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Question 1

Question Type: MultipleChoice

What is a benefit of adopting SIAM for an organization?

Options:

- A- SIAM enables effective contracts between the service integrator and the service providers.
- B- SIAM makes service providers accountable for the end-to-end delivery of services.
- C- SIAM provides a single point of control for the integrated delivery of services.
- D- SIAM provides service providers with a tool to support their internal processes.

Answer:

C

Question 2

Question Type: MultipleChoice

What is a disadvantage of the hybrid service integrator structure?

Options:

- A-** The customer can inadvertently develop a long term dependency on the service integration partner.
- B-** The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.
- C-** The high level of dependency on the service integrator adds risks to continuity.
- D-** The service integrator might be perceived to be biased, even if this is not the case.

Answer:

C

Question 3

Question Type: MultipleChoice

What is an activity of the Run and Improve stage of the SIAM roadmap?

Options:

- A- approve the full business case
- B- introduce service providers
- C- operate governance structures
- D- understand the marketplace

Answer:

C

Question 4

Question Type: MultipleChoice

What is the challenge of a legacy contract not being fit for purpose?

Options:

- A- aligning contractual requirements with the new SIAM model

- B-** balancing the level of control against expected benefits
- C-** the customer does not get what they expect
- D-** understanding the expected benefits and costs

Answer:

A

Question 5

Question Type: MultipleChoice

What is a disadvantage of the hybrid service integrator structure?

Options:

- A-** The customer can inadvertently develop a long term dependency on the service integration partner.
- B-** The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.
- C-** The high level of dependency on the service integrator adds risks to continuity.
- D-** The service integrator might be perceived to be biased, even if this is not the case.

Answer:

C

Question 6

Question Type: MultipleChoice

Within SIAM, what does not support effective management of cross-functional teams?

Options:

- A- clear goals and objectives
- B- knowledge, data and information
- C- roles and responsibilities
- D- world class toolset

Answer:

D

Question 7

Question Type: MultipleChoice

Which set of common process considerations includes understanding how compliance and assurance will be managed?

Options:

A- complexity

B- data and information

C- ownership of the end-to-end process

D- toolset

Answer:

B

Question 8

Question Type: MultipleChoice

What is the challenge of a legacy contract not being fit for purpose?

Options:

- A- aligning contractual requirements with the new SIAM model
- B- balancing the level of control against expected benefits
- C- the customer does not get what they expect
- D- understanding the expected benefits and costs

Answer:

A

Question 9

Question Type: MultipleChoice

What is the focus of the customer organization layer?

Options:

- A- delivery
- B- integration
- C- operation
- D- strategy

Answer:

D

Question 10

Question Type: MultipleChoice

Which processes are strongly related to event management?

Options:

- A- business relationship management, change and release management, and incident management

- B-** monitoring and measuring, incident management, and availability management
- C-** portfolio management, business relationship management, and problem management
- D-** problem management, change and release management, and monitoring and measuring

Answer:

B

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