Question 1

What is an objective of the Discovery and Strategy stage of the SIAM roadmap?

Options:

A- appoint the service integrator and provider

B- establish a governance framework

C- manage day to day service delivery

D- manage processes, teams, and tools

Answer:

B

Question 2

When an incident occurs, what approach should a service provider adopt in order to overcome the challenges of cross-functional teams?

Options:

A- argue first, fix later

B- fix first, argue later

C- Ishikawa approach

D- Root-cause analysis

Answer:

B

Question 3

Question Type: **MultipleChoice**

What is the objective of the Implement stage of the SIAM roadmap?

A- complete the design of the SIAM model, including the services that are in scope

B- define the strategy and outline the model for SIAM and the services in scope

C- manage day to day service delivery, processes, teams and tools

D- manage the transition of the previous ecosystem from the current state to the desired state

Answer:

D

Question 4

Question Type: **MultipleChoice**

Within SIAM, what does not support effective management of cross-functional teams?

Options:

A- clear goals and objectives

B- knowledge, data and information

C- roles and responsibilities

D- world class toolset

Answer:

D

Question 5

What is a characteristic of the layers in a SIAM ecosystem?

Options:

A- The service integrator is independent from the retained capabilities, even if it is internally sourced.

B- The service integrator layer cannot be provided by the customer organization.

C- The service providers cannot be part of the customer organization.

D- The service provider layer is where end-to-end service governance, assurance and coordination is performed.

Answer:

A

Question 6

Question Type: MultipleChoice

Which processes are strongly related to event management?

Options:

A- business relationship management, change and release management, and incident management

B- monitoring and measuring, incident management, and availability management

C- portfolio management, business relationship management, and problem management

D- problem management, change and release management, and monitoring and measuring

Answer:

B

Question 7

What can an organization use to address the challenge of measuring the success of SIAM?

Options:

A- a governance model

B- a performance management and reporting framework

C- a process model

D- structural elements

Answer:

B

Question 8

The development of an integrated process model is a critical part in the success of a SIAM implementation.

What approach should a service provider take when developing their process model for the SIAM implementation?

Options:

A- adapt and augment their own processes

B- use existing processes

C- use the customer organization's processes

D- use the service integrator's processes

Answer:

A

Question 9

Question Type: **MultipleChoice**

What is the earliest stage of the SIAM roadmap in which gaps between process activities need to be identified and addressed?

Options:

A- Discovery and Strategy

B- Implement

C- Plan and Build

D- Run and Improve

Answer:

C

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