EXIN

GET YOUR PEOPLE
SIAM®
CERTIFIED BY EXIN

CERTIFIED
DELIVERY

EXIN BCS

SERVICE
INTEGRATION
AND MANAGEMENT

bcs
The Chartered Institute for IT

EXIN BCS SIAM®

Since several years, organizations are moving towards an environment where services are sourced from several service providers rather than just one. This multisourcing has benefits such as the avoidance of costly vendor lock in, it allows businesses to spread risk, get tailor-made services and remain flexible as the business environment changes. It also brings the challenge of coordinating these suppliers and their services, whether an organization has three suppliers or twenty or more than a hundred. The principles of service integration and management provides governance, management, integration, assurance, and coordination to ensure that the customer organization gets maximum value and seamless service from its providers.

Cybercrime is predicted to cost the world $6 trillion annually by 2021, according to recent research. Those with bad intentions have the tools, time and methods available to keep launching cyber-attacks at organizations, governments and consumers worldwide. And while there is a shortage of skilled technical security experts, corporate regulators and investors want a better view into an organization's cyber risk. Companies should implement governance and formalize securing their data, focusing on defense systems and monitoring.

EXIN BCS SIAM® CERTIFICATION PROGRAM

This certification is directed at professionals world-wide who have an interest in service integration and management best practices or who are already working with IT service management processes. It is also intended for people in organizations that want to implement service integration and management, providers that want to implement and/or manage service integration and management and individuals who would like to understand and/or work with Service Integration and Management in an organization

EXIN BCS SIAM® BENEFITS

The SIAM® certification offered by EXIN and BCS is vendor-neutral, recognized worldwide and based on the e-Competence Framework. The content is based on a Body of Knowledge developed in collaboration with industry experts. Furthermore, this is the only SIAM® certification program available worldwide.

Benefits for companies
- Improved governance and control of suppliers, services and costs
- Increased efficiency and effectiveness across the value adding chain
- The potential to optimize value from suppliers
- Greater flexibility to plug-and-play new suppliers into the siam ecosystem
- Deliver seamless services to your customers

Benefits for individuals
- Get certified in high demand domain
- Support your organization in coordinating multiple suppliers
- Gain expertise and support the service integration and management of the organization.
- Grow your knowledge, accelerate your career, get a higher salary

EXIN BCS SIAM MODULE

EXIN BCS
SERVICE INTEGRATION AND MANAGEMENT FOUNDATION

EXIN BCS SIAM is a foundation level certification. It validates a professional's knowledge about bringing together multiple service providers to strive for a common goal in order to support the client organization's agreed objectives for service delivery and about how siam delivers business value.

e-Competence Level		1	2	3	4	5
A.2.	Service Level Management			▢		
A.3.	Business Plan Development			▢		
C.2.	Charge Support		▢			
C.3.	Service Delivery		▢			
D.4.	Purchasing			▢		
D.8.	Contract Management			▢		
E.4.	Relationship Management			▢		
E.5.	Process Improvement			▢		

�: ■ competence is covered   ▢ partial coverage   ▢ superficial coverage

EXIN BCS SIAM® PROGRAM LABEL

EXIN BCS   **SERVICE INTEGRATION AND MANAGEMENT**

The program labels of the EXIN portfolio have been built up to help in identifying the logical next step in terms of additional training and competence development. Each color represents an ICT competence area, derived from the e-Competence Framework (e-CF®). The overall label color indicates the main competence area of the program. The colors in the pie chart indicate the relationships with other competence areas.
Please visit the EXIN BCS SIAM® program page on exin.com to find out in detail which certification programs are suggestions for further development.

MANAGE	PLAN	BUILD	RUN	ENABLE
This area represents the daily business administration and improvement of all underlying operative ICT processes.	This area represents the strategic preparatory activities such as conceiving and developing products, services and solutions.	The Build area represents the development and implementation of products, services and solutions.	The Run phase represents the provision, support and maintenance of the products, services, and solutions delivered and deployed.	The strategic activities in this area represent supporting all underlying ICT processes.

EXIN. THE MOST RENOWNED EXAMINATION INSTITUTE FOR IT PROFESSIONALS

THE NETHERLANDS
GERMANY
USA
SPAIN
CHINA
JAPAN
INDIA
MALAYSIA
BRAZIL

- Complete portfolio of Information Management
- Exams in 165 countries
- Exams in 20 languages
- 2 million EXIN-certified professionals
- International network of accredited partners

ABOUT EXIN

Published and designed by EXIN. EXIN is the global independent certification institute for professionals in the ICT domain. With more than 30 years of experience in certifying the competences of over 2 million ICT professionals, EXIN is the leading and trusted authority in the ICT market. With over 1000 accredited partners EXIN facilitates exams and e-competence assessments in more than 165 countries and 20 languages. EXIN is co-initiator of the e-Competence Framework, which was set up to provide unambiguous ICT certification measurement principles within Europe and beyond.

TO GET IN TOUCH

Please visit exin.com for more information about EXIN, to find local EXIN support or your EXIN Regional Manager.

ΞXIN

YOUR ICT COMPETENCE PARTNER