

SIAMF^{Q&As}

SIAMF EXIN BCS Service Integration and Management

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QUESTION 1

Within SIAM, what does not support effective management of cross-functional teams?

- A. clear goals and objectives
- B. knowledge, data and information
- C. roles and responsibilities
- D. world class toolset

Correct Answer: D

QUESTION 2

Which process ensures that service performance meets agreed requirements?

- A. change management
- B. incident management
- C. project management
- D. service level management

Correct Answer: D

QUESTION 3

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.

Correct Answer: A

QUESTION 4

In which stage of the SIAM roadmap should an organization start to create their business case for SIAM?

- A. Discovery and Strategy
- B. Implement

- C. Plan and Build
- D. Run and Improve

Correct Answer: A

QUESTION 5

What is the challenge of a legacy contract not being fit for purpose?

- A. aligning contractual requirements with the new SIAM model
- B. balancing the level of control against expected benefits
- C. the customer does not get what they expect
- D. understanding the expected benefits and costs

Correct Answer: A

QUESTION 6

What is an objective of the Discovery and Strategy stage of the SIAM roadmap?

- A. appoint the service integrator and provider
- B. establish a governance framework
- C. manage day to day service delivery
- D. manage processes, teams, and tools

Correct Answer: B

QUESTION 7

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 8

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

Correct Answer: A

QUESTION 9

What is an objective of the Discovery and Strategy stage of the SIAM roadmap?

- A. complete the design of the SIAM model
- B. establish the SIAM transition project
- C. put in place and in use the new SIAM model
- D. obtain full approval of the SIAM model

Correct Answer: B

QUESTION 10

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

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