

KOENIG SOLUTIONS • COURSE OUTLINE

EXIN SIAM™ Foundation

Learn to apply SIAM principles, roles and practices to integrate and manage services across multiple providers.

2 Days

DURATION

7

MODULES

17

TOPICS

COURSE OVERVIEW

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.

WHO THIS COURSE IS FOR

Service Integration Managers

Service Delivery Managers

Service Providers

IT Service Managers

Process Owners

Service Management Professionals

LEARNING OBJECTIVES

- Explain the core elements and drivers of the SIAM model
- Describe the layers and structures within a SIAM framework
- Identify the key stages of a SIAM implementation roadmap
- Define SIAM roles, responsibilities and structural elements
- Apply people, process, measurement and technology practices in SIAM
- Identify processes that support a SIAM ecosystem
- Assess common SIAM challenges, risks and mitigations
- Compare SIAM with other practices such as ITIL and DevOps

7 Modules, 17 Topics

DAY 1 Foundations of SIAM

01

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

02

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

03

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

04

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

05

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

06

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

07

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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

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