



## Exin SIAMP Practice Questions

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## Question 1

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Question Type: MultipleChoice

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The CEO has asked SIAMRUS to assist in the Discovery and Strategy stage. Given this stage, SIAMRUS is not appointed as the service integrator yet. The first task assigned to SIAMRUS is to analyze the current ZYX services and service providers.

OUTSCO has refused to provide any information to SIAMRUS because they are a competitor. SIAMRUS still needs information to create a baseline assessment.

What is the best approach for SIAMRUS to get the necessary information about OUTSCO and its services'?

### Options:

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- A- Analyze the current and historic OUTSCO related incidents recorded in the ZYXS service desk tool
- B- Ask the ZYXH contract governance team to formally instruct OUTSCO to provide the information
- C- Rely on the analysis of services and providers included in the report prepared by the CIO
- D- Review the OUTSCO contract and performance reports with the ZYXUK service delivery managers

### Answer:

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B

### Explanation:

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**Information Gathering:** SIAMRUS needs comprehensive information about current services and service providers to create a baseline assessment during the Discovery and Strategy stage.

**Formal Instruction:** As OUTSCO has refused to provide information due to competition concerns, a formal instruction from the ZYXH contract governance team can mandate compliance. This leverages contractual obligations and authority.

**Contractual Authority:** The contract governance team has the authority to enforce contract terms and can compel OUTSCO to provide the necessary information.

**Alternative Approaches:**

Analyzing incident records (Option A) may provide limited insights and lacks the comprehensive data needed.

Relying on the CIO's report (Option C) might not provide up-to-date or complete information.

Reviewing contracts and performance reports with service delivery managers (Option D) could help but may not yield all required details.

Conclusion: Formal instruction from the ZYXH contract governance team is the most effective approach to ensure compliance and obtain the necessary information for a thorough baseline assessment.

SIAM Foundation Body of Knowledge (BoK), Chapter on Discovery and Strategy

SIAM Professional Body of Knowledge (BoK), Information Gathering and Contract Management Sections

## Question 2

Question Type: MultipleChoice

ZYX has appointed SIAMRUS and the service management staff from ZYXS as a hybrid service integrator. They will use the SIAM model from SIAMRUS.

The IT staff from ZYXS and ZYXUK will form a new internal service provider, ZYXSAPP. ZYXSAPP will provide the services for application development and application support.

ZYXH will provide the retained capabilities. The contract with OUTSCO will not be renewed. ZYX wants to start planning the implementation of the SIAM model.

What should SIAMRUS do that would most support ZYX?

### Options:

- A- Lead the commercial discussions with new and legacy providers
- B- Review the exit management requirements in the contract with OUTSCO
- C- Start the activities to transition ZYXSAPP into the SIAM model
- D- Take on the accountability for deciding on the implementation approach

### Answer:

B

### Explanation:

Understanding the Scenario:

SIAMRUS and service management staff from ZYXS appointed as hybrid service integrator.

IT staff from ZYXS and ZYXUK forming new internal service provider, ZYXSAPP.

OUTSCO's contract will not be renewed, and ZYX is starting SIAM model implementation planning.

Analyzing the Options:

Option A: Leading commercial discussions could be part of the process but is secondary to contract exit management.

Option C: Transitioning ZYXSAPP is important but not the immediate priority.

Option D: SIAMRUS taking on accountability for the implementation approach should be a collaborative decision.

Selecting the Optimal Approach:

Option B: Reviewing exit management requirements in the OUTSCO contract is critical to ensure a smooth transition without legal or operational complications.

Justification:

Proper exit management ensures continuity and mitigates risks associated with transitioning from OUTSCO.

Aligns with best practices in contract management and SIAM for managing service provider transitions effectively.

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### Question 3

Question Type: MultipleChoice

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Project NEWGEN was completed against demanding timescales. Because of time pressures, ZYX reduced the scope for testing of the end-to-end processes.

