

# **Free Questions for SIAMP**

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# Question 1

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**Question Type:** MultipleChoice

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The SIAM Project Board has decided that the service integrator will be external. The external service integrator has been charged with establishing the governance framework to monitor and measure performance of the ZYX SIAM ecosystem

What will contribute most to the complexity of the governance framework??

## Options:

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- A- ZYX's merger with a Japanese competitor
- B- ZYXD's job descriptions and operating procedures
- C- ZYXG's IT strategy and local service providers
- D- ZYXUK's lack of attendance at the Change Approval Forum

## Answer:

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A

## Explanation:

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Introduction:

The complexity of the governance framework in a SIAM ecosystem can be influenced by various factors.

Analyzing the Options:

Option A:

ZYX's merger with a Japanese competitor.

Mergers typically introduce significant complexity due to differences in organizational cultures, processes, and systems.

Option B:

ZYXD's job descriptions and operating procedures.

While relevant, this does not add as much complexity as a merger.

Option C:

ZYXG's IT strategy and local service providers.

Important, but not as impactful on governance complexity as a merger.

Option D:

ZYXUK's lack of attendance at the Change Approval Forum.

Significant for specific processes but not the most complex factor overall.

Conclusion:

Option A (ZYG's merger with a Japanese competitor) will contribute most to the complexity of the governance framework due to the integration challenges it poses.

## Question 2

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**Question Type: MultipleChoice**

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The corporate strategy of ZYG contains these objectives

\* Ensure delivery against contracts

Invest in and train all ZYG staff

Control staff costs

Reduce operating costs

Be ready to adapt to change

The ZYG SIAM strategy including the outline business case and outline SIAM model, has been created by the ZYXH CIO. It will be considered for approval at the next meeting of the ZYG Board of Directors in one week.

the strategy proposes that:

SIAMRUS is the external service integrator

ZYXS, ZYXD and the development team from ZYXUK will form a new internal service provider, led by the current ZYXS IT Director

The ZYXS IT Director will continue to report to the ZYXH CFO in the new structure

The ZYXS IT Director has e mailed a formal complaint directly to the CEO about this strategy She believes that a hybrid service integrator structure, using capabilities from both SIAMRUS and ZYXS, would be a better option for ZYX

What should ZYXS do to get the ZYXS IT Director to buy into the SIAM strategy?

### Options:

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- A- Ask the ZYXH CFO and ZYXH CIO to meet with the ZYXS IT Director to understand her concerns
- B- Carry out an awareness campaign to brief all staff in ZYXS ZYXD, and ZYXUK
- C- Remind the ZYXS IT Director that the ZYX Board of Directors will make the final decision on the SIAM strategy
- D- Resend copies of the outline business case and the outline SIAM model to the ZYXS IT Director

### Answer:

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A

## **Explanation:**

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Introduction:

Addressing the concerns of the ZYXS IT Director is crucial for gaining buy-in and ensuring the successful implementation of the SIAM strategy.

Analyzing the Options:

Option A:

Involves a direct meeting with the ZYXH CFO and ZYXH CIO to understand and address the IT Director's concerns.

This approach fosters open communication and helps in addressing any valid concerns or objections.

Option B:

Suggests an awareness campaign to brief all staff.

While important, this does not specifically address the IT Director's concerns.

Option C:

Simply reminding the IT Director that the final decision lies with the Board may not address the root cause of the concerns.

Option D:

Resending documents may not address the underlying issues or concerns.

Conclusion:

Option A is the most effective approach as it ensures the IT Director's concerns are heard and addressed through direct communication with key decision-makers.

## Question 3

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**Question Type: MultipleChoice**

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ZYXH is the head office of the ZYX corporation, with responsibility for corporate strategy, global investments, procurement, contract governance and financial reporting of the performance of ZYX Corporation

The corporate strategy of ZYX contains these objectives

- Ensure delivery against contracts
- Invest in and train all ZYX staff
- Reduce operating costs
- Be ready to adapt to change

The ZYX strategy requires that the costs of the service integrator should be as low as possible

The ZYX Board of Directors has introduced additional policies that supplement the corporate strategy The policies immediately apply to all new services, providers, and contracts and include the following guidelines

- No contract can be longer than 2 years duration

Service levels in contracts must be continually updated to reflect increasing customer requirements

- Service providers who fail service levels for more than 3 consecutive months must be replaced

The service integrator must also be replaced if the end to end service levels fail for 3 consecutive months

- The number and variety of service providers must be increased

- There must be more small providers and commodity providers

- Additional staff can be recruited within ZYX where there are clear business benefits

In this scenario, who would be most likely to be proposed as the service integrator?

**Options:**

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**A-** OUTSCO

**B-** SIAMRUS

**C-** ZYXII

**D-** ZYXS

**Answer:**

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A

## **Explanation:**

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Introduction:

ZYXH's corporate strategy and additional policies require a cost-effective service integrator with the capability to adapt to frequent changes in service providers and contracts.

Analyzing the Options:

Option A (OUTSCO):

Likely to offer competitive pricing and flexibility required to manage a large number of small and commodity providers.

Aligns with the policy of no contract longer than 2 years and frequent updates to service levels.

Option B (SIAMRUS):

While experienced, may not be the most cost-effective option considering the policies requiring frequent changes and updates.

Option C (ZYGII):

An internal integrator may struggle with the cost constraints and requirements for frequent updates and changes in service providers.

Option D (ZYXS):

Similar to ZYXII, may not be the best fit given the stringent cost and flexibility requirements.

Conclusion:

Option A (OUTSCO) is the most likely choice as it aligns with ZYX's strategy for cost-effective and flexible service integration.

