



Free Questions for *SIAMP* by *dumpssheet*

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Question 1

Question Type: MultipleChoice

ZYX has decided to appoint ZYXS as service integrator using the lead supplier structure ZYXS will need to fill new roles with additional skilled resources The contract with OUTSCO will be terminated, and all the component services will be transitioned to FIELDSCO: MAILSCO. NETSCO. ZYXD and ZYXS

The SIAM Project Board has just agreed that after the transition there will no longer be a requirement for service delivery managers in ZYXUK to manage the outsourced contract with OUTSCO

What is the best way to deal with this situation?

Options:

- A-** Conduct a SIAM awareness campaign across all ZYX companies, briefing all staff about the benefits of moving to a SIAM model Ensure that the possibility of staff redundancies is not mentioned until the transition plan has been agreed
- B-** Directly inform the two service delivery managers as soon as possible and invite them to Amsterdam to meet the ZYXS staff Ask them to be part of the team designing the SIAM model and encourage them to apply for the new roles
- C-** inform the ZYXUK Directors of the situation and ask them to review the employment contracts of the service delivery managers. Once they are satisfied that there is no risk to sensitive data, inform the staff that their role will be redundant
- D-** Leave the service delivery managers in uncertainty about whether their role will cease to exist or not. Offer them a financial incentive to be part of the transition team and stay with ZYXUK until the end if they decide they want to leave

Answer:

B

Explanation:

Situation Overview:

The termination of the contract with OUTSCO and the transition to a lead supplier structure with ZYXS as the service integrator has made the roles of the service delivery managers redundant.

Communication and Involvement:

Directly informing the service delivery managers promptly shows transparency and respect, reducing uncertainty and speculation.

Inviting them to participate in designing the new SIAM model involves them in the transition process, utilizing their experience and knowledge, and helping them feel valued.

Opportunity for New Roles:

Encouraging the service delivery managers to apply for new roles within the SIAM ecosystem provides them with career opportunities and helps retain experienced staff.

This approach demonstrates a commitment to employee development and continuity.

Minimizing Resistance:

By involving the service delivery managers in the transition, their potential resistance to change can be minimized, ensuring a smoother transition process.

SIAM Professional Body of Knowledge (BoK) recommends early and clear communication with impacted staff during transitions.

ITIL 4: Create, Deliver and Support (CDS) emphasizes the importance of engaging and involving staff in change initiatives.

SIAM Professional Body of Knowledge (BoK), Chapter on Organizational Change Management

ITIL 4: Create, Deliver and Support (CDS), Section on Workforce and Talent Management

Question 2

Question Type: MultipleChoice

ZYXS has been selected as the service integrator. They will also provide some hosted application services, using ZYXD as a subcontractor. ZYXS will also provide a central service desk for the SIAM ecosystem.

Considering ZYXS, which factor is most critical to the success of SIAM?

Options:

- A- A service agreement between ZYXH and ZYXD
- B- Clearly defined roles and responsibilities
- C- Management of process outcomes instead of activities
- D- Well-conceived SIAM strategy

Answer:

B

Explanation:

Critical Success Factors in SIAM:

Clear roles and responsibilities are essential to the success of SIAM because they ensure that all parties understand their specific duties and expectations.

This clarity helps prevent overlaps, gaps, and conflicts, leading to smoother operations and more effective service integration.

Roles and Responsibilities:

Clearly defined roles and responsibilities within ZYXS will facilitate coordination between ZYXS, ZYXD, and other service providers.

This definition includes understanding the responsibilities of ZYXS as the service integrator, ZYXD as a subcontractor, and other providers contributing to the SIAM ecosystem.

Impact on Service Integration:

Without clearly defined roles, there can be confusion, miscommunication, and inefficiencies, which can hinder the overall success of the SIAM implementation.

Properly outlined roles ensure accountability and help in the seamless integration and management of services across the ecosystem.

Supporting Reference:

SIAM Professional Body of Knowledge (BoK) emphasizes the importance of defining roles and responsibilities as a foundational element for successful service integration.

ITIL 4: Create, Deliver and Support (CDS) also highlights the necessity of role clarity in achieving effective service management.

SIAM Professional Body of Knowledge (BoK), Chapter on Roles and Responsibilities

ITIL 4: Create, Deliver and Support (CDS), Section on Organizational Structures

Question 3

Question Type: MultipleChoice

ZYX has decided on their SIAM strategy and appointed SIAMRUS as the service integrator.