- SIAMRUS is the service integrator and also provider of the service desk for the SIAM ecosystem

- ZYXS is the internal service provider for NEWBNK, which is hosted by OUTSCO

- NETSCO provides the wide area network connecting the OUTSCO data center to the banks using NEWBNK.

Since the transition to SIAM, users of NEWBNK have experienced a significant increase in the time taken to fix incidents. The ZYX sales team is now experiencing resistance from customers who were expected to migrate to NEWBNK. This is affecting the planned rollout of the new application. The ZYX sales team has told the customers that the issues were caused by the providers to ZYX not working together, and not the NEWBNK application itself.

What is the best approach for SIAMRUS to improve the situation?

### Options:

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- A- Design and implement a program of organizational change management and skills training with each service provider and measure the success of it
- B- Implement a new customer marketing campaign focusing on the benefits of NEWBNK and stress that the issues are temporary and will be resolved M]
- C- Implement Lean systems thinking in each provider to review and optimize the procedures, eliminating waste within the internal activities of the providers
- D- Use the process forums to map analyze and improve the end to end processes assigning specific activities to appropriate individuals

### Answer:

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D

### Explanation:

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#### Issue Identification:

Users of NEWBNK are experiencing increased incident resolution times, affecting customer satisfaction and sales.

The problem is attributed to the lack of collaboration among service providers.

#### Process Forums:

Process forums bring together representatives from all service providers to collaboratively map, analyze, and improve end-to-end processes.

This collaborative approach ensures that all stakeholders have a clear understanding of the processes and their interdependencies.

#### Mapping and Analysis:

Mapping the processes helps identify bottlenecks, inefficiencies, and areas for improvement.

Analyzing these processes enables the identification of specific issues and the development of targeted solutions.

#### Assignment of Responsibilities:

Assigning specific activities to appropriate individuals ensures accountability and clarity in process execution.

This structured approach improves coordination and efficiency among the service providers.

#### Outcome:

Improved process efficiency and collaboration lead to faster incident resolution times and enhanced customer satisfaction.

SIAM Professional Body of Knowledge (BoK), Chapter on Process Integration

ITIL 4: Create, Deliver and Support (CDS), Section on Value Streams and Processes

## Question 4

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Question Type: MultipleChoice

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ZYXS has been appointed as the service integrator. The CIO of ZYX would like to disband the IT Steering Group. She wants the former Product Development Forum to be expected to include representatives from every provider.

This new body will be known as the Services Steering Group (SSG). The responsibilities of the SSG will include approving the design and funding for new products and services and the supporting architectures, setting policies for related governance, and considering new technologies that can assist with achieving the goals of the ZYX corporate strategy. The SSG will be chaired by the ZYXS IT Director.

The representatives of the SSG must be empowered to take decisions on behalf of their organizations

What type of structural element is this steering group\*?

### Options:

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- A- Service design forum
- B- Strategic governance board
- C- Tactical governance board
- D- Working group

### Answer:

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B

### Explanation:

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SSG Responsibilities:

The SSG is responsible for approving the design and funding for new products and services, setting policies for related governance, and considering new technologies to achieve corporate

strategy goals.

Strategic Nature:

These responsibilities are strategic in nature, focusing on high-level decision-making, long-term planning, and alignment with corporate strategy.

The board's role is to provide strategic direction and oversight for the SIAM ecosystem.

Empowerment and Decision-Making:

The representatives in the SSG must be empowered to make decisions on behalf of their organizations, indicating a high level of authority and responsibility.

Structural Element:

Given its role and responsibilities, the SSG is best categorized as a strategic governance board, providing direction and governance at the highest level.

SIAM Professional Body of Knowledge (BoK), Chapter on Governance Structures

ITIL 4: Direct, Plan and Improve (DPI), Section on Governance

## Question 5

Question Type: MultipleChoice

ZYX has used a phased approach for implementing the SIAM model

- ZYXS is the service integrator and provides the service desk for the SIAM ecosystem
- NETSCO had all network services transitioned to them
- OUTSCO has been selected to provide hosting services

The next phase is to transition all services currently hosted by ZYXS and ZYXD to OUTSCO. Due to time pressures, it has not been possible to test how the services will perform after transition.

