

EXIN & BCS ANNOUNCE SIAM CERTIFICATION

WHY SIAM?

More and more companies choose to outsource their IT services with different IT service suppliers to optimize their company processes. SIAM provides governance, integration and coordination to ensure the customer organisation gets maximum value from its service providers. The SIAM ecosystem includes the following: **customer organisation, service integrator** and **service providers**.

TARGET GROUP

- SIAM consultants/sales
- Service managers
- Project and programme managers
- Service delivery roles
- Change managers
- Business relationship managers
- Commercial managers
- Solution architects
- Business change practitioners
- Management consultants
- Process managers/owners

BODY OF KNOWLEDGE ARCHITECT GROUP



SIAM STATISTICS

Percentage of companies that have implemented the SIAM framework	31%	21-100 suppliers	The average amount of suppliers per company
Country to do well in their approach to service management	Germany	76%	Percentage of companies that have an integrated business service catalogue in place
The level of visibility on supplier's services and operational levels	(very) good visibility	(very) easy	How easy it is to have up-to-date information on your agreements with each supplier

Source: Cherwell research report "A European Research Report on Service Integration and Management (SIAM) Adoption"

ENDORSED BY itSMF UK



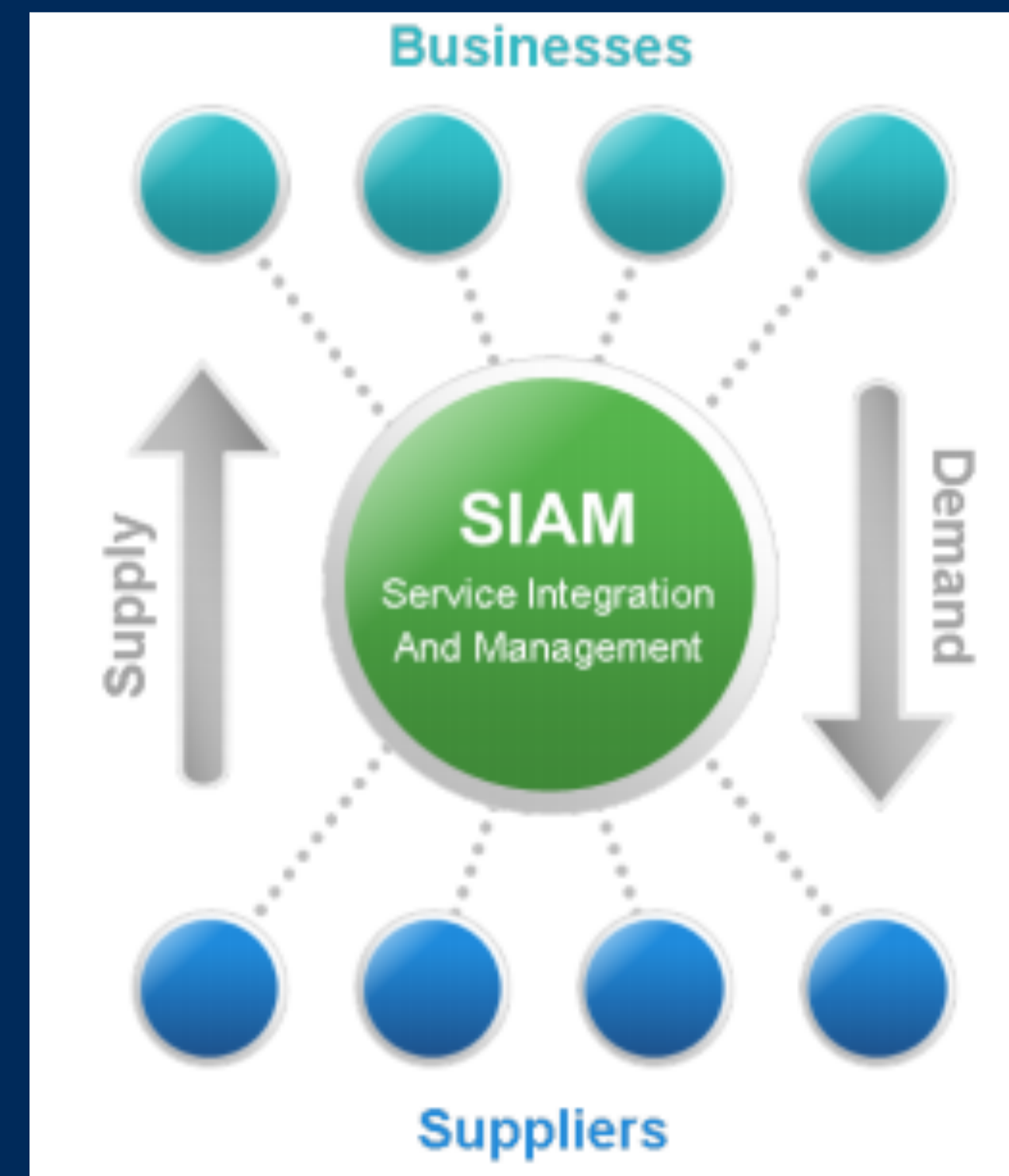
Barclay Rae, CEO of itSMF UK: "As the demand for more understanding and competence grows around SIAM, this new programme looks to be a useful and practical resource and option for those who would like to develop skills and knowledge in this area."

This sort of training also helps to build consensus and clarity around key principles and practices of SIAM - this is also necessary since the application of SIAM is always varied across different organisations.

There is definitely a need for some clarity around basic concepts, taxonomy and practices, which is what this product is addressing"

SIAM BENEFITS

- ✓ Improved governance and control of suppliers and services AND costs.
- ✓ Increased efficiency and effectiveness across IT service delivery.
- ✓ The potential to optimize value from suppliers.
- ✓ Greater flexibility to plug-and-play new suppliers into the SIAM ecosystem.
- ✓ Better service and cost predictability.



SIAM DEVELOPMENT

