

# EXIN SIAMP

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**EXIN SIAM Professional Certification Questions & Answers**

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**SIAMP**

**[EXIN SIAM Professional](#)**

**40 Questions Exam – 65% Cut Score – Duration of 40 minutes**

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## Discover More about the EXIN SIAMP Certification

Are you interested in passing the EXIN SIAMP exam? First discover, who benefits from the SIAMP certification. The SIAMP is suitable for a candidate if he wants to learn about Business & Service Management. Passing the SIAMP exam earns you the EXIN SIAM Professional title.

While preparing for the SIAMP exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The SIAMP PDF contains some of the most valuable preparation tips and the details and instant access to useful [SIAMP study materials just at one click.](#)

## EXIN SIAMP EXIN SIAM Professional Certification Details:

Exam Name	EXIN SIAM Professional
Exam Code	SIAMP
Exam Price	\$265 (USD)
Duration	90 mins
Number of Questions	40
Passing Score	65%
Books / Training	<a href="#">Is SIAM still relevant in today's digital age? by Kevin Holland</a>
Schedule Exam	<a href="#">Pearson VUE</a>
Sample Questions	<a href="#">EXIN SIAMP Sample Questions</a>
Practice Exam	<a href="#">EXIN SIAMP Certification Practice Exam</a>

## EXIN SIAMP Syllabus:

Topic	Details	Weights
<b>Discovery and Strategy - 32.5%</b>		
Elements of a SIAM Governance Framework	The candidate can... <ul style="list-style-type: none"> <li>- interpret the characteristics of governance in a SIAM ecosystem.</li> <li>- differentiate SIAM governance roles.</li> <li>- choose governance approaches for monitoring and measuring service performance.</li> </ul>	7.5%

Topic	Details	Weights
Analysis of the Current Situation	The candidate can... <ul style="list-style-type: none"> <li>- analyze existing services, service groupings, service providers and the marketplace.</li> <li>- explain how to assess current capability.</li> <li>- classify the influences for deciding on the SIAM model and sourcing approach.</li> </ul>	10%
Key Elements of a SIAM Strategy	The candidate can... <ul style="list-style-type: none"> <li>- interpret strategic drivers for SIAM.</li> <li>- differentiate critical success factors for SIAM.</li> <li>- interpret the principles and policies for roles and responsibilities.</li> <li>- select an appropriate SIAM strategy.</li> <li>- illustrate how to gain and maintain buy-in to a SIAM strategy.</li> <li>- describe the content of the business case and the transition project for SIAM.</li> </ul>	15%
<b>Plan and Build - 30%</b>		
Design a Detailed SIAM Model	The candidate can... <ul style="list-style-type: none"> <li>- analyze organization specific service models and process models.</li> <li>- select an appropriate sourcing approach and SIAM structure.</li> <li>- describe detailed roles and responsibilities.</li> <li>- select a performance measurement and reporting framework.</li> <li>- select a collaboration model.</li> <li>- analyze contract considerations for SIAM.</li> </ul>	20%
Plan a SIAM Implementation	The candidate can... <ul style="list-style-type: none"> <li>- describe the challenges for organizational change.</li> <li>- differentiate between approaches for onboarding of services and service providers.</li> <li>- analyze the most appropriate tooling</li> </ul>	10%

Topic	Details	Weights
	strategy and integration methods for a SIAM ecosystem.	
<b>Implement - 15%</b>		
Different Scenarios Supporting a SIAM Implementation	The candidate can... - choose between a big-bang approach and a phased approach, based on the benefits and risks of these approaches. - explain how to transition to the approved SIAM mode	10%
Ongoing Organizational Change Management	The candidate can... - choose ways to influence morale and motivation.	5%
<b>Run and Improve - 12.5%</b>		
Operate, Assure and Improve a SIAM Ecosystem	The candidate can... - analyze structural elements at different levels. - select appropriate mechanisms to address issues and improve provider and integrator performance. - apply audit and compliance mechanisms.	12.5%
<b>SIAM Practices Across the Stages - 10%</b>		
Application of SIAM Practices	The candidate can... - apply all SIAM practices of the Discovery & Strategy stage. - apply all SIAM practices of the Plan & Build stage. - apply all SIAM practices of the Implementation stage. - apply all SIAM practices of the Run & Improve stage.	10%

# Broaden Your Knowledge with EXIN SIAMP

## Sample Questions:

### Question: 1

The SIAMRUS consultancy has produced a SIAM strategy report to help form the outline business case for SIAM. It has considered the business, process and technological practices in detail.

What people aspects must be included for staff employed by ZYX?

- a) Accurate job descriptions for all staff in every ZYX company
- b) The risk and reward approaches used to incentivize performance
- c) The gender split of IT staff in ZYX group companies
- d) The employment laws of IT staff and their location

**Answer: d**

### Question: 2

Which part of the corporate strategy of ZYX will a successful transition to SIAM most likely address?