The ZYX CEO is concerned about the risks to the services and the ability of ZYX to be able to carry out its business activities. She wishes that an early life support (ELS) function is implemented.

What approach should be taken to resolve incidents and problems caused by the transition of services?

### Options:

- A- Complete the transition over a weekend when the number of people using the services will be low
- B- Ensure that the ZYXS service desk is fully briefed and ready to handle any increase in call and incident volumes
- C- Establish a data room containing all information about the services so that facts and data can be quickly checked
- D- Set up a short-term function with staff from BANKSCO, ZYXS. ZYXD: ZYXG. NET\$CO and OUTSCO

### Answer:

D

### Explanation:

Early Life Support (ELS): ELS involves providing additional support during the initial period after a transition to ensure stability and address any issues promptly.

Comprehensive Coverage: Setting up a short-term function with staff from all involved parties ensures comprehensive coverage and expertise in resolving incidents and problems caused by the transition.

Collaboration: Including staff from various service providers and internal teams fosters collaboration and knowledge sharing, essential for quick problem resolution.

Risk Mitigation: This approach directly addresses the CEO's concerns about risks to services and business activities by ensuring that experienced staff are available to handle issues as they arise.

Service Desk Preparation: While ensuring the service desk is ready to handle increased volumes is important, it alone is insufficient without dedicated resources to address specific transition-related issues.

Data Room: Establishing a data room is beneficial for information access but does not provide the necessary hands-on support required during the transition.

SIAM Foundation Body of Knowledge (BoK), Chapter on Transition Planning and Support

SIAM Professional Body of Knowledge (BoK), Early Life Support Sections

## Question 6

Question Type: MultipleChoice

ZYXS service management currently operates a Change Approval Forum (CAF): which is chaired by the ZYXS Service Management and Service Desk Lead, and is meant to be attended by user representatives from each ZYX company.

- In the new SIAM model ZYX is considering using SIAMRUS as the service integrator
- ZYX plans to keep all current service providers, renegotiating and extending contracts where necessary.
- OUTSCO will continue to provide the services for users in ZYXUK
- ZYXS, ZYXD, and the application development team from ZYXUK will become internal service providers

The SIAMRUS SIAM model includes a process model for change management. In this model, SIAMRUS will hold an Integrated Change Advisory Board (ICAB) meeting every two weeks, where proposed changes to the services and systems will be reviewed before approval. SIAMRUS will mandate the use of their change management toolset by all service providers.

The CIO is concerned that some of the current service providers may not comply with the SIAMRUS process model for change management.

Which organizations are most likely to not comply and why?

### Options:

- A- CADSCO, FIELDSCO and MAILSCO. because commodity service providers provide services to multiple customers
- B- OUTSCO, because they use a commodity cloud-based service to monitor the ZYXUK networks and infrastructure
- C- ZYXS, because their Service Management and Service Desk Lead is the chair of the current ZYXS CAF
- D- ZYXUK, because there is no need for the development team to attend the ICAB as they are an internal service provider

### Answer:

A

### Explanation:

**Context Understanding:** In the new SIAM model, SIAMRUS will hold an Integrated Change Advisory Board (ICAB) and mandate the use of their change management toolset by all service providers.

**Commodity Service Providers:** Providers like CADSCO, FIELDSCO, and MAILSCO, which offer commodity services to multiple customers, often have standardized processes that may not align

easily with customized SIAM requirements.

**Compliance Challenges:** These providers may face challenges in complying with specific SIAMRUS processes and tools due to their broad customer base and standardized operations, making it difficult to adapt to specific requirements for ZYX.

**Service Integrator Role:** The service integrator (SIAMRUS) needs to ensure that all providers adhere to the integrated change management process, but commodity providers may be less flexible in adopting new tools and processes.

