



BCS EXIN Foundation Certificate in SIAM™ Syllabus

**Version 2.0
March 2020**

This qualification is not regulated by the following United Kingdom Regulators -
Ofqual, Qualification in Wales, CCEA or SQA

Contents

Introduction	4
Target Audience.....	4
Levels of Knowledge / SFIA Levels	5
Learning Outcomes.....	5
Study Format and Duration	6
Eligibility for the Examination	6
Examination Format and Duration.....	6
Additional time	6
Guidelines for Accredited Training Providers	7
Question Weighting.....	7
Trainer Criteria	7
Classroom Size.....	7
Invigilator to Candidate Ratio during examination	8
Excerpts from BCS Books.....	8
Syllabus	9
Learning Objectives	9
1. Introduction to SIAM (15%).....	9
2. SIAM Implementation Roadmap (20%).....	9
3. Service Integration and Management roles and responsibilities (12.5%).....	9
4. SIAM practices (15%)	10
5. Processes to support SIAM (17.5%)	10
6. SIAM challenges and risks (15%)	10
7. SIAM and other practices (5%)	10
Recommended Reading List.....	11
List of Basic Terms	12

Change History

Any changes made to the syllabus shall be clearly documented with a change history log. This shall include the latest version number, date of the amendment and changes made. The purpose is to identify quickly what changes have been made.

Version Number	Changes Made
Version 2.0 March 2020	Learning Objectives 6.1.3 and 6.1.6 have been merged. 6.1.7 is now 6.1.6. 7.1.1 now also includes VeriSM™. Exam weightings amended: 6.1 changed from 17.5% to 15%; 3.1 from 10% to 12.5%. Update to List of basic concepts: Microsoft Operations Framework (MOF) has been removed. VeriSM™ and request management have been added. Recommended Reading A has been updated to latest version. The latest version is only available as a free download and not as a hardcopy book.
Version 1.5 January 2018	Minor content changes. ATO changed to ATP
Version 1.4 December 2017	Replaced ® with ™ symbol to SIAM branding
Version 1.3 September 2017	Added reference to Study Guide in recommended reading list
Version 1.2 April 2017	Certification Minor Name Change
Version 1.1 March 2017	Reasonable Adjustment text change
Version 1.0 March 2017	Final Version for external release
Version 0.31 February 2017	Restrictive Wording Added to Recommended Reading List Section and minor typo corrected
Version 0.21 February 2017	Initial Syllabus Created – Watermarked with DRAFT

Introduction

SIAM™ is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organisation. A synonym for Service Integration and Management (SIAM™) is multi-sourcing integration (MSI). In this certification, the term SIAM is used. The BCS EXIN Foundation Certificate in SIAM™ tests a candidate's knowledge and understanding of the terminology and the core principles. The certification covers themes such as: potential benefits as well as the challenges and risks of implementing SIAM. It also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem. A candidate who successfully completes this certification knows how SIAM delivers business value and is able to contribute to the implementation and use of SIAM in an organisation.

BCS EXIN Foundation Certificate in SIAM™ validates a professional's knowledge about bringing together multiple service providers to strive for a common goal in order to support the client organisation's agreed objectives for service delivery.

This certification includes the following topics:

- Introduction to SIAM
- SIAM implementation roadmap
- SIAM roles and responsibilities
- SIAM practices
- Processes to support SIAM
- SIAM challenges and risks
- SIAM and other practices.

Target Audience

This certification is aimed at professionals worldwide who have an interest in the practices of SIAM or want to implement this methodology in an organisation and in particular professionals who are already working with service management processes. Furthermore, this SIAM™ certification is intended for providers that want to implement and manage SIAM models.

