



BCS EXIN Foundation Certificate in SIAM™

Specimen Questions

Record your surname/last/family name and initials on the Answer Sheet.

Specimen questions only. 20 multiple-choice questions – 1 mark awarded to each question, but with no specific pass mark. Mark only one answer to each question. There are no trick questions.

The time allowed for this test is 30 minutes.

A mock, or **sample exam** is also available for purchase and includes detailed feedback for each possible answer.

The sample and full BCS Foundation Certificate in SIAM™ Exams will be 40 multiple choice questions, with a pass mark of 26/40 (65%)

Please note: some questions only have three (3) available answers.

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Contents

Answer sheet	3
Specimen Questions	4
Answer Key	10

Answer sheet

Surname (last/family): _____ Initials: _____

Please add your answer to the table below, and at the end of the Specimen Questions Test, check your answers against the Answer Key.

Question	Your Answer	Question	Your Answer
1		11	
2		12	
3		13	
4		14	
5		15	
6		16	
7		17	
8		18	
9		19	
10		20	

Specimen Questions

We suggest sitting this paper under simulated exam conditions in order to gain the maximum benefit.

1 / 20

What is a responsibility of a service provider in a SIAM™ ecosystem?

- A) delivery
- B) end to end integration
- C) governance
- D) strategy

2 / 20

What is an example of end to end measurement in a SIAM environment?

- A) average time to resolve a problem by a particular service integration partner
- B) comparison of internal versus external service providers
- C) how many incidents have been raised by a particular business division
- D) responsiveness of the service against service level targets

3 / 20

What is the purpose of the continual service improvement process?

- A) to encourage and incentivise service providers to contribute to continual service improvement
- B) to ensure that continual service improvement is on the agendas of SIAM governance boards
- C) to provide a consistent method of quantifying, tracking, and managing the delivery of improvement activity
- D) to share lessons learned across all parties in the SIAM ecosystem

4 / 20

A customer organisation wants to complete the implementation of their SIAM model in the shortest possible time. They are prepared to take risks.

What should this organisation do to achieve this?

- A)** appoint service providers early
- B)** big bang approach
- C)** organisational change management
- D)** phased implementation

5 / 20

Which is the earliest stage of the SIAM roadmap to be affected by the challenge of building the business case?

- A)** Discovery and Strategy
- B)** Implement
- C)** Plan and Build
- D)** Run and Improve

6 / 20

In which stage of the SIAM roadmap does organisational change management commence?

- A)** Discovery and Strategy
- B)** Implement
- C)** Plan and Build
- D)** Run and Improve

7 / 20

What is a SIAM consideration for the incident management process?

- A)** defining rules for managing event thresholds
- B)** ensuring all service providers are able to monitor their services and underlying technical components
- C)** managing events that are degrading or could degrade service performance
- D)** minimising the number of parties involved in restoring a service

8 / 20

Defining the level of control and ownership to be retained by a customer organisation is important.

What is a risk of leaving this undecided?

- A)** It will be challenging to assign responsibility for service failures.
- B)** Service providers may be unwilling to collaborate.
- C)** The service integrator may be unable to perform its role.
- D)** The success of the SIAM program cannot be measured.

9 / 20

When integrating processes across service providers, what should be used to identify and avoid gaps in process flows?

- A)** DevOps
- B)** Key Performance Indicator (KPI)
- C)** RACI matrix
- D)** Service Level Agreement (SLA)

10 / 20

Which SIAM consideration is common for all processes in a SIAM ecosystem?

- A)** building and maintaining strong relationships between service providers and the consumers of their services
- B)** defining process ownership and levels of accountability and responsibility
- C)** providing a consistent method of quantifying, tracking and managing the delivery of improvement activities
- D)** providing a structured approach that delivers projects on time, on budget and at the appropriate level of quality

11 / 20

In the Run and Improve stage of the SIAM roadmap, which activity provides an environment for collaborative working?

- A) manage performance and improvement
- B) monitor audit and compliance
- C) operate governance boards
- D) operate management structures

12 / 20

Which is **not** a challenge related to the technology practice for creating a tooling strategy?

- A) ineffective legacy tools
- B) gaps between process activities
- C) defining the toolset scope
- D) non-compliant service providers

13 / 20

In the hybrid service integrator structure, which two parties collaborate to provide the service integrator capability?

- A) customer and external organisation
- B) customer and internal service integrator
- C) external service integrator and lead supplier
- D) internal service integrator and retained capabilities

14 / 20

What is a main challenge associated with cross-functional teams?

- A) conflicting objectives, organisational strategies and working practices
- B) gaps between process activities
- C) inability to map end to end workflow
- D) lack of architecture

15 / 20

Which operational role is responsible for discussing lessons learned arising from resolving a major incident?

- A) incident management forum
- B) incident management working group
- C) integrated change advisory board
- D) major incident working group

16 / 20

In which stage of the SIAM roadmap should the preferred SIAM structure be selected?

- A) Discovery and Strategy
- B) Implement
- C) Plan and Build
- D) Run and Improve

17 / 20

Which layer of the SIAM ecosystem performs end to end assurance?

- A) customer organisation
- B) retained capabilities
- C) service integrator
- D) service provider

18 / 20

Which consideration is common for all processes in a SIAM ecosystem?

- A) aligning resolution targets across service providers
- B) processes can seem more complex
- C) the requirement for a data dictionary, terminology, and thresholds

19 / 20

In a SIAM ecosystem, service providers need to adapt to a new way of working.

What is an associated cultural consideration?

- A) creating an environment for service providers that is focused on contracts and agreements
- B) service providers acknowledging that the service integrator has the autonomy to direct, make decisions and govern
- C) service providers focusing on the achievement of their own specific service levels and objectives

20 / 20

What is a SIAM consideration of the monitoring and measuring process?

- A) Responsibilities for testing integration between services from different service providers should be defined.
- B) Targets for event diagnosis and resolution should be common across service providers.
- C) The requirement for consistent data dictionary, data models, terminology, thresholds and reporting schedules.

End of Specimen Questions Test

The Answer Key (no feedback) commences on the next page – **do not turn over this page** until you have completed the Answer Sheet for these Specimen Questions.

Answer Key

The table below shows the correct answers to the questions in this set of Specimen Questions.

Question	Answer Key	Question	Answer Key
1	A	11	D
2	D	12	B
3	C	13	A
4	B	14	A
5	A	15	A
6	C	16	C
7	D	17	C
8	C	18	B
9	C	19	B
10	B	20	C