**Impact on Compliance:** While internal providers like ZYXS, ZYXD, and the ZYXUK development team are more likely to comply due to their closer alignment with ZYX's internal processes, commodity providers have less incentive and flexibility to adapt.

**Conclusion:** CADSCO, FIELDSCO, and MAILSCO are most likely to face compliance issues due to their standardized, multi-customer service models, making them less adaptable to specific SIAMRUS process requirements.

SIAM Foundation Body of Knowledge (BoK), Chapter on Process Management and Integration

SIAM Professional Body of Knowledge (BoK), Change Management and Governance Sections

## Question 7

**Question Type:** MultipleChoice

When planning for the NEWGEN project which is the most likely set of audit findings and recommendations?

**Options:**

- A-** Many service providers are used across the ZYX organizations Before commencing the NEWGEN project these should be consolidated to focus on the design of the NEWBNK service in order to concentrate efforts on operating the future SIAM environment.
- B-** The ZYX companies all have different management structures One ownership and management structure should be identified and then implemented across the group companies in order to ensure the simplest possible reporting and decision-making regime
- C-** There is a high number of legacy applications still in use To ensure a smooth transition to a single service provided to all customers across the ZYX group these should all be replaced before initiating the project to introduce the NEWBNK service.
- D-** There is a use of many different services and service providers across the ZYX organizations This should be consolidated under the standard SIAM model proposed by SIAMRUS thus ensuring the objective of rapid introduction of new services and service providers

Answer:

D

Explanation:

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Current Situation:

ZYX utilizes numerous services and service providers, leading to complexity and potential inefficiencies.

Consolidation under SIAM:

Consolidating services and providers under a standard SIAM model simplifies management, improves coordination, and enhances service quality.

A standardized approach ensures consistency, better integration, and streamlined processes.

SIAMRUS Proposal:

SIAMRUS's standard SIAM model offers a structured and proven methodology for managing multiple service providers.

Implementing this model helps ZYX achieve rapid and efficient service integration, facilitating the introduction of new services and providers.

Benefits of Consolidation:

Reduces complexity and operational overhead.

Enhances visibility and control over the service ecosystem.

Improves the ability to meet contractual obligations and service levels.

SIAM Professional Body of Knowledge (BoK), Chapter on Service Provider Consolidation

ITIL 4: Drive Stakeholder Value (DSV), Section on Service Provider Management

SIAM Professional Body of Knowledge (BoK), Chapter on Service Provider Integration

ITIL 4: Drive Stakeholder Value (DSV), Section on Sourcing and Supplier Management

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**Question 8**

Question Type: MultipleChoice

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ZYX has now appointed SIAMRUS as the service integrator and has started to plan and build the new SIAM ecosystem. Initially, the new SIAM model will be supported by the existing service providers.

In a recent program progress meeting, it was highlighted that the planned Organizational Change Management (OCM) initiative has a high cost.

What approach should be taken to ensure that the OCM initiative for the service providers will cost effectively support the transition to SIAM?

### Options:

- A- A major predicted cost relates to BANKSCO. Since the introduction of NEWBNK is imminent, the scope of OCM should be reduced by leaving out BANKSCO. This would enable additional funds to be available for the adoption of the ADKAR change model. Using this disciplined approach for the transition of all the remaining service providers would ensure a successful and cost-effective transition to the new SIAM model.
- B- Exclude OUTSCO as they already have an established approach to service provision and have communication links in place with the other service providers. This significantly reduces the scale of the OCM initiative, and therefore helps to control costs. Concentrate on ensuring that the other service providers are aware of the changes, and assess their desire for success using liaison with their appointed OCM representatives.
- C- Reduce the scope of the OCM initiative so that the commodity service providers are only made aware of the changes and how they will be affected by them. Arrange for all the other service providers to nominate a dedicated OCM representative to ensure effective communication with all the remaining parties involved. Undertake specific training in the cross-provider ways of working using Computer Based Training.
- D- The scope of OCM should include all service providers and be based on a recognized change model such as ADKAR. The intentions of large established providers including OUTSCO and NETSCO should be fully understood, as there might be potential conflicts of interest which need to be addressed. The OCM activities should be tailored to the characteristics of the service providers. This will assist in controlling costs.