The decision has been made to consolidate services into four service groups (in order of proportion of the services)

- OUTSCO: service desk, desktop and laptop support services, networking, infrastructure support
- ZYXS bespoke application support and development
- ZYXD data centers and hosting
- BANKSCO: BCT and BNK application support

Services from all other current service providers will be transitioned into these service groups as their contracts expire

After the service integrator has been onboarded, which of the providers should be onboarded as the first priority?

Options:

- A- O BANKSCO
- B- O OUTSCO
- C- O ZYXD
- D- ZYXS

Answer:

B

Explanation:

Service Proportion Consideration: OUTSCO provides the largest proportion of services, including the service desk, desktop and laptop support, networking, and infrastructure support. Their onboarding is crucial for stabilizing the core service operations.

Service Desk Integration: The service desk is a critical function in the SIAM ecosystem. Ensuring its seamless operation is foundational to managing other service integrations effectively.

Operational Stability: OUTSCO's services are essential for the day-to-day operations of ZYX. Prioritizing their onboarding ensures that the majority of service operations are stabilized early.

Supporting Functions: Once OUTSCO is onboarded, it can support the integration of other service groups more effectively, given its comprehensive service coverage.

Alternative Providers:

BANKSCO (Option A) and ZYXD (Option C) provide specialized services that, while important, do not cover as broad a range of critical functions as OUTSCO.

ZYXS (Option D), although important for bespoke application support and development, does not cover the critical operational infrastructure that OUTSCO does.

Conclusion: Onboarding OUTSCO first ensures that the critical infrastructure and broad range of support services are stabilized, providing a strong foundation for the subsequent integration of other service providers.

SIAM Foundation Body of Knowledge (BoK), Chapter on Service Onboarding

SIAM Professional Body of Knowledge (BoK), Transition Planning and Support Sections

Question 4

Question Type: MultipleChoice

The SIAM strategy for ZYX has been agreed:

- There will be a mix of new service providers and continuing existing service providers
- An external service integrator will be appointed
- ZYXS will provide the service desk.
- An agreement has been reached with OUTSCO to extend their contract to provide services to ZYXUK by two years

As key activities for the critical path to implement the SIAM model for ZYX, three parties must be transitioned into the SIAM model (listed in random order):

- continuing service providers
- the service integrator
- new service providers

In this instance, which sequence of activities offers the least risk to continuity of service for all ZYX companies'?

Options:

- A- All parties at the same time
- B- First the continuing service providers, then the service integrator and the new service providers last
- C- First the service integrator, then the new service provider, and the continuing service providers last
- D- First the service integrator, then both continuing and new service providers at the same time

Answer:

B

Explanation:

Service Continuity: Ensuring continuity of service is critical during the transition to a SIAM model. Phasing the transition in a manner that minimizes risk is essential.

Phased Transition: Starting with the continuing service providers helps to stabilize the current environment before introducing new variables (service integrator and new providers).

Role of Service Integrator: Once the continuing providers are integrated, the service integrator can then take over the management of the SIAM ecosystem. This ensures that the integrator has a stable foundation to work with.

Introducing New Providers: Bringing in new service providers last minimizes disruption and allows the service integrator to establish robust governance and management practices first.

Alternative Sequences:

Transitioning all parties simultaneously (Option A) carries high risk of service disruption.

Starting with the service integrator or new providers first (Options C and D) before stabilizing current services could lead to significant operational challenges.

Conclusion: The sequence of first transitioning the continuing service providers, followed by the service integrator, and finally the new service providers offers the least risk and ensures a smooth transition process.

SIAM Foundation Body of Knowledge (BoK), Chapter on Transition Planning and Support

SIAM Professional Body of Knowledge (BoK), Service Transition Sections

Question 5

Question Type: MultipleChoice

The ZYX Board of Directors decided that the proposal from SIAMRUS for ZYXUK was not suitable to be used for the whole of the group, and asked the ZYXS IT Director to lead the creation of a new SIAM strategy. This new SIAM strategy has now been approved by the NEWGEN Executive Steering Board.

What is the best approach to ensure that the ZYXUK Management Board supports the implementation of this SIAM Strategy?