The following roles could be interested in this module:

- Chief Strategy Officers (CSOs)
- Chief Information Officers (CIOs)
- Chief Technical Officers (CTOs)
- Service Managers
- Service Provider Portfolio Strategists/Leads
- Process Managers
- Project Managers
- Change Managers
- Service Level Managers
- Business Relationship Managers

Copyright © 2020 BCS Copyright © 2020 EXIN

™ SIAM Certification, EXIN and the EXIN logo are trademarks or registered trademarks of EXIN Holding BV.

BCS Learning & Development Ltd is licensed to use the trademarks globally.

BCS EXIN Foundation Certificate in SIAM™ Syllabus Version 2.0 March 2020

- Program Managers
- Supplier Managers
- Service Architects
- Process Architects
- Business Change Practitioners and
- Organisational Change Practitioners

Levels of Knowledge / SFIA Levels

This course will provide candidates with the levels of difficulty / knowledge skill highlighted within the following table, enabling them to develop the skills to operate at the levels of responsibility indicated. The levels of knowledge and SFIA levels are explained in on the website www.bcs.org/levels.

The levels of knowledge above will enable candidates to develop the following levels of skill to be able to operate at the following levels of responsibility (as defined within the SFIA

Level	Levels of Knowledge	Levels of Skill and Responsibility (SFIA)
K7		Set strategy, inspire and mobilise
K6	Evaluate	Initiate and influence
K5	Synthesise	Ensure and advise
K4	Analyse	Enable
K3	Apply	Apply
K2	Understand	Assist
K1	Remember	Follow

framework) within their workplace:

Learning Outcomes

Candidates will be able to demonstrate knowledge understanding of the SIAM fundamental concepts in the following areas:

- 1 Introduction to Service Integration and Management (SIAM)
- 2 SIAM implementation roadmap
- 3 SIAM roles and responsibilities
- 4 SIAM practices
- 5 Processes to support SIAM
- 6 SIAM challenges and risks
- 7 SIAM and other practices

Study Format and Duration

Candidates can study for this certificate in two ways:

- Attending an accredited training course. This will require a minimum of 14 hours of study over a minimum of three days. This number of hours does not include lunch breaks, homework, and the exam.
- Self-study. Self-study resources include online learning and recommended reading (see syllabus Reading List). Indicative study effort 56 hours, depending on existing knowledge.

Eligibility for the Examination

There are no specific pre-requisites for entry to the examination, however attendance at an accredited training course is strongly recommended. Knowledge of service management terminology is also recommended.

Examination Format and Duration

Type	40 Multiple Choice Questions
Duration	60 minutes.
Pre-requisites	Accredited training is strongly recommended, but is not a pre-requisite
Supervised	Yes
Open Book	No
Pass Mark	26/40 (65%)
Calculators	Calculators cannot be used during this examination.
Delivery	Digital or Paper based examination

Additional time

For candidates requiring reasonable adjustments

Please refer to the [reasonable adjustments policy](#) for detailed information on how and when to apply.

For candidates whose language is not the language of the examination

If the examination is taken in a language that is not the candidate's native/official language, then they are entitled to:

- 25% extra time
- Use their own **paper** language dictionary (whose purpose is translation between the examination language and another national language) during the examination. Electronic versions of dictionaries will **not** be allowed into the examination room.

Guidelines for Accredited Training Providers

Each major subject heading in this syllabus is assigned a percentage weighting. The purpose of this is:

- 1) Guidance on the proportion of content allocated to each topic area of an accredited course.
- 2) Guidance on the proportion of questions in the exam.

Courses do not have to follow the same order as the syllabus and additional exercises may be included, if they add value to the training course.

