Service Integration and Management (SIAM)

Key Facts

What is SIAM?

Service integration and management (SIAM) is a management methodology that can be applied in an environment that includes services sourced from a number of service providers.

SIAM has a different level of focus to traditional multi-sourced ecosystems with one customer and multiple suppliers. It provides governance, management, integration, assurance, and coordination to ensure that the customer organization gets maximum value from its service providers.

SIAM introduces the concept of a *service integrator*, which is a single, logical entity held accountable for the end to end delivery of services and the business value that the customer receives.

The SIAM ecosystem includes the following layers:

- **Customer organization**
- **Service integrator**
- **Service providers**, which can be internal or external

Implementing SIAM

A SIAM implementation has four main stages:

- **Discovery and strategy**
- **Plan and build**
- **Implement**
- **Run and improve**

SIAM Structures

Customer organizations have four main options for the SIAM structure:

- **Externally sourced service integrator**
- **Internally sourced service integrator**
- **Hybrid service integrator**
- **Lead supplier as service integrator**