Options:

- A- Delay the implementation of the strategy until the ZYXUK Management Board has formally approved it
- B- Ensure that each ZYXUK Management Board member is teamed with a member of the strategy team they know
- C- Ensure that the ZYXUK stakeholders understand how their perspective has been considered within the strategy
- D- Provide financial incentives to buy into the strategy for ZYXUK stakeholders who are not yet convinced

Answer:

C

Explanation:

Stakeholder Engagement: Successful implementation of the SIAM strategy requires buy-in from all key stakeholders, including the ZYXUK Management Board.

Perspective Consideration: Demonstrating that the perspectives and concerns of ZYXUK stakeholders have been considered helps in gaining their support. It shows that the strategy is tailored to address their specific needs and challenges.

Communication Strategy: Clear and transparent communication about how stakeholder feedback has been incorporated can alleviate concerns and build trust.

Alternative Approaches:

Delaying implementation (Option A) can stall progress and may not address underlying concerns.

Teaming board members with strategy team members they know (Option B) might help but does not ensure understanding and buy-in at a strategic level.

Financial incentives (Option D) may be seen as coercive and can undermine genuine commitment to the strategy.

Conclusion: Ensuring stakeholders understand how their input has shaped the strategy is the most effective approach to securing their support and facilitating smooth implementation.

SIAM Foundation Body of Knowledge (BoK), Chapter on Stakeholder Engagement and Management

SIAM Professional Body of Knowledge (BoK), Strategic Alignment Sections

Question 6

Question Type: MultipleChoice

- ZYX has selected OUTSCO to be the service integrator, provide hosting for the mainframes and servers, and the wide area network for ZYX - ZYXS will provide the service desk for the SIAM ecosystem.
- All other service providers with rolling contracts will continue to provide their services
- The CIO has asked for the development of a tooling strategy for the SIAM ecosystem.
- The CEO wants to achieve an optimum balance between cost and data integrity.

What tooling strategy should ZYX use?

Options:

- A-** All service providers use the OUTSCO toolset or integrate their own toolset with OUTSCO's toolset
- B-** All service providers use the OUTSCO toolset within six months after transitioning to SIAM
- C-** All service providers use the ZYXS toolset or integrate their own toolset with the ZYXS toolset.
- D-** All service providers use their own toolsets and integration will be achieved through re-keying

Answer:

A

Explanation:

Tooling Strategy Requirements: The tooling strategy must achieve a balance between cost and data integrity, as specified by the CEO.

Service Integrator's Role: OUTSCO, as the service integrator, has a central role in the SIAM ecosystem. Ensuring that all service providers use the OUTSCO toolset or integrate with it promotes consistency and data integrity.

Cost-Effective Integration: Integrating with the OUTSCO toolset avoids the high costs associated with re-keying data from disparate toolsets, which can be prone to errors and inconsistencies.

Unified Toolset Benefits:

Consistency: Using a common toolset ensures consistent processes and reporting across all service providers.

Data Integrity: A single toolset minimizes the risk of data loss or corruption during integrations.

Efficiency: It enhances efficiency in incident, problem, and change management processes.

Alternative Options:

Forcing all providers to use the OUTSCO toolset within six months (Option B) may be impractical and disruptive.

Using the ZYXS toolset (Option C) does not align with the central role of OUTSCO as the service integrator.

Allowing each provider to use their own toolsets with manual integration (Option D) is costly and risks data integrity issues.

SIAM Foundation Body of Knowledge (BoK), Chapter on Tooling and Information Management

SIAM Professional Body of Knowledge (BoK), Toolset Integration Sections

Question 7

Question Type: MultipleChoice

ZYXS has been appointed as the service integrator. The CIO of ZYX would like to disband the IT Steering Group. She wants the former Product Development Forum to be expected to include representatives from every provider.

This new body will be known as the Services Steering Group (SSG). The responsibilities of the SSG will include approving the design and funding for new products and services and the supporting architectures, setting policies for related governance, and considering new technologies that can assist with achieving the goals of the ZYX corporate strategy. The SSG will be chaired by the ZYXS IT Director.

The representatives of the SSG must be empowered to take decisions on behalf of their organizations

What type of structural element is this steering group*?