Question Weighting

Learning Objectives	Weight	Qs per exam
1. Introduction to SIAM	15%	6
1.1 SIAM Fundamentals	5%	2
1.2 SIAM Layers and Structures	10%	4
2. SIAM Implementation Roadmap	20%	8
2.1 SIAM Implementation Key Stages	20%	
3. SIAM Roles and Responsibilities	12.5%	5
3.1 SIAM Roles and Responsibilities	12.5%	
4. SIAM Practices	15%	6
4.1 Practices of SIAM	15%	
5. Processes to Support SIAM	17.5%	7
5.1 Processes in a SIAM Ecosystem	2.5%	1
5.2 Objectives and SIAM Considerations of the Main Processes	15%	6
6. SIAM Challenges and Risks	15%	6
6.1 Challenges, Associated Risks and Potential Mitigations	15%	
7. SIAM and Other Practices	5%	2
7.1 Other Practices	5%	
Total	100%	40

Trainer Criteria

Criteria	<ul style="list-style-type: none"> • Hold the BCS EXIN Foundation Certificate in SIAM™ • Have 10 days' training experience or have a train the trainer qualification • Have a minimum of 3 years' practical experience in the relevant subject area
----------	--

Classroom Size

Trainer to candidate ratio	1:16
----------------------------	------

Invigilator to Candidate Ratio during examination

Trainer to candidate ratio	1:25
----------------------------	------

Excerpts from BCS Books

Accredited Training Organisations may include excerpts from BCS books in the course materials. If you wish to use excerpts from the books you will need a license from BCS to do this. If you are interested in taking out a licence to use BCS published material, you should contact the Head of Publishing at BCS outlining the material you wish to copy and the use to which it will be put.

Syllabus

Learning Objectives

1. Introduction to SIAM (15%)

1.1 SIAM fundamentals

The candidate can:

- 1.1.1 outline the purpose and value of a SIAM approach
- 1.1.2 describe (business) drivers for SIAM

1.2 SIAM Layers and Structures

The candidate can:

- 1.2.1 explain the SIAM layers
- 1.2.2 describe the SIAM structures, advantages and disadvantages for a hybrid service integrator, an internally and an externally sourced service integrator and a lead supplier integrator

2. SIAM Implementation Roadmap (20%)

2.1 SIAM Implementation Key Stages

The candidate can:

- 2.1.1 distinguish between the different SIAM implementation key stages
- 2.1.2 outline the main objectives, triggers, inputs, activities and outputs in the discovery and strategy stage
- 2.1.3 outline the main objectives, triggers, inputs, activities and outputs in the plan and build stage
- 2.1.4 outline the main objectives, triggers, inputs, activities and outputs in the implement stage
- 2.1.5 outline the main objectives, triggers, inputs, activities and outputs in the run and improve stage

3. Service Integration and Management roles and responsibilities (12.5%)

3.1 SIAM roles and their responsibilities (6%)

The candidate can:

- 3.1.1 explain SIAM roles and responsibilities.
- 3.1.2 explain the SIAM structural elements.

4. SIAM practices (15%)

4.1 The candidate can explain different practices of SIAM

The candidate can:

- 4.1.1 describe the people practices of managing cross functional teams.
- 4.1.2 describe the process practices of integrating processes across service providers
- 4.1.3 describe the measurement practices of enabling and reporting on end-to-end Services
- 4.1.4 describe the technology practices of creating a tooling strategy

5. Processes to support SIAM (17.5%)

5.1 Processes in a SIAM ecosystem

The candidate can:

- 5.1.1 outline the function of processes in a SIAM ecosystem

5.2 Objectives and SIAM Considerations of the Main Processes

- 5.2.1 indicate what the process purpose is
- 5.2.2 outline the SIAM considerations

6. SIAM challenges and risks (15%)

6.1 Challenges, Associated Risks and Potential Mitigations

The candidate can:

- 6.1.1 describe the importance of building the business case, the associated risks and mitigations.
- 6.1.2 describe the importance of cultural fit and behaviours, the associated risks and mitigations.
- 6.1.3 describe the importance of the level of control and ownership, the associated challenges and mitigations
- 6.1.4 outline the importance of security, the associated risks and mitigations
- 6.1.5 describe the challenges associated with measuring success and its mitigations
- 6.1.6 define the commercial challenges, the challenges with legacy contracts and their mitigations

7. SIAM and other practices (5%)

7.1 Other practices

The candidate can:

- 7.1.1 describe the contribution of the following frameworks and standards to a SIAM ecosystem: service management including VeriSM™, ITIL and ISO/IEC 20000, Agile (including Agile service management), DevOps, COBIT and Lean

Recommended Reading List

- A. Scopism Limited
Service Integration and Management (SIAM™) Foundation Body of Knowledge

Freely available on <https://www.scopism.com/free-downloads/>.

