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QUESTION 1

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

Correct Answer: A

QUESTION 2

The service desk for a particular SIAM ecosystem is provided by an internal service provider. Who is responsible for managing the performance of the service desk against their service targets?

A. customer organization

B. internal service provider

C. retained capabilities

D. service integrator

Correct Answer: D

QUESTION 3

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

A. approve the full business case

B. introduce service providers

C. operate governance structures

D. understand the marketplace

Correct Answer: C

QUESTION 4

What is a practice associated with creating a tooling strategy?

A. ease of adding and removing business requirements

B. ease of adding and removing data dictionaries

C. ease of adding and removing service providers

D. ease of adding and removing SLA\\\'s

Correct Answer: C

QUESTION 5

Which practice provides a way to structure data and information from service measurement, to support the practice for enabling and reporting on end-to-end services?

A. apply agile thinking

B. create a reporting framework

C. use qualitative and quantitative measures

Correct Answer: B

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