



## The SIAM® Foundation Examination

Multiple Choice

1 Hour Paper

Instructions

1. All 40 questions should be attempted.
2. All answers are to be marked on the answer grid provided.
3. Please use a pencil and NOT ink to mark your answers in the Answer sheet provided.
4. There is only one correct answer per question.
5. You have 60 minutes for this paper.
6. You must get 26 or more correct to pass.

*Candidate Number:* .....

- 1 Which service provider environment is unlikely to get the full value from SIAM?
  - a) One with a mix of internal and external service providers
  - b) One with a single service provider only
  - c) One with external service providers only
  - d) One with internal service providers only
  
- 2 Which driver group in SIAM includes a generic driver of data and information standards?
  - a) External drivers
  - b) Operational efficiencies
  - c) Service and sourcing landscape
  - d) Service satisfaction
  
- 3 What is a responsibility of a service provider in a SIAM ecosystem?
  - a) Delivery
  - b) End to end integration
  - c) Governance
  - d) Strategy

- 4 Which layer of the SIAM ecosystem performs end to end assurance?
- a) Customer organization
  - b) Retained capabilities
  - c) Service integrator
  - d) Service provider
- 5 Which SIAM structure is most likely to use resource augmentation?
- a) Externally sourced
  - b) Hybrid
  - c) Internally sourced
  - d) Lead supplier
- 6 In the hybrid service integrator structure, which two parties collaborate to provide the service integrator capability?
- a) Customer and external organization
  - b) Customer and internal service integrator
  - c) External service integrator and lead supplier
  - d) Internal service integrator and retained capabilities

- 7** In which stage of the SIAM roadmap should the principles and policies for roles and responsibilities be defined?
- a) Discovery and Strategy
  - b) Implement
  - c) Plan and Build
  - d) Run and Improve
- 8** In which stage of the SIAM roadmap should the preferred SIAM structure be selected?
- a) Discovery and Strategy
  - b) Implement
  - c) Plan and Build
  - d) Run and Improve
- 9** Which stage of the SIAM roadmap provides an awareness of available technologies and services?
- a) Discovery and Strategy
  - b) Implement
  - c) Plan and Build
  - d) Run and Improve

- 10** In which stage of the SIAM roadmap does organizational change management commence?
- a) Discovery and Strategy
  - b) Implement
  - c) Plan and Build
  - d) Run and Improve
- 11** Which activity in the SIAM roadmap should consider segregation of duties?
- a) Appoint service providers
  - b) Define principles and policies for roles and responsibilities
  - c) Design process model
  - d) Map the existing services and sourcing environment
- 12** A customer organization wants to complete the implementation of their SIAM model in the shortest possible time. They are prepared to take risks.
- What should this organization do to achieve this?
- a) Appoint service providers early
  - b) big bang approach
  - c) Organizational change management
  - d) Phased implementation

- 13** In the Run and Improve stage of the SIAM roadmap, which activity provides an environment for collaborative working?
- a) Manage performance and improvement
  - b) Monitor audit and compliance
  - c) Operate governance boards
  - d) Operate management structures
- 14** A provider of hosting services experienced recurring incidents that affected all end to end services. Using information from the other service providers, facilitated by the service integrator, they developed an innovation which permanently resolved the underlying root cause. Who should be rewarded?
- a) All service providers and the service integrator
  - b) All service providers but not the service integrator
  - c) The provider of hosting services only
  - d) The service integrator only
- 15** Which SIAM role is typically accountable for service governance and assurance?
- a) Customer organization
  - b) Integrated change advisory board
  - c) Service integrator
  - d) Service provider

- 16** Who decides what roles and responsibilities in the SIAM model will be sourced externally?
- a) Customer organization
  - b) External service providers
  - c) Internal service providers
  - d) Service integrator
- 17** Which role is accountable for contract management?
- a) Customer organization
  - b) Executive board
  - c) Service integrator
  - d) Tactical board
- 18** Which operational role is responsible for discussing lessons learned arising from resolving a major incident?
- a) Incident management forum
  - b) Incident management working group
  - c) Integrated change advisory board
  - d) Major incident working group

- 19** What is a main challenge associated with cross-functional teams?
- a) Conflicting objectives, organizational strategies and working practices
  - b) Gaps between process activities
  - c) Inability to map end to end workflow
  - d) Lack of architecture
- 20** When integrating processes across service providers, what should be used to identify and avoid gaps in process flows?
- a) DevOps
  - b) Key Performance Indicator (KPI)
  - c) RACI matrix
  - d) Service Level Agreement (SLA)
- 21** When managing cross-functional teams, what does a communication plan provide?
- a) An appropriate level of regular communication for all stakeholders
  - b) Face to face meetings between virtual teams are not required
  - c) Reduced need to re-enter and translate data



22 What is an example of end to end measurement in a SIAM environment?

- a) Average time to resolve a problem by a particular service integration partner
- b) Comparison of internal versus external service providers
- c) How many incidents have been raised by a particular business division
- d) Responsiveness of the service against service level targets

23 Which is **not** a challenge related to the technology practice for creating a tooling strategy?

- a) Ineffective legacy tools
- b) Gaps between process activities
- c) Defining the toolset scope
- d) Non-compliant service providers

24 There are a number of practices associated with creating a tooling strategy.

Which practice helps the service integrator and service providers understand how the SIAM toolset will evolve?

