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Exin

SIAMP

EXIN SIAM Professional

Exam

QUESTION: 1
The SIAM Project Board has decided that a big bang implementation approach is unsuitable for ZYX What is the most likely reason for this decision?

A. Agile methods cannot be applied to a big bang implementation approach.
B. The current service provider contracts have different termination periods.
C. The service levels must be maintained throughout the entire transition
D. The ZYXUK Directors want to use the approach suggested by SIAMRUS

Answer(s): B

Explanation:
Understanding Big Bang Implementation: A big bang implementation approach involves transitioning all service elements simultaneously. This method is swift but high-risk, particularly when dealing with multiple service providers.
Contractual Considerations: Different service providers often have contracts ending at various times. Aligning all these to terminate simultaneously for a big bang approach is challenging and impractical. This mismatch in termination periods means that transitioning all services at once would likely lead to contract breaches, penalties, or service disruption. Agile Methods Applicability: Agile methods focus on iterative and incremental delivery rather than a single, all-encompassing change. Although Agile could be challenging in a big bang approach, it's not the primary reason for ZYX's decision.
Service Level Maintenance: Maintaining consistent service levels is critical during any transition. A phased approach ensures better control and less disruption, ensuring continuous service delivery. Strategic Alignment: Although the preferences of directors and external suggestions (like from

SIAMRUS) influence decisions, they are not the fundamental reasons behind avoiding a big bang approach.
Conclusion: The core issue lies in the contractual termination periods, making a phased implementation more feasible and less risky.

Reference:
SIAM Foundation Body of Knowledge (BoK), Chapter on Implementation Approaches SIAM Professional Body of Knowledge (BoK), Contract Management Sections

QUESTION: 2
Previously, there was no common set of performance targets and metrics used across all ZYX companies ZYXH Contract Governance is concerned about this. They would like to see metrics that drive improvement once the transition has been made to a SIAM model. ZYXS provide a range of services to some ZYX companies The ZYX IT steering group meets every 4 months chaired by the ZYXS IT Director It is attended by representatives from each ZYX company SIAMRUS provided a report for ZYXUK. This included a set of metrics that SIAMRUS have used before with other organizations. ZYXS has been selected to be the internal service integrator in the new SIAM model The ZYXS IT director has provided a set of metrics from an organization that she previously worked for
What is the best way for ZYX to ensure effective metrics are in place to improve services?

A. At the next IT steering group meeting, agree on a common set of metrics that all service

providers must use.
B. Proceed with the set of metrics that SIAMRUS has previously used with other service providers
C. Run a pilot with metrics from the ZYXS IT director, involving ZYXS and all service providers
D. Take the set of metrics currently used by ZYXS and apply them across all service providers

Answer(s): A

Explanation:
Current State Assessment: ZYX companies currently lack a unified set of performance targets and metrics, leading to inconsistent service performance assessments. Governance and Alignment: Effective governance in a SIAM model requires standardized metrics to drive improvement across all service providers. This ensures comparability and unified improvement goals.
Stakeholder Engagement: Involving representatives from each ZYX company at the IT steering group meeting promotes buy-in and ensures the metrics are relevant and acceptable to all parties. Internal vs. External Metrics: While external metrics provided by SIAMRUS or those from the ZYXS IT director can offer insights, they may not be fully aligned with ZYX's specific needs and context. Directly adopting these without consensus can lead to misalignment and resistance. Pilot Testing: Running a pilot with metrics from the ZYXS IT director could provide practical insights but does not guarantee consensus or applicability across all service providers. Common Metrics Agreement: By agreeing on a common set of metrics in a collaborative forum (the IT steering group meeting), ZYX ensures these metrics are tailored, accepted, and effective in driving improvements across the board.

Reference:
SIAM Foundation Body of Knowledge (BoK), Chapter on Performance Management SIAM Professional Body of Knowledge (BoK), Metrics and Reporting Sections

QUESTION: 3
ZYX has implemented a SIAM structure, appointing SIAMRUS as the service integrator. The SIAM strategy is to consolidate to a smaller number of service providers over time as existing contracts expire Until then. ZYX wants all current service providers to be part of the SIAM ecosystem.
What should ZYX do?

A. Communicate the SIAM strategy and instruct SIAMRUS to speak to all service providers to explain their role
B. Draw up a collaboration agreement across all service providers setting out how they will work together
C. Put a clause in service provider contracts that SIAMRUS is acting on behalf of ZYX or negotiate themselves
D. Write to all the service providers informing them that SIAMRUS has been appointed as the service integrator

Answer(s): B

Explanation:
SIAM Strategy Communication: Clearly communicating the SIAM strategy ensures all service