



# **BCS EXIN Foundation Certificate in SIAM™ Syllabus**

**Version 1.5  
January 2018**

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



## BCS EXIN Foundation Certificate in SIAM™

Introduction .....	4
Objectives .....	4
Specific Learning Objectives of the SIAM™ Foundation Certificate	4
Target Audience.....	5
Course Format and Duration.....	5
Eligibility for the Examination .....	5
Format of the Examination .....	6
Additional time .....	6
For candidates requiring reasonable adjustments	6
For candidates whose language is not the language of the examination	6
Guidelines for Accredited Training Providers .....	6
Use of Calculators.....	7
Syllabus .....	8
1. Introduction to Service Integration and Management [SIAM] (15%, K2)	8
2. Service Integration and Management Implementation Roadmap (20%, K2)	8
3. Service Integration and Management roles and responsibilities (10%, K2)	9
4. Service Integration and Management practices (15%, K2)	9
5. Processes to support Service Integration and Management (17,5%, K2)	9
6. Service Integration and Management challenges and risks (17,5%, K2)	10
7. Service Integration and Management and other practices (5%, K2)	10
Levels of Knowledge / SFIA Levels .....	11
Question Weighting.....	11
Format of Examination .....	12
Trainer Criteria .....	12
Classroom Size.....	12
Invigilator to Candidate Ratio during examination .....	12
Recommended Reading List.....	13
List of Basic Terms .....	14

## 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 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

Service Integration and Management (SIAM) is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organisation. The BCS EXIN SIAM™ Foundation tests a candidate's knowledge and understanding of the terminology and the core principles. This SIAM™ certification covers themes such as: potential benefits as well as the challenges and risks of implementing Service Integration and Management.

The SIAM™ certification 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 the BCS EXIN SIAM™ Foundation knows how Service Integration and Management delivers business value and is able to contribute to the implementation and use of SIAM in an organisation.

Service Integration and Management (SIAM) also has a synonym: multi-sourcing integration (MSI). Within the scope of this certification, only the term Service Integration and Management is used.

## Objectives

Candidates should be able to demonstrate knowledge of the fundamental concepts of Service Integration and an understanding of bringing together multiple service providers to strive for a common goal, in order to support the client organisations' agreed objectives for service delivery.

### Specific Learning Objectives of the SIAM™ Foundation Certificate

- Introduction to Service Integration and Management (SIAM)
- SIAM implementation roadmap
- SIAM and its relation to other management practices
- SIAM roles and responsibilities
- SIAM practices
- Processes to support SIAM
- SIAM challenges and risks

## Target Audience

This certification is aimed at professionals worldwide who have an interest in the practices of Service Integration and Management or that want to implement this methodology in an organisation, in particular those professionals who are already working with IT Service Management processes. Furthermore, this SIAM™ certification is intended for providers that want to implement and manage Service Integration and Management 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
- Program Managers
- Supplier Managers
- Service Architects
- Process Architects
- Business Change Practitioners and
- Organizational Change Practitioners

## Course Format and Duration

Candidates can study for this certificate in two ways: by attending an accredited training course provided by Accredited Training Provider or by self-study. An accredited training course will require a minimum of 18 hours of study run over a minimum of 3 days.

## Eligibility for the Examination

There are no specific pre-requisites for entry to the examination; however it is strongly recommended that candidates have good knowledge of IT Service Management terminology, for instance through a recognized IT Service Management framework.

## Format of the Examination

- 60 minute 'closed book'
- 40 multiple choice questions
- Pass mark is 26/40 (65%)

The examination will be based on the syllabus in this document. Examination questions will be drawn from all topics in the syllabus, and coverage of any given topic can be expected to be in proportion to the amount of time allocated to that topic in the syllabus.

## 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, candidates 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 an allocated time. The purpose of this is two-fold: first, to give both guidance on the relative proportion of time to be allocated to each section of an accredited course and an approximate minimum time for the teaching of each section; second, to guide the proportion of questions in the exam.

Accredited Training Providers may spend more time than is indicated and candidates may spend more time again in reading and research. Courses do not have to follow the same order as the syllabus. Courses may be run as a single module or broken down into two or three smaller modules.

This syllabus is structured into sections relating to major subject headings and numbered with a single digit section number. Each section is allocated a minimum contact time for presentation.

Accredited Training Providers may include additional exercises where they believe these add value to the training course.

The recommended number of contact hours for this training course is 18 (eighteen). This includes group assignments, exam preparation and short breaks.

This number of hours does not include additional candidate time, for example, spent on homework, logistics for exam preparation and lunch breaks.

Training providers are expected to take 3 (three) processes out of the 18 (eighteen) processes described in the *Service Integration and Management (SIAM™) Foundation Process Guides*, elaborate on them in detail and provide practical exercises about these processes and their relationship with service integration and integration management activities.

### **Indication of candidate study effort**

40 hours, depending upon existing knowledge

## **Use of Calculators**

No calculators or mobile technology are acceptable.

## Syllabus

For each top-level area of the syllabus a percentage and K level is identified. The percentage is the exam coverage of that area, and the K level identifies the maximum level of knowledge that may be examined for that area.

### 1. Introduction to Service Integration and Management [SIAM] (15%, K2)

#### 1.1 The candidate can outline the 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 The candidate can describe the SIAM methodology and the various structures suggested for the service integrator layer.

