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Course Name

Service Integration and Management (SIAM)) Foundation

Sector Name

Project & Contract Management

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Course Introduction

The Service Integration and Management (SIAM) Foundation course is a comprehensive **5**-day program designed to provide participants with a foundational understanding of SIAM principles, practices, and their application within organizations.

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Target Audience

- ✓ Service Managers
- ✓ IT Service Management (ITSM) Professionals
- ✓ Project Managers
- ✓ Service Integration Managers
- ✓ Service Delivery Managers
- ✓ IT Operations Managers
- ✓ Service Owners
- ✓ Business Analysts
- ✓ Change Managers
- ✓ Transition Managers
- ✓ Solution Architects
- ✓ IT Consultants
- ✓ Vendor Managers
- ✓ IT Support Managers
- ✓ Process Managers

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Learning Objectives

- ✓ Understand the core concepts and processes of Service Integration and Management.
- ✓ Support a SIAM implementation by recognizing key concerns for essential processes.
- ✓ Identify the benefits, challenges, and risks associated with implementing a SIAM ecosystem.
- ✓ Recognize the key steps in the SIAM implementation roadmap to effectively plan its deployment.
- ✓ Understand SIAM roles and responsibilities within an organization.
- ✓ Select appropriate SIAM practices based on the organization's environment and maturity.

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Course Outline

✓ Day 01

Introduction to Service Integration and Management

- ✓ Overview of Service Integration and Management (SIAM)
- ✓ Purpose and value of a SIAM approach
- ✓ Business drivers for SIAM
- ✓ SIAM layers and structures

SIAM Implementation Roadmap

- ✓ Key stages in SIAM implementation
- ✓ Objectives, triggers, inputs, activities, and outputs of each stage

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Course Outline

✓ Day 02

SIAM Roles, Responsibilities, and Practices

- ✓ SIAM Roles and Responsibilities
- ✓ Explanation of SIAM roles and responsibilities
- ✓ SIAM structural elements

Service Integration and Management Practices

- ✓ Managing cross-functional teams
- ✓ Integrating processes across service providers

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Course Outline

✓ Day 03

Service Integration and Management Practices

- ✓ Managing cross-functional teams
- ✓ Integrating processes across service providers
- ✓ Enabling and reporting on end-to-end services
- ✓ Creating a tooling strategy

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Course Outline

✓ Day 04

Processes, Challenges, and Exam Preparation

- ✓ Processes to Support SIAM
- ✓ Processes in a SIAM environment
- ✓ Assessing challenges and risks
- ✓ Challenges, associated risks, and potential mitigations

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Course Outline

✓ Day 05

Integration with Other Service Management Practices

- ✓ Contribution of other frameworks and standards in a SIAM ecosystem

Exam Preparation

- ✓ Sample exam questions
- ✓ Final exam on the last afternoon of the training

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4950.00 $	England , London
May 9, 2027	May 13, 2027	5 days	4250.00 $	KSA , Riyadh
May 24, 2027	May 28, 2027	5 days	4250.00 $	UAE , Dubai
July 19, 2027	July 23, 2027	5 days	2150.00 $	Virtual , Online
Aug. 30, 2027	Sept. 3, 2027	5 days	4250.00 $	UAE , Abu Dhabi
Dec. 14, 2026	Dec. 18, 2026	5 days	5950.00 $	USA , Texas

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