

SIAM™ Foundation e-learning (EN)

e-Learning

Training code	CGASIAMFEE
Spoken Language	<?php?> English
Language Materials	English
Price	€800,00 excl. VAT No extra costs.

What is SIAM™ Foundation e-learning

EXIN SIAM™ (Service Integration and Management) looks at the methodology to manage multiple service providers and integrate them seamlessly to create a single business-facing IT organization. The principles of Service Integration and Management provide governance, management, integration, assurance, and coordination. The aligned approach to service management ensures that the customer organization gets maximum value and seamless service from its providers. The SIAM™ certification program has been developed by EXIN in cooperation with experts in the field.

This e-learning prepares you for the SIAM™ Foundation exam.

Who should attend SIAM™ Foundation e-learning

Service Integration and Management Foundation e-learning is aimed at professionals who want to implement SIAM methodology in their organization and in particular professionals who are already working with IT Service Management processes. It is also intended for providers that want to implement and manage Service Integration and Management models.

Prerequisites

There are no specific requirements to participate in this training. Experience with Service Management like ITIL® is recommended.

Objectives

After this training, you will be able to:

- Understand the main concepts and processes of SIAM that are used in organizations;
- Establish a SIAM ecosystem in order to better organize the organization's resources;
- Provide better support during a SIAM implementation by understanding the main considerations for the most important processes;
- Reduce risks associated with Integrated Services and the SIAM ecosystem;



- Connect different practices with SIAM to boost and improve the organization's service provision.
- Integrate services by using different structures based on SIAM practices and methodology;
- Recognize the key stages of SIAM implementation in order to better plan its roll-out;
- Determine SIAM roles and responsibilities in processes and the organization;
- Better select the most appropriate SIAM practices in line with the organization's environment and maturity;

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