Options:

- A- Service design forum
- B- Strategic governance board
- C- Tactical governance board
- D- Working group

Answer:

B

Explanation:

SSG Responsibilities:

The SSG is responsible for approving the design and funding for new products and services, setting policies for related governance, and considering new technologies to achieve corporate strategy goals.

Strategic Nature:

These responsibilities are strategic in nature, focusing on high-level decision-making, long-term planning, and alignment with corporate strategy.

The board's role is to provide strategic direction and oversight for the SIAM ecosystem.

Empowerment and Decision-Making:

The representatives in the SSG must be empowered to make decisions on behalf of their organizations, indicating a high level of authority and responsibility.

Structural Element:

Given its role and responsibilities, the SSG is best categorized as a strategic governance board, providing direction and governance at the highest level.

SIAM Professional Body of Knowledge (BoK), Chapter on Governance Structures

ITIL 4: Direct, Plan and Improve (DPI), Section on Governance

Question 8

Question Type: MultipleChoice

ZYX has started the SIAM transition project. The project team has recognized that a major factor to success will be managing people through the transition from the current operational model to the future SIAM model. It has been decided to create a dedicated consultation group to formulate the best approach to supporting the staff.

Who should best be included in the consultation group?

Options:

- A-** People with HR expertise, and representatives from across ZYX and the providers with the skills and ability to 'sell the ideas'. The group needs to represent multiple functions, and could be supplemented with specialist expertise from external contractors.
- B-** Senior representatives from the management boards of all ZYX organizations and their current service providers should form the consultation group. This would ensure fair representation for all parties. They would cascade information to the affected staff.
- C-** There is not enough capability to form the group from the existing resources. An external organization should be engaged to provide specialists in organizational change management. They would undertake all of the necessary activities throughout the transition.
- D-** ZYXS should be used to form the group as they have well documented processes, job descriptions and skills profiles. Using their expertise to define the future requirements for the SIAM model will enable all staff to understand what will be expected from them.

Answer:

A

Explanation:

Purpose of the Consultation Group:

The group is formed to manage the transition of staff from the current operational model to the future SIAM model.

Key Participants:

HR expertise is essential for understanding and managing the people aspects of the transition.

Representatives from across ZYX and the providers ensure that multiple perspectives and insights are considered, facilitating a holistic approach.

Skills and Abilities:

Members should have the skills to communicate and 'sell the ideas' effectively to gain staff buy-in and reduce resistance to change.

Including representatives with these skills ensures the effective dissemination of information and support for the transition.

External Expertise:

If necessary, supplementing the group with external contractors who have specialist expertise in organizational change management can provide additional support and insights.

SIAM Professional Body of Knowledge (BoK), Chapter on Organizational Change Management

Question 9

Question Type: MultipleChoice

ZYX is initiating their NEWGEN SIAM transition project. As part of the early planning, ZYX identifies key activities and milestones that must be included in the project plan.

What would be the best approach for ZYX to take in designing their SIAM governance framework?

Options:

- A-** Define a framework of formally appointed governance boards with clearly documented terms of reference to act as decision making bodies, made up of representatives from all divisions of ZYX
- B-** Ensure that the future service integrator's contract includes responsibility for establishing a governance framework that describes how the SIAM ecosystem will be managed and operated
- C-** Establish a working group with representation from all ZYX divisions to review existing policies and practices, then define a framework of policies, standards processes, roles and structural elements
- D-** Update the responsibilities of the IT Steering Group to include responsibility for ensuring that the SIAM ecosystem is implemented in accordance with defined plans and objectives

Answer:

C

Explanation:

Governance Framework Design:

Establishing a comprehensive governance framework is crucial for the success of the SIAM transition project.

Inclusive Working Group:

A working group that includes representation from all ZYX divisions ensures that the governance framework is inclusive and considers the needs and perspectives of all stakeholders.

This collaborative approach fosters buy-in and alignment across the organization.

Review and Define Framework:

The working group should begin by reviewing existing policies and practices to identify areas that need to be aligned with the new SIAM model.

They will then define a framework that includes policies, standards, processes, roles, and structural elements necessary for effective governance.

Benefits:

This method ensures that the governance framework is well-rounded, comprehensive, and tailored to the specific needs of ZYX.

SIAM Professional Body of Knowledge (BoK), Chapter on Governance Framework

ITIL 4: Direct, Plan and Improve (DPI), Section on Governance

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