Please note that this download consists of two documents.

Please note that the SIAM™ Foundation Body of Knowledge and the SIAM™ Process Guides cannot be used commercially. However, ATO's are given a license to use these files to develop course materials and associated marketing. They may not create other commercial products and services based on these files without permission from Scopism.

Additional literature

- B. David Clifford
SIAM-MSI – An Introduction to Service Integration and Management-Multi-Sourcing Integration for IT Service Management.
 IT Governance: 2016
 ISBN-13: 978-1849288514

Comment

Additional literature is for reference and depth of knowledge only.

Literature reference

Syllabus Topics	Reference
1. Introduction to SIAM	
1.1 SIAM Fundamentals	A: Chapter 1
1.2 SIAM Layers and Structures	A: Chapters 1, 3
2. SIAM Implementation Roadmap	
2.1 SIAM Implementation Key Stages	A: Chapter 2
3. SIAM Roles and Responsibilities	
3.1 SIAM Roles and Responsibilities	A: Chapters 1, 5
4. SIAM Practices	
4.1 Practices of SIAM	A: Chapter 6
5. Processes to Support SIAM	
5.1 Processes in a SIAM Ecosystem	Appendix B: Chapters B1, B2, B3
5.2 Objectives and SIAM Considerations of the Main Processes	Appendix B: Chapters B4-B22 (only § 1 and § 2 of each chapter)
6. SIAM Challenges and Risks	
6.1 Challenges, Associated Risks and Potential Mitigations	A: Chapters 7, 8
7. SIAM and Other Practices	
7.1 Other Practices	A: Chapter 4

List of Basic Terms

This list contains the terms and abbreviations with which candidates should be familiar.

Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand the concepts and be able to provide examples

aggregation	Lean
Agile	man-marking
board	management methodology
business as usual (BAU)	metric
business case	model (SIAM model)
capability	multi-sourcing
cloud services	multi-sourcing integration (MSI)
COBIT	Open Systems Interconnect (OSI)
code of conduct	Operational Level Agreement (OLA)
collaboration agreement	organizational change management
commodity service	outsourcing
contract	performance management and reporting framework
customer	Platform as a Service (PaaS)
customer organisation	practice
disaggregation	prime vendor
DevOps	process
ecosystem	process forum
enterprise architecture	process manager
enterprise service bus	process model
external service provider	process owner
externally sourced service integrator	program management
function	project management
governance	RACI (Responsible, Accountable, Consulted, Informed)
governance framework	request for information (RFI)
governance model	request for proposal (RFP)
hybrid service integrator	request management
Infrastructure as a Service (IaaS)	retained capability/capabilities
insourcing	roadmap
intelligent client function	separation of duties/concerns
internal service provider	service
internally sourced service integrator	service boundaries
ISO/IEC 20000	service consumer
ITIL	service integration (SI)
Key Performance Indicator (KPI)	Service Integration and Management (SIAM)
layers (SIAM layers)	service integrator
lead supplier service integrator	service integrator layer
service management	SIAM model
service management and integration (SMAI)	SIAM structures
service management integration (SMI)	Software as a Service (SaaS)
service manager	sourcing

service model	structural element
service orchestration	supplier
service outcomes	tooling strategy
service owner	tower
service provider	VeriSM™
service provider category	watermelon effect (watermelon reporting)
shadow IT	working group