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**Course Name**

# Service Integration and Management (SIAM) ) Foundation

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**Sector Name**

Project & Contract Management

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## Service Integration and Management (SIAM) ) Foundation

### 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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## Service Integration and Management (SIAM) ) Foundation

### 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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## Service Integration and Management (SIAM) ) Foundation

### 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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## Service Integration and Management (SIAM) ) Foundation

### 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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## Service Integration and Management (SIAM) ) Foundation

### 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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## Service Integration and Management (SIAM) ) Foundation

### 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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## Service Integration and Management (SIAM) ) Foundation

### 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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## Service Integration and Management (SIAM) ) Foundation

### 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 13, 2026  | July 17, 2026  | 5 days   | 2150.00 \$ | Virtual , Online |
| Aug. 24, 2026  | Aug. 28, 2026  | 5 days   | 4250.00 \$ | UAE , Abu Dhabi  |
| Dec. 14, 2026  | Dec. 18, 2026  | 5 days   | 5950.00 \$ | USA , Texas      |

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