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. Service Integration and Management Implementation Roadmap (20%, K2)

#### 2.1 The candidate can list the SIAM implementation key stages and explain the main objectives and activities of these 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 (10%, K2)**

#### 3.1 The candidate knows the different 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. Service Integration and Management practices (15%, K2)**

#### 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 Service Integration and Management (17,5%, K2)**

#### 5.1 The candidate understands processes in a SIAM ecosystem

The candidate can:

- 5.1.1 outline the function of processes in a SIAM ecosystem

#### 5.2 The candidate understands the objectives and SIAM considerations of the main processes that support Service Integration and Management

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

## 6. Service Integration and Management challenges and risks (17,5%, K2)

- 6.1 The candidate understands the main challenges within a SIAM ecosystem, their associated risks and potential mitigation

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 culture, collaboration and cooperation, the associated risks and mitigations.
- 6.1.3 describe the importance of 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. describe the importance of trust/eliminating micro-management and level of control, the associated risks and mitigations
- 6.1.7 define the commercial challenges, the challenges with legacy contracts and their mitigations

## 7. Service Integration and Management and other practices (5%, K2)

- 7.1 The candidate can outline the importance of other practices to SIAM

The candidate can:

- 7.1.1 describe the contribution of the following frameworks and standards to a SIAM ecosystem: IT service management including ITIL® and ISO/IEC 20000, Agile, including Agile Service Management, DevOps, COBIT® and Lean

ITIL® is a registered trademark of AXELOS Limited, used under the permission of AXELOS Limited. All rights reserved  
COBIT® is a registered trademark of ISACA. All rights reserved

## 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](http://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 framework) within their workplace:

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

## Question Weighting

Syllabus Area	Target number of questions
<b>1. Introduction</b>	4
<b>2. SIAM Roadmap</b>	8
<b>3. SIAM Roles and Responsibilities</b>	4
<b>4. SIAM Management Practices</b>	6
<b>5. SIAM Processes</b>	7
<b>6. SIAM Challenges and Risks</b>	7
<b>7. SIAM Other Practices</b>	2
<b>Total</b>	<b>40 Questions</b>

## Format of Examination

Type	40 Multiple Choice Questions
Duration	60 minutes. An additional 15 minutes will be allowed for candidates sitting the examination in a language that is not their native /mother tongue
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.
Learning Hours	18 Hours
Delivery	Paper based examination

## Trainer Criteria

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

## Classroom Size

Trainer to candidate ratio	1:15
----------------------------	------

## Invigilator to Candidate Ratio during examination

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

## Recommended Reading List

- A. Scopism Limited  
**Service Integration and Management Foundation Body of Knowledge (SIAM™ Foundation BoK).**  
Van Haren Publishing: March 2017 (*first edition*)  
[ISBN-13: 978-9401801027 \(printed book\)](#)  
[ISBN-13: 978-9401801034 \(eBook\)](#)

Also 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
- C. Helen Morris / Liz Gallacher  
**Service Integration and Management (SIAM™) Foundation Study Guide.**
- Van Haren Publishing: March 2017 (*first edition*)
  - [ISBN-13: 978-9401801041 \(printed book\)](#)
  - [ISBN-13: 978-9401801058 \(eBook\)](#)

### Comment

Additional literature is for reference and depth of knowledge only.

## Literature reference

Exam requirement	Exam specification	Literature	Literature reference
1	1.1	A	Chapter 1
1	1.2	A	Chapters 1, 3
2	2.1	A	Chapter 2
3	3.1	A	Chapters 1, 5
4	4.1	A	Chapter 6
5	5.1	A	Appendix B: Chapters B1, B2 and B3
	5.2	A	Appendix B: Chapters B4 – B 21 (only §1 and §2 of each chapter)
6	6.1	A	Chapters 7, 8
7	7.1	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	Organizational Change Management
Agile	Outsourcing
Board	Performance Management Reporting and Framework
Business as usual (BAU)	Platform as a Service (PaaS)
Business case	Practice
Capability	Prime vendor
Cloud Services	Process
Control Objectives for Information and related Technology (COBIT)	Process forum
Code of Conduct	Process manager
Collaboration agreement	Process model
Commodity service	Project Management
Contract	Responsible, Accountable, Consulted, Informed (RACI)
Customer	Request for Information (RFI)
Customer organization	Request for Proposal (RFP)
Disaggregation	Retained capability/capabilities
DevOps	Role

Ecosystem	Separation of duties/concerns
Enterprise architecture	Service
External service bus	Service boundaries
External service provider	Service consumer
Externally Sourced Service Integrator	Service Integration and Management (SIAM)
Function	Service integration (SI)
Governance	Service integrator
Governance framework	Service Integrator Layer
Governance model	Service management
Hybrid Service Integrator	Service management and integration (SMAI)
Infrastructure as a Service (IaaS)	Service management integration (SMI)
Insourcing	Service manager
Intelligent Client Function	Service model
Internal service provider	Service orchestration
Internally Sourced Service Integrator	Service outcomes
ISO/IEC 20000	Service owner
ITIL®	Service provider
Key Performance Indicator (KPI)	Service provider category
Layers (SIAM layers)	Shadow IT
Lead Supplier Service Integrator	SIAM model
Lean	SIAM structures
Management methodology	Software as a service (SaaS)
Man-marking	Sourcing
Metric	Structural element
Microsoft Operations Framework (MOF)	Supplier
Model	Tooling strategy
Multi-sourcing	Tower
Multi-sourcing integration (MSI)	Watermelon Effect (watermelon reporting)
Open Systems Interconnect (OSI)	Working group
Operational Level Agreement (OLA)	