAM Foundation

Course Introduction:

Welcome to the 2-day comprehensive training on EXIN SIAM™ Foundation. This enhanced course is designed to provide you with a thorough understanding of SIAM principles, practices, and its role in enhancing service delivery within an organization. Over the next two days, you will gain insights into the SIAM framework, explore its key components, and learn how to implement SIAM effectively to achieve seamless service integration and management across multiple service providers.

Day 1: Foundations of SIAM

Lesson 1: Introduction to SIAM

- SIAM Fundamentals

- Understand the core elements that form the foundation of SIAM.

- Purpose and Value of SIAM Approach

- Discover the benefits and strategic importance of adopting a SIAM methodology.

- Drivers for SIAM

- Identify the factors that necessitate the need for SIAM in modern service management.

- SIAM Layers and Structures

- Explore the various layers and structural components that make up the SIAM model.

Lesson 2: SIAM Implementation Roadmap

- SIAM Implementation Key Stages

- Learn about the critical stages involved in implementing SIAM.

- Differences in SIAM Key Stages

- Examine the unique characteristics of each implementation stage.

- Objective, Trigger, Input, Output, Activity of Each Implementation Key Stage

- Delve into the specifics of each stage, understanding the objectives, triggers, inputs,

outputs, and activities involved.

Day 2: Implementing and Managing SIAM

Lesson 3: SIAM Roles and Responsibilities

- SIAM Roles and Responsibilities in Detail

- Define the various roles within a SIAM structure and their specific responsibilities.

- SIAM Structural Elements

- Analyze the structural elements that support SIAM roles and enhance collaboration.

Lesson 4: SIAM Practices

- People Practices of Managing Cross-functional Teams

- Explore the human resource strategies that facilitate effective team management across different service providers.

- Process Practices of Integrating Processes Across Service Providers

- Understand how to harmonize processes to ensure seamless service delivery.

- Measurement Practices of Enabling and Reporting on End-to-End Services

- Learn about the metrics and reporting techniques used to assess SIAM implementations.

- Technology Practices of Creating a Tooling Strategy

- Discover the technological strategies necessary for supporting SIAM activities.

Lesson 5: Processes to Support SIAM

- Processes in a SIAM Ecosystem

- Identify the key processes that form the backbone of a successful SIAM ecosystem.

- Objectives and SIAM Considerations of the Main Processes

- Understand the goals and SIAM-specific considerations of these processes.

Lesson 6: SIAM Challenges and Risks

- Challenges, Associated Risks and Potential Mitigations

• Discuss the common challenges faced during SIAM adoption, the risks involved, and possible mitigation strategies.

Lesson 7: SIAM and Other Practices

• Other Practices Contribution like ITIL, VeriSM, ISO/IEC 20000, DevOps, Cobit, Lean

• Explore how other frameworks and methodologies complement and integrate with SIAM.

Course Wrap-up:

• Review of Key Concepts

• Summarize the main points covered in the course to reinforce learning and ensure understanding.

• Q&A Session

• Engage in a question-and-answer session to clarify any doubts and discuss insights gained during the training.

• Next Steps and Further Learning

• Discuss opportunities for further learning and professional development in the field of SIAM.