- a) Adopting a common data dictionary
- b) Industry standard methods
- c) Ownership of data and toolsets
- d) Technology strategy and roadmap

25 Which consideration is common for all processes in a SIAM ecosystem?

- a) Aligning resolution targets across service providers
- b) Processes can seem more complex
- c) The requirement for a data dictionary, terminology, and thresholds

26 What is the purpose of the continual service improvement process?

- a) To encourage and incentivize service providers to contribute to continual service improvement
- b) To ensure that continual service improvement is on the agendas of SIAM governance boards
- c) To provide a consistent method of quantifying, tracking, and managing the delivery of improvement activity
- d) To share lessons learned across all parties in the SIAM ecosystem

27 You are the problem manager in a service provider.

What is the purpose of your problem management process?

- a) Coordinating problem investigation and resolution activities across multiple service providers
- b) Getting all parties to take part in joint working to resolve problems
- c) Preventing incidents and problems from occurring or recurring
- d) Restoring service in an agreed timescale dictated by priority

- 28** Which process has as its main purpose an early detection and avoidance of system and service outages?
- a) Change and release management
  - b) Continual service improvement
  - c) Event management
  - d) Incident management
- 29** What is a SIAM consideration for the incident management process?
- a) Defining rules for managing event thresholds
  - b) Ensuring all service providers are able to monitor their services and underlying technical components
  - c) Managing events that are degrading or could degrade service performance
  - d) Minimizing the number of parties involved in restoring a service
- 30** Which SIAM consideration is common for all processes in a SIAM ecosystem?
- a) Building and maintaining strong relationships between service providers and the consumers of their services
  - b) Defining process ownership and levels of accountability and responsibility
  - c) Providing a consistent method of quantifying, tracking and managing the delivery of improvement activities
  - d) Providing a structured approach that delivers projects on time, on budget and at the appropriate level of quality

- 31** What is a SIAM consideration of the monitoring and measuring process?
- a) Responsibilities for testing integration between services from different service providers should be defined.
  - b) Targets for event diagnosis and resolution should be common across service providers.
  - c) The requirement for consistent data dictionary, data models, terminology, thresholds and reporting schedules.
- 32** Which is the earliest stage of the SIAM roadmap to be affected by the challenge of building the business case?
- a) Discovery and Strategy
  - b) Implement
  - c) Plan and Build
  - d) Run and Improve
- 33** In a SIAM ecosystem, service providers need to adapt to a new way of working.
- What is an associated cultural consideration?
- a) Creating an environment for service providers that is focused on contracts and agreements
  - b) Service providers acknowledging that the service integrator has the autonomy to direct, make decisions and govern
  - c) Service providers focusing on the achievement of their own specific service levels and objectives

**34** Defining the level of control and ownership to be retained by a customer organization is important.

What is a risk of leaving this undecided?

- a) It will be challenging to assign responsibility for service failures.
- b) Service providers may be unwilling to collaborate.
- c) The service integrator may be unable to perform its role.
- d) The success of the SIAM program cannot be measured.

**35** A customer organization is unable to map dataflows and the end to end service leaving them unable to understand the scope for security in their SIAM ecosystem.

What risk is directly related to this?

- a) Service providers may have access to data to which they are not entitled.
- b) Service providers might not achieve their service targets.
- c) The cost of implementing SIAM could be higher than planned
- d) The service integrator might have an increased workload.

**36** Which SIAM layer is not affected by the challenge of measuring success of SIAM?

- a) Customer organization
- b) Service integrator
- c) Service provider

- 37** Which mitigation does not address the risks associated with lack of trust and eliminating micro-management?
- a) Adopting a phased approach to the implementation of SIAM
  - b) Careful design of the SIAM model
  - c) Establishing effective structural elements
  - d) Rewarding good behaviors
- 38** A customer organization sets unrealistic service levels for one of their service providers.
- What would the associated risk be?
- a) It could be difficult to allocate responsibility for service failures.
  - b) The customer's data may be at risk
  - c) The service integrator is not able to fulfill their role
  - d) The service provider will withdraw from the ecosystem.
- 39** For creating a collaborative culture in SIAM ecosystems, what other practices' concepts are most useful?
- a) DevOps
  - b) ISO/IEC 20000
  - c) ITIL®
  - d) Lean

**40** What is the relationship between ITIL® processes and SIAM?

- a) ITIL® process outcomes are different from SIAM process outcomes.
- b) ITIL® processes can be used in a SIAM ecosystem without any adaptation
- c) ITIL® processes may need to be adapted and augmented for a SIAM ecosystem
- d) SIAM is a replacement for ITIL® and therefore does not use any of its processes.