



## BCS Service Integration and Management



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## **Exam SIAMF**

### **EXIN BCS Service Integration and Management**

**Version: 7.0**

**[ Total Questions: 40 ]**

**Question No : 1**

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

- A. design processes
- B. implement processes
- C. manage processes

**Answer: C**

**Question No : 2**

What is the earliest stage of the SIAM roadmap in which gaps between process activities need to be identified and addressed?

- A. Discovery and Strategy
- B. Implement
- C. Plan and Build
- D. Run and Improve

**Answer: C**

**Question No : 3**

How can ISO/IEC 20000 best be used during the execution of a SIAM roadmap?

- A. as the SIAM model
- B. as the standard for prospective service providers
- C. as means creating a collaborative culture for SIAM ecosystems

**Answer: C**

**Question No : 4**

What is a characteristic of the layers in a SIAM ecosystem?

- A.** The service integrator is independent from the retained capabilities, even if it is internally sourced.
- B.** The service integrator layer cannot be provided by the customer organization.
- C.** The service providers cannot be part of the customer organization.
- D.** The service provider layer is where end-to-end service governance, assurance and coordination is performed.

**Answer: A**

#### **Question No : 5**

The development of an integrated process model is a critical part in the success of a SIAM implementation.

What approach should a service provider take when developing their process model for the SIAM implementation?

- A.** adapt and augment their own processes
- B.** use existing processes
- C.** use the customer organization's processes
- D.** use the service integrator's processes

**Answer: A**

#### **Question No : 6**

A customer organization has an internally sourced service integrator.

What is a responsibility of the customer organization's retained capabilities?

- A.** defining the roadmap for technology, data, and applications
- B.** managing end-to-end performance of the service providers
- C.** performing day to day management of service provision
- D.** providing service communications

**Answer: A**

**Question No : 7**

What is a disadvantage of the hybrid service integrator structure?

- 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 No : 8**

Which process records and manages service issues that are interrupting the availability of a service?

- A. change management
- B. incident management
- C. problem management
- D. request fulfillment

**Answer: B**

**Question No : 9**

What is the objective of the Implement stage of the SIAM roadmap?

- A. complete the design of the SIAM model, including the services that are in scope
- B. define the strategy and outline the model for SIAM and the services in scope
- C. manage day to day service delivery, processes, teams and tools
- D. manage the transition of the previous ecosystem from the current state to the desired state

**Answer: D**

**Question No : 10**

What is mitigation for the risk of ineffective data segregation?

- A. designing and implementing end-to-end security management
- B. documenting the expected benefits
- C. implementing clear policies for data, tooling and processes
- D. regularly reviewing reports to confirm they are still fit for purpose

**Answer: A**

**Question No : 11**

Which process evaluates and negotiates proposals from prospective service providers?

- A. contract management
- B. financial management
- C. service level management
- D. supplier management

**Answer: A**

**Question No : 12**

What is one of the activities of the Plan and Build Stage of the SIAM roadmap?

- A. design the detailed SIAM model
- B. ongoing organizational change management
- C. produce the outline business case
- D. transition to the approved SIAM model

**Answer: A**