

# SIAM™ Foundation Course

## Three-day Certification Course

This new certification is the first one to be developed on the topic of Service Integration and Management (SIAM), a concept, which although not new, has seen a growth in adoption following the trend towards multi-sourcing and distributed services.

This 3-day accredited SIAM Foundation Course fills a gap in the current ICT certification landscape and provides an ideal opportunity for delegates to expand their knowledge in the area of service integration and management.

SIAM is tailored to a multi-party environment and focuses on the specific challenges that come with multi-sourcing and adapts existing service management processes, practices and techniques to work effectively in a multi-service provider environment. Delegates will learn about the integrated process approach of SIAM, the SIAM roadmap for implementation and the governance, management and operating models.



This course covers topics such as:

- SIAM Fundamental and Methodology
- Implementation Roadmap
- Roles and Responsibilities
- Practices
- Processes to support SIAM
- SIAM Challenges and Risks
- SIAM and other practices.

### In-House Training

Kinetic IT can deliver this course in-house, either at your premises or utilising our facilities. In-house training offers many benefits, not the least the price, which is based on the course and not the number of participants.

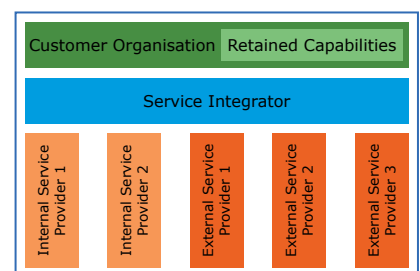
## Course Format

Kinetic IT delivers this course instructor-led, for classes with a maximum group size of 12 participants. This ensures the engagement and involvement and thus maximising education opportunities of all attendees. Theory is mixed with discussions and practical exercises to make sure that the concepts and terminology are not only understood but can be readily applied after the course.

## The SIAM Methodology

SIAM is a management methodology that can be applied in an environment that includes services sourced from a number of service providers. SIAM has a different level of focus to traditional multi-sourced ecosystems with management, integration, assurance, and coordination to ensure that the customer organisation gets maximum value from its service providers.

This course utilises the SIAM Foundation Body of Knowledge, available through Scopism.



Service Integration and Management (SIAM™)  
Foundation Body of Knowledge  
Version 1.0 – Figure 2

For more information, group discounts or bookings contact us via:

- 1300 782 072
- training@kineticit.com.au
- www.kineticit.com.au

## Target Audience

The participants of the SIAM Foundation Certificate course are drawn from professionals worldwide, who have an interest in the practices of SIAM. Furthermore, it also targets practitioners that want to implement this methodology in an organisation, particularly those professionals who are already working with IT Service Management processes.

This SIAM course is appropriate for:

- Change Managers, Service Level Managers, Business Relationship Managers, Supplier Managers
- Chief Strategy, Information and Technical Officers
- Business and Organisational Change Practitioners
- Service Managers
- Service Provider Portfolio Strategists
- Process Managers
- Project & Program Managers
- Service and Process Architects

## Learning Outcomes

The purpose of the SIAM Foundation Certificate is to certify that the candidate has gained knowledge of the SIAM terminology, structure and basic concepts and has comprehended the core principles of SIAM practices. Candidates can expect to gain knowledge and understanding in the following:

- SIAM fundamentals
- Understand the key stages, and objectives of the SIAM Roadmap
- Define SIAM roles and responsibilities
- Explain SIAM practices
- Understand the objectives and considerations for SIAM processes
- Be aware the main challenges, risks and potential mitigations within the SIAM ecosystem
- Outline the importance of other practices to SIAM.



### Green IT

Kinetic IT supports Green IT by reducing the amount of course material printed/wasted. You can help us by considering one of the following options.

1. You can opt for receiving the course materials in PDF format (prior to the course) instead of in paper form.
2. You can also return your course materials after the course so that we can recycle them.

## Accreditation

Kinetic IT is an Accredited Training Provider and Examination Centre for BCS. All course material, trainers and procedures have been independently audited to comply with the international syllabus. All Kinetic IT trainers have extensive experience with implementing and operating within the SIAM principles. This experience will benefit all participants in obtaining a practical insight in the use of SIAM.



## Examination

Our course-fee includes the SIAM Foundation Certificate examination. The exam consists of forty multiple-choice questions and is conducted on the third day of the course. The SIAM Foundation Certificate is an internationally recognised qualification.

Contact us for information on other courses, dates, pricing and a registration form.

For more information, group discounts or bookings contact us via:

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