

SIAM – Service Integration and Management Foundation («GSIAM»)

Service Integration facilitates the linking of vendor services, technology, and service delivery organizations into a single service operating model. Learn the basics of building a multi-provider management system.

Duration: 2 days

Price: 2'600.–

Course documents: Courseware & SIAM Body of Knowledge

Content

Sourcing and cloud computing have massively increased the complexity of the IT value chain. As a result, managing a dynamic multi-vendor supplier relationship has become a key challenge for IT organizations. Service Integration and Management (SIAM) is establishing itself as a new approach based on Service Management and IT Governance principles.

Service Integration is a set of principles and practices that facilitates collaborative work between service providers to maximize the benefits of multi-sourcing. Service Integration facilitates the integration of supplier services, the technology they are composed of, and the various service delivery organizations and their processes into a single service operating model.

- Basic concept and terminology
- Service Integration and Management Implementation Roadmap
- Service Integration and Management roles and responsibilities
- Service Integration and Management practices and supporting processes
- Service Integration and Management challenges and risks
- Service Integration and Management and other frameworks

Key Learnings

- Getting to know the SIAM model
- Practical application of the SIAM concept
- Development of the basics of SIAM design
- Definition of SIAM governance structures
- Knowledge of the basic processes for implementing and operating the SIAM concept

Target audience

This course is aimed at ITSM practitioners working in an integrated multi-sourcing environment, service customer managers who have to provide the business with IT services from a multi-sourcing environment, service provider delivery managers with the responsibility to integrate services from a multi-sourcing environment as well as service provider managers who have to control and monitor the integration of services from a multi-sourcing environment.

Certification

SIAM® Foundation, awarded through [EXIN](#). The exam can be taken in German or English. We recommend taking the exam in the language of the course materials (English).

Additional information

This course is conducted in collaboration with our partner Glenfis.



Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-service-project-management/itil/course-siam-service-integration-and-management-foundation