### Answer:

D

### Explanation:

Comprehensive OCM Scope:

Including all service providers in the OCM initiative ensures that every stakeholder is aligned with the changes, minimizing resistance and ensuring a smoother transition.

Use of ADKAR Model:

Utilizing a recognized change management model like ADKAR provides a structured approach to managing change.

The ADKAR model focuses on Awareness, Desire, Knowledge, Ability, and Reinforcement, which are critical for effective change management.

Understanding Provider Intentions:

Fully understanding the intentions and potential conflicts of interest of large providers like OUTSCO and NETSCO helps tailor the OCM activities appropriately.

Addressing these factors early mitigates risks and ensures cooperation from all parties.

Tailored OCM Activities:

Customizing the OCM activities to suit the characteristics of each service provider ensures relevance and effectiveness.

Tailoring the approach helps in controlling costs by focusing efforts where they are most needed and avoiding unnecessary expenses.

Cost-Effective Transition:

A well-planned and tailored OCM initiative ensures that the transition to the new SIAM model is cost-effective and achieves the desired outcomes.

SIAM Professional Body of Knowledge (BoK), Chapter on Organizational Change Management

ITIL 4: Create, Deliver and Support (CDS), Section on Change Management

SIAM Professional Body of Knowledge (BoK), Chapter on Organizational Change Management

ITIL 4: Direct, Plan and Improve (DPI), Section on Managing Organizational Change

## Question 9

Question Type: MultipleChoice

ZYX has decided on their SIAM strategy and appointed SIAMRUS as the service integrator.

The decision has been made to consolidate services into four service groups (in order of proportion of the services)

- OUTSCO: service desk, desktop and laptop support services, networking, infrastructure support
- ZYXS bespoke application support and development
- ZYXD data centers and hosting
- BANKSCO: BCT and BNK application support

Services from all other current service providers will be transitioned into these service groups as their contracts expire

After the service integrator has been onboarded, which of the providers should be onboarded as the first priority?

### Options:

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- A- O BANKSCO
- B- O OUTSCO
- C- O ZYXD
- D- ZYXS

### Answer:

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B

### Explanation:

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**Service Proportion Consideration:** OUTSCO provides the largest proportion of services, including the service desk, desktop and laptop support, networking, and infrastructure support. Their onboarding is crucial for stabilizing the core service operations.

**Service Desk Integration:** The service desk is a critical function in the SIAM ecosystem. Ensuring its seamless operation is foundational to managing other service integrations effectively.

**Operational Stability:** OUTSCO's services are essential for the day-to-day operations of ZYX. Prioritizing their onboarding ensures that the majority of service operations are stabilized early.

**Supporting Functions:** Once OUTSCO is onboarded, it can support the integration of other service groups more effectively, given its comprehensive service coverage.

**Alternative Providers:**

BANKSCO (Option A) and ZYXD (Option C) provide specialized services that, while important, do not cover as broad a range of critical functions as OUTSCO.

ZYXS (Option D), although important for bespoke application support and development, does not cover the critical operational infrastructure that OUTSCO does.

**Conclusion:** Onboarding OUTSCO first ensures that the critical infrastructure and broad range of support services are stabilized, providing a strong foundation for the subsequent integration of other service providers.

## Question 10

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Question Type: MultipleChoice

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The CEO of ZYX has commissioned SIAMRUS to assess the readiness of ZYX to adopt SIAM. She knows that in order to get approval for the SIAM business case from the Board of Directors, she will have to be able to demonstrate that SIAM will make a significant contribution to the corporate strategic objectives. There is no appetite from the Board for ZYX to use any ZYX staff to provide the service integration capability

Which ZYX strategic objective can SIAM contribute to most for ZYX?