- a) Ensure delivery against contracts
- b) Control any change in headcount
- c) Be ready to adapt to change
- d) Remove reliance on legacy systems

**Answer: a**

### Question: 3

A major bank has decided to stop using BNK and the bank counter terminals (BCTs). This will severely affect the profitability of ZYX. The CEO has asked the CIO to consider transferring all services currently provided by ZYXS and ZYXD to OUT\$CO.

What would be the greatest risk with adopting this strategy?

- a) Amending the terms of the hosting contract with BANK\$CO
- b) Changing the culture of the staff in the ZYXS and ZYXD teams
- c) Maintaining the support of the current staff in ZYXS and ZYXD
- d) OUT\$CO acquiring the knowledge needed to operate the services

**Answer: c**

**Question: 4**

During the Plan and Build stage of project NEWGEN, company ZYX has identified that NEWBNK deployment will run late.

The transition to NEWBNK will occur after SIAM is in the Run and Improve stage. This means that there will be a significant period where ZYXS will need to retain BANK\$CO to support BNK under the new SIAM model.

Which strategy will contribute most to reducing the operational risk and cost to other parties from the transition to NEWBNK?

- a) Apply an enterprise process framework and align contracts, processes and tooling to this framework
- b) Ensure that all contracts have exit clauses and establish data record governance for operational data
- c) Implement a common toolset to be shared by all service providers and align it to end-to-end processes
- d) Standardize processes operated internally by all service providers and align them to end-to-end processes

**Answer: a**

**Question: 5**

MOB\$CO delivers desktop support for field- and home-based users to ZYXG and ZYXUK. ZYX has decided that MOB\$CO will not continue to provide services under the new SIAM model.

OUT\$CO will be the new service provider for desktop support for all ZYX organizations. MOB\$CO has reacted badly after receiving this news and is not being cooperative with OUT\$CO.

What can OUT\$CO do to ensure a successful transition of desktop support services into the SIAM model?

- a) Develop a process model showing all interactions between the current processes used by MOB\$CO
- b) Discover what expectations and demands users in the ZYX organizations have for desktop support
- c) Get ZYXS to obtain MOB\$CO's full history of all closed incidents, problems, changes, and releases
- d) Use the process forum structural elements to encourage more cooperation from MOB\$CO

**Answer: b**

**Question: 6**

ZYX has resources in different locations that should also be used within the retained organization when the new SIAM model is implemented. SIAMRUS has reviewed the available documentation.

What does ZYX need to gain insight in the current capabilities?

- a) Human Resources (HR) training records
- b) Training and development plans
- c) Resource improvements
- d) RACI matrices

**Answer: d**

**Question: 7**

The service integrator is organizing a series of onboarding workshops during the transition. ZYX has been asked to host a session. How can ZYX best assist with onboarding during these workshops?

- a) Contribute to new approaches and working models
- b) Highlight their business goals to ensure alignment
- c) Guide the resolution of operational details of the implementation
- d) Define the low-level operational interfaces for each of the services

**Answer: b**

**Question: 8**

ZYX wants to establish the SIAM environment as quickly as possible, because the CEO wants to accelerate the expansion into the USA. What is the most appropriate way to initiate project NEWGEN?

- a) Establish a Waterfall program, which defines a series of Agile projects with minimum viable products
- b) Define the critical success factors and the plan to communicate the ongoing performance of the project
- c) Create the SIAM strategy and business case, along with the outline SIAM model for the implementation
- d) Onboard an Agile team with a mandate to provide rapid, prioritized implementation of required components

**Answer: c**



**Question: 9**

The CIO of ZYX has been asked to go to the IT Steering Committee to discuss a phased implementation. What is the key concern raised by business units for this type of approach?

- a) ZYX is unsure about the impact on business unit budgets.
- b) ZYX is unsure about the number of business units involved.
- c) ZYX needs to integrate both old and new working practices.
- d) ZYX will introduce a higher level of risk by using phases.

**Answer: c**

**Question: 10**

ZYX has decided to use an external service integrator, and to use the tool provided by that integrator. Of all the constituent companies in the ZYX organization, which is likely to see the greatest change to their overall governance model?

- a) ZYXA
- b) ZYXD
- c) ZYXUK
- d) ZYXS

**Answer: d**

## Avail the Study Guide to Pass EXIN SIAMP EXIN SIAM Professional Exam:

- Find out about the SIAMP syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [EXIN SIAMP syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the [EXIN SIAM Professional training](#). Joining the EXIN provided training for this

EXIN certification exam helps a candidate to strengthen his practical knowledge base from the certification.

- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [EXIN SIAMP sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. SIAMP practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

## Career Benefits:

Passing the EXIN SIAMP exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

### Here Is the Trusted Practice Test for the EXIN SIAMP Certification

CertFun.Com is here with all the necessary details regarding the SIAMP exam. We provide authentic practice tests for the SIAMP exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on CertFun.Com for rigorous, unlimited two-month attempts on the [SIAMP practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the EXIN SIAM Professional.

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