Service Integration and Management (SIAM®) Foundation

Kód kurzu: H6LQ8S

The SIAM Foundation course improves a candidate's knowledge and understanding of the terminology and the core principles of the SIAM framework. This course covers a variety of subjects including the potential benefits, challenges and risks of implementing SIAM. This course is based on the SIAM Foundation Body of Knowledge (BoK), second edition, by Scopism.

Pre koho je kurz určený

This course and certification targets the needs of professionals worldwide who have an interest in the practices of

Service Integration and Management or who want to implement

this methodology in an organization, and in particular, professionals who are already working with IT Service

Management processes.

It is also intended for providers that want to implement and manage Service Integration and Management models.

Specific roles that may be interested:

- Chief Strategy Officers (CSOs)
- Chief Information Officers (CIOs)
- Chief Technical Officers (CTOs)
- Service managers
- Service provider portfolio strategists/leads
- Managers (e.g. process managers, project managers, change managers, service level managers, business relationship managers, program managers and supplier managers)
- Service architects
- Process architects
- Business change practitioners
- Organizational change practitioners

Čo Vás naučíme

After completing this course, the participant will have knowledge of, and be able to understand:

- SIAM terminology and the core principles
- SIAM benefits
- The challenges and risks of implementing SIAM
- SIAM implementation structures
- SIAM governance, tooling and data considerations
- Common processes used in a SIAM ecosystem

Osnova kurzu

- Module 1: Introduction to Service Integration and Management (SIAM)
- Module 2: SIAM Implementation Roadmap
- Module 3: SIAM Structures
- Module 4: SIAM and Other Practices
- Module 5: SIAM Roles and Responsibilities
- Module 6: SIAM Foundation Practices and Processes
- Module 7: SIAM Foundation Cultural Considerations
- Module 8: SIAM Foundation Challenges and Risks

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