



**Free Questions for SIAMF by dumpshq**

**Shared by Oneal on 06-06-2022**

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## Question 1

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**Question Type:** MultipleChoice

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Which process manages escalations regarding the performance of a service provider?

### Options:

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- A- business relationship management
- B- incident management
- C- service level management
- D- supplier management

### Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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The service desk for a particular SIAM ecosystem is provided by an internal service provider.

Who is responsible for managing the performance of the service desk against their service targets?

**Options:**

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A- customer organization

B- internal service provider

C- retained capabilities

D- service integrator

**Answer:**

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D

## Question 3

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**Question Type:** MultipleChoice

---

What is the focus of the customer organization layer?

**Options:**

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A- delivery

B- integration

C- operation

D- strategy

**Answer:**

---

D

## Question 4

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**Question Type: MultipleChoice**

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In which SIAM roadmap stage are roles and responsibilities allocated?

**Options:**

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A- Discovery and Strategy

- B-** Implement
- C-** Plan and Build
- D-** Run and Improve

**Answer:**

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B

## Question 5

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**Question Type:** MultipleChoice

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What is a mitigation for the risk of ineffective data segregation?

**Options:**

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- A-** designing and implementing end-to-end security management
- B-** documenting the expected benefits
- C-** implementing clear policies for data, tooling and processes
- D-** regularly reviewing reports to confirm they are still fit for purpose

**Answer:**

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A

## Question 6

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**Question Type:** MultipleChoice

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How can ISO/IEC 20000 best be used during the execution of a SIAM roadmap?

**Options:**

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**A-** as the SIAM model

**B-** as the standard for prospective service providers

**C-** as means creating a collaborative culture for SIAM ecosystems

**Answer:**

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C

## Question 7

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**Question Type: MultipleChoice**

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Which process evaluates and negotiates proposals from prospective service providers?

**Options:**

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- A- contract management
- B- financial management
- C- service level management
- D- supplier management

**Answer:**

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A

## Question 8

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**Question Type: MultipleChoice**

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What generally results from a lack of trust between the customer organization and the service integrator?

**Options:**

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- A- customer organization access to data may be reduced
- B- duplication of roles and activities and micro-management
- C- reduction in the successful deployment of service patches and releases
- D- SIAM transition measures of success are not understood

**Answer:**

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B

## Question 9

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**Question Type: MultipleChoice**

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During what stage of the SIAM roadmap should the customer organization first consider how it will balance the level of control it wants to have or delegate to the service integrator?

**Options:**

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- A- Discovery and Strategy



**B-** Implement

**C-** Plan and Build

**D-** Run and Improve

**Answer:**

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A

## Question 10

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**Question Type:** MultipleChoice

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What is an activity of the Plan and Build stage of the SIAM roadmap?

**Options:**

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**A-** appoint service providers

**B-** define the strategic objectives

**C-** performance management and improvement

**D-** selecting the implementation approach

**Answer:**

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A

## Question 11

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**Question Type: MultipleChoice**

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A customer organization has an internally sourced service integrator.

What is a responsibility of the customer organization's retained capabilities?

**Options:**

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**A-** defining the roadmap for technology, data, and applications

**B-** managing end-to-end performance of the service providers

**C-** performing day to day management of service provision

**D-** providing service communications

**Answer:**

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A



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