

SIAMF^{Q&As}

SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

What driver is related to service satisfaction?

- A. a corporate governance requirement, for instance a new act
- B. prevention of duplication of resources and activities across multiple service providers
- C. the reduction of Shadow IT
- D. the pace with which changes are made to meet business requirements

Correct Answer: D

QUESTION 2

Which process evaluates and negotiates proposals from prospective service providers?

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

Correct Answer: A

QUESTION 3

What is a 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

Correct Answer: A

QUESTION 4

What is a benefit of adopting SIAM for an organization?

- 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.

Correct Answer: C

QUESTION 5

What is an example of an end-to-end service measurement?

- A. average availability of an application
- B. average call pickup time at the service desk (in seconds)
- C. percentage of service downtime related to failed changes
- D. percentage of SLA targets met by one of the external service providers

Correct Answer: C

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