## Question 4

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**Question Type: MultipleChoice**

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ZYX decides to go with SIAMRUS as the service integrator.

The SIAM Project Board has recognized there will be challenges to making the changes required to the attitude and behavior of individuals and the culture of the ZYX companies that are necessary for a successful transition to a SIAM model

What is the best approach that should be taken to ensure success with organizational change management (OCM)?

### **Options:**

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- A-** a rigid governance structure should be enforced from the onset of the transition to the SIAM ecosystem to create awareness and to solve the existing problems with service providers having goals or interests that are in conflict with those of ZYX
- B-** As SIAMRUS holds the primary responsibility for OCM on behalf of ZYX, SIAMRUS should actively engage in ADKAR activities from the beginning of the Discovery and Strategy stage. This will avoid organizational uncertainties in the Implementation stage.

**C-** ZYX and SIAMRUS should both focus their OCM activities on relationships and interfaces with new and existing service providers from the beginning of the transition in order to ensure a smooth transition of the service providers into the SIAM ecosystem

**D-** ZYX should commence OCM activities as part of the Plan and Build stage, specifically focusing on weak or missing ADKAR elements  
This will reduce the risk of resistance to change and employees reverting to undesired behavior

### **Answer:**

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B

### **Explanation:**

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Introduction:

Organizational Change Management (OCM) is critical in transitioning to a SIAM model.

Effective OCM ensures that individuals, teams, and organizations move from their current state to a desired future state.

Analyzing the Options:

Option A:

Suggests enforcing a rigid governance structure from the onset.

While governance is important, starting with a rigid structure may not address underlying cultural and behavioral issues effectively.

Option B:

Proposes that SIAMRUS, holding primary responsibility for OCM, should engage in ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement) activities from the Discovery and Strategy stage.

This proactive approach addresses organizational uncertainties early and helps build a foundation for change.

Option C:

Focuses OCM activities on relationships and interfaces with new and existing service providers from the beginning.

Important, but it may overlook the internal cultural and behavioral changes required within ZYX.

Option D:

Suggests starting OCM activities in the Plan and Build stage, focusing on weak or missing ADKAR elements.

This delayed approach may result in resistance and increased challenges as changes progress.

Conclusion:

Option B is the best approach as it ensures OCM activities begin early in the transition, focusing on building awareness and addressing uncertainties proactively.

## Question 5

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**Question Type:** MultipleChoice

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The CIO is about to establish a project to transition ZYX to a SIAM operating model.

Which are the most important governance requirements to initially focus on, given the situation of ZYX?

### **Options:**

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**A-** At this point in planning the transition project, the most important area for the CIO to focus on is strategic planning This includes building the SIAM business case reviewing legal requirements, identifying strategic risks and ensuring a robust control structure is in place

**B-** Before initiating the transition project designing and completing a detailed tooling strategy is critical for ZYX. This will help ZYX to select the service integrator and the service providers and will ensure a smooth onboarding of service providers into the integrated solution

**C-** in order to ensure a smooth transition to the SIAM operating model, the CIO must focus on mitigating risks such as the ownership of tools, processes and data This is in order to prevent any loss of knowledge and skills as service providers are replaced

**D-** The first task for the CIO is to establish governance over service levels and key performance indicators This will ensure that all contracts and agreements with SIAMRUS and the service providers are in place before transitioning to the SIAM operating model

### **Answer:**

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A

### **Explanation:**

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Introduction:

This question asks about the most important governance requirements to initially focus on when transitioning ZYX to a SIAM operating model.

Effective governance is crucial for a successful transition to a SIAM model.

Analyzing the Options:

Option A:

Focuses on strategic planning, building the SIAM business case, reviewing legal requirements, identifying strategic risks, and ensuring a robust control structure.

Option B:

Emphasizes designing and completing a detailed tooling strategy before initiating the transition project.

Important but secondary to strategic planning and risk management.

Option C:

Focuses on mitigating risks related to the ownership of tools, processes, and data.

This is critical but should follow after strategic planning and establishing governance.

Option D:

Stresses establishing governance over service levels and key performance indicators.

Important but should come after the strategic planning phase.

Conclusion:

Option A is the most appropriate initial focus as it lays the foundational governance structure necessary for a successful SIAM transition by addressing strategic planning, risk management, and control mechanisms.

## Question 6

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**Question Type: MultipleChoice**

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There are many factors that can influence the design of a SIAM model

Which factor will most influence the choice of the SIAM structure for ZYX?

**Options:**

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**A-** Capabilities of the staff working in the ZYX organizations

**B-** Multiple geographical locations of ZYX companies

- C- The report and proposed SIAM strategy from SIAMRUS
- D- Willingness of service providers to be part of the SIAM model

**Answer:**

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B

**Explanation:**

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Introduction:

This question is about identifying the factor that will most influence the choice of the SIAM structure for ZYX.

Different factors can significantly impact the design and implementation of a SIAM model.

Analyzing the Options:

Option A:

Focuses on the capabilities of the staff working in ZYX organizations.

Important for operational effectiveness but not the primary driver for SIAM structure.

Option B:

Highlights the multiple geographical locations of ZYX companies.



Managing services across various locations is crucial for ensuring consistency and integration.

Option C:

Refers to the report and proposed SIAM strategy from SIAMRUS.

While strategic reports are important, they are based on factors like geographical locations and staff capabilities.

Option D:

Focuses on the willingness of service providers to be part of the SIAM model.

Important for collaboration but not as influential as the geographical factor.

Conclusion:

Option B is the most influential factor as managing service integration across multiple geographical locations requires a well-structured SIAM model to ensure effective coordination and service delivery.

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