Vendor:EXIN

Exam Code:SIAMF

Exam Name:SIAMF EXIN BCS Service Integration
and Management

Version: Demo

QUESTION 1

Which set of common process considerations includes understanding how compliance and assurance will be managed?

A. complexity

B. data and information

C. ownership of the end-to-end process

D. toolset

Correct Answer: B

QUESTION 2

Which process ensures that service performance meets agreed requirements?

A. change management

B. incident management

C. project management

D. service level management

Correct Answer: D

QUESTION 3

An important DevOps concept is the incremental of new functionality, followed by user feedback before the next increment. In a SIAM ecosystem, what should be put in place specifically to support this DevOps concept?

A. automated test suites for the end-to-end service

B. integrated change advisory board

C. removal of waste from the process

D. trust the service providers and empower them to deliver their services without interference

Correct Answer: A

QUESTION 4

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

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

Correct Answer: B

QUESTION 5

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

A. appoint service providers

B. define the strategic objectives

C. performance management and improvement

D. selecting the implementation approach

Correct Answer: A

QUESTION 6

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

A. complete the design of the SIAM model

B. establish the SIAM transition project

C. put in place and in use the new SIAM model

D. obtain full approval of the SIAM model

Correct Answer: B

QUESTION 7

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

A. business relationship management

B. incident management

C. service level management

D. supplier management

Correct Answer: D

QUESTION 8

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

A. as the SIAM model

B. as the standard for prospective service providers

C. as means creating a collaborative culture for SIAM ecosystems

Correct Answer: C

QUESTION 9

A service provider wants to deploy a change that will affect the end-to-end service. Who is responsible for confirming that the change has been evaluated for risk?

A. change management forum

B. integrated change advisory board

C. service owner

D. service provider

Correct Answer: B

QUESTION 10

In which SIAM roadmap stage are roles and responsibilities allocated?

A. Discovery and Strategy

B. Implement

C. Plan and Build

D. Run and Improve

Correct Answer: B

QUESTION 11

Which process records and manages service issues that are interrupting the availability of a service?

A. change management

B. incident management

C. problem management

D. request fulfillment

Correct Answer: B

QUESTION 12

What is one of the activities of the Plan and Build Stage of the SIAM roadmap?

A. design the detailed SIAM model

B. ongoing organizational change management

C. produce the outline business case

D. transition to the approved SIAM model

Correct Answer: A