

Course Name

Service Integration and Management (SIAM) Practitioner

Sector Name

Project & Contract Management

Document Type

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Service Integration and Management (SIAM) Practitioner

Course Introduction

This course is an intensive **5-day program** designed to provide participants with a comprehensive understanding of SIAM principles and practices, enabling them to effectively manage and integrate multiple service providers within an organization.

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Target Audience

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

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Learning Objectives

- ✓ Understand the core concepts and principles of Service Integration and Management.
- ✓ Design and implement a SIAM model tailored to their organization's needs.
- ✓ Manage and coordinate multiple service providers to ensure seamless service delivery.
- ✓ Apply best practices for governance, risk management, and compliance within a SIAM ecosystem.
- ✓ Utilize tools and techniques for effective service integration and management.
- ✓ Evaluate and improve the performance of the SIAM ecosystem continuously.

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Course Outline

✓ Day 01

Introduction to Service Integration and Management

Overview of Service Integration and Management (SIAM)

- ✓ Definition and purpose of SIAM
- ✓ Business drivers for adopting SIAM
- ✓ Benefits and challenges of implementing SIAM

SIAM Framework and Structure

- ✓ Key components of the SIAM framework
- ✓ SIAM models and structures
- ✓ Roles and responsibilities within a SIAM ecosystem

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Course Outline

✓ Day 02

Designing a SIAM Model

- ✓ Developing a SIAM Strategy
- ✓ Assessing organizational readiness for SIAM
- ✓ Defining objectives and outcomes
- ✓ Creating a SIAM roadmap

Designing the SIAM Ecosystem

- ✓ Selecting appropriate SIAM models
- ✓ Defining governance structures
- ✓ Establishing service integration processes

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Course Outline

✓ Day 03

Implementing SIAM

- ✓ Planning the Implementation
- ✓ Developing an implementation plan
- ✓ Managing change and communication
- ✓ Training and preparing the organization

Executing the Implementation

- ✓ Coordinating with service providers
- ✓ Monitoring and controlling the implementation process
- ✓ Addressing challenges and risks during implementation

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Course Outline

✓ Day 04

Operating and Managing SIAM

- ✓ Service Delivery Management
- ✓ Managing service levels and performance
- ✓ Handling incidents and problems
- ✓ Ensuring compliance and quality

Continuous Improvement

- ✓ Implementing continual service improvement (CSI)
- ✓ Utilizing metrics and KPIs for performance evaluation
- ✓ Driving innovation within the SIAM ecosystem

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Course Outline

✓ Day 05

Advanced Topics and Exam Preparation

- ✓ Advanced SIAM Practices
- ✓ Managing complex service integrations
- ✓ Leveraging automation and tools in SIAM
- ✓ Addressing emerging trends and challenges in SIAM

Exam Preparation

- ✓ Reviewing key concepts and practices
- ✓ Practicing with 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	4250.00 \$	UAE , Dubai
Nov. 2, 2026	Nov. 6, 2026	5 days	5950.00 \$	USA , Texas
Dec. 7, 2026	Dec. 11, 2026	5 days	2150.00 \$	Virtual , Online
May 10, 2027	May 14, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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