### Options:

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- A- Control headcount
- B- Ensure delivery against contracts
- C- invest in their people
- D- Retain existing business

### Answer:

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A

### Explanation:

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**Strategic Objectives Alignment:** Demonstrating alignment with corporate strategic objectives is crucial for gaining board approval for the SIAM business case.

**Headcount Control:** One of the primary benefits of SIAM is optimizing resources, which includes controlling headcount by reducing the need for extensive internal service integration capabilities.

**External Service Integration:** Given that there is no appetite from the Board for using ZYX staff for service integration, leveraging external capabilities aligns with the objective of controlling headcount.

**Contract Delivery:** While ensuring delivery against contracts is important, SIAM's contribution to headcount control is more direct and measurable.

**Investment in People and Business Retention:** While SIAM can contribute to these areas, the most immediate and significant impact is on controlling headcount through efficient external service integration.

SIAM Foundation Body of Knowledge (BoK), Chapter on SIAM Business Case Development

SIAM Professional Body of Knowledge (BoK), Strategic Alignment Sections

## Question 11

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Question Type: MultipleChoice

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The corporate strategy of ZYX contains these objectives:

- Ensure delivery against contracts
- Invest in and train all ZYX staff
- Reduce operating costs
- Be ready to adapt to change

The ZYX strategy requires that the costs of the service integrator should be as low as possible, and that service levels and high-quality services should be achieved at all times. The CEO wants the new SIAM model to be in place as soon as possible

OUTSCO is a global provider of a range of services, including service integration. They have a good reputation as a flexible and reliable service integrator who is willing to amend their SIAM model. They are in the last year of a 10-year contract to provide outsourced services to ZYXUK. Over the last two years the performance and quality of their services has decreased.

SIAMRUS is a global provider of service integration services in the manufacturing sector. They use a standardized SIAM model with limited flexibility. SIAMRUS recently created an outline SIAM strategy for ZYXUK, proposing that they should be the service integrator.

ZYXS is experienced in the service management of corporate services including managing the delivery of service providers. The ZYXS IT Director used to be a senior service manager in a small service integration company. The ZYXS office location is almost at capacity with no possibility of expansion. ZYXS are the developers of NEWBNK, which is strategic to the future of ZYX.

The CEO wants to retain as many of the existing service providers as possible.

Which is the best structure and sourcing approach for choosing the service integrator for ZYX?

### Options:

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A- OUTSCO as a hybrid service integrator, acting with the service management function of ZYXS

B- OUTSCO as an external service integrator, providing service integration services to ZYX

C- SIAMRUS as an external service integrator, providing service integration services to ZYX

D- ZYXS as an internal service integrator, transferring their application and support services into ZYXD

Answer:

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D

Explanation:

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Corporate Strategy Alignment:

The ZYX strategy emphasizes low costs for the service integrator, high service levels, and maintaining existing service providers. ZYXS, with its internal capabilities, aligns well with these objectives.

Internal Capabilities:

ZYXS has experience in service management and developing NEWBNK, a strategic application for ZYX. Utilizing internal capabilities can reduce costs and ensure tighter control over service quality.

Transfer of Services:

Transferring application and support services to ZYXD consolidates resources and leverages existing internal expertise, ensuring continuity and stability in service provision.

Avoiding External Constraints:

Appointing an external service integrator like OUTSCO or SIAMRUS could introduce higher costs and less flexibility. ZYXS's internal management can better align with the strategic goals and existing corporate culture.

Capacity Considerations:

Although the ZYXS office is at capacity, transferring application and support services to ZYXD helps manage this limitation by distributing workloads and responsibilities.

SIAM Professional Body of Knowledge (BoK) discusses the benefits and considerations of different service integrator models.

ITIL 4: Drive Stakeholder Value (DSV) provides insights into managing service provider relationships and aligning them with organizational strategy.

SIAM Professional Body of Knowledge (BoK), Chapter on Service Integrator Models

ITIL 4: Drive Stakeholder Value (DSV), Section on Sourcing and Supplier Management

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