



BCS EXIN Professional Certificate in SIAM™

Specimen Questions 1.3

Record your surname/last/family name and initials on the answer sheet.

Specimen questions only. 15 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 35 minutes.

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

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

You are allowed to use the separate case study¹ for this entire exam. The case study applies to all questions. The scenario shown for each question only applies to that particular question

Note¹: See document BCS SIAM Professional Case Study 290719 v5

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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		9	
2		10	
3		11	
4		12	
5		13	
6		14	
7		15	
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Specimen Questions

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

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BCS Syllabus 1.1.1

ZYX has decided to use an external service integrator, and to use the tool provided by that integrator.

Of all the constituent companies in the ZYX organisation, which is likely to see the **greatest** change to their overall governance model?

- A) ZYXA
- B) ZYXD
- C) ZYXUK
- D) ZYXS

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BCS Syllabus 1.2.1

The transition to the SIAM model is anticipated to complete in 12 months' time. The CIO of ZYX is concerned that some of the current service providers might not agree to the contract changes required for the new SIAM model.

Which service provider is likely to present the **greatest** challenge to agreeing the changes required?

- A) BANK\$CO
- B) CAD\$CO
- C) FIELD\$CO
- D) OUT\$CO

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BCS Syllabus 1.1.3

As part of the NEWGEN transition project, the contract manager for ZYXH has been seconded to work with the project team. They are looking at how new contracts will need to be structured and worded, including how service performance will be measured. Having attended SIAM training to understand what is required, the contract manager is now getting input from business representatives and IT tooling experts to identify proposed performance metrics to be monitored for each contracted service.

What approach should the contract manager take?

- A)** Produce a standard set of performance measures and targets, which will be monitored for each contracted service across all ZYX divisions. This will provide a standardised approach.
- B)** Produce a standard set of performance measures, which will be monitored for each service contracted by ZYX. Then identify different targets depending on the actual service and the required service level.
- C)** Produce different sets of performance measures and targets, for each category of service. These will be used for each contracted service of that category, no matter which ZYX division is using the service.
- D)** Produce different sets of performance measures, for each category of service. Then identify different targets depending on the actual service and the service level required by ZYX.

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BCS Syllabus 1.2.2

ZYX has resources in different locations that should also be used within the retained organisation when the new SIAM model is implemented. SIAMRUS has reviewed a set of available documentation.

What should they recommend as the **best** starting point for ZYX to identify the current capabilities?

- A) Capability heat map
- B) RACI matrices
- C) Resource improvements
- D) Training and development plans

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BCS Syllabus 1.3.1

Which part of the corporate strategy of ZYX will a successful transition to SIAM **most** likely address?

- A) Be ready to adapt to change
- B) Control any change in headcount
- C) Ensure delivery against contracts
- D) Remove reliance on legacy systems

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BCS Syllabus 1.3.2

The CIO of ZYX is creating the outline business case for the SIAM transition.

What should be included in the outline business case as a critical success factor for NEWGEN?

- A) A measurable reduction in the cost of building, implementing and supporting ZYX IT services
- B) A strategy for the service groups that considers and resolves the current datacentre capacity issue
- C) Establishment of positive and productive relationships between the business and the providers
- D) Successful deployment of the NEWBNK application across all ZYX organisations

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BCS Syllabus 2.1.2

ZYXH has commissioned the SIAM ecosystem. SIAMRUS is the proposed service integrator. The following service groups and service providers have been selected:

Service group	Service provider
Application services	ZYXS
Desktop support	DESK\$CO
Hosting	ZYXD
Local area network	OUT\$CO
Wide area network	NET\$CO

The wide area network connects the local area networks to the hosting service, so that users across ZYX can access the application services.

What **best** defines who else NET\$CO will have operational and functional relationships with?

- A) All other selected service providers and SIAMRUS
- B) All other selected service providers, SIAMRUS, and ZYXH
- C) OUT\$CO, ZYXD, ZYXS, and SIAMRUS
- D) OUT\$CO, ZYXS, DESK\$CO, and SIAMRUS

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BCS Syllabus 2.1.4

ZYX has appointed OUT\$CO as the service integrator. ZYXS will be an internal service provider, providing development, support, and service desk services. All other current service providers will continue to provide their services.

ZYXS service management has asked OUT\$CO if ZYXS can continue to report on the current ZYXS measures and targets:

- number of incidents received and resolved by the service desk;
- number of changes approved each month;
- service availability.

ZYXH and ZYXG have asked OUT\$CO if they could receive a report each month from OUT\$CO, showing achievement of these three targets by every service provider.

What is the **first** step that OUT\$CO should take?

- A)** Develop a performance measurement plan to collect and analyse this data from all providers
- B)** Identify a common set of calculations for these measures and targets for use by all service providers
- C)** Instruct all service providers to adjust their internal models to report on these measures and targets
- D)** Lead a discussion with all service providers on the impact of adopting these measures and targets

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BCS Syllabus 2.1.5

The ZYX SIAM model has been operational for two months. OUT\$CO is the service integrator. ZYXS provides the service desk and application development & support services, using different teams. ZYXD is hosting the ZYXS applications. ZYXS and ZYXD are both meeting their individual service levels. However, OUT\$CO has identified that there is often tension and conflict between the different teams of ZYXS and ZYXD.

What is the **best** approach that should be taken by OUT\$CO to ensure that these teams work together more effectively?

- A) Bring the teams of ZYXS and ZYXD together to discuss the issues and agree a suitable way forward
- B) Escalate to the SIAM Operational Lead and ask for a formal warning to be given to ZYXS and ZYXD
- C) Establish a collaboration forum with all providers to ZYX and raise this example at the first meeting
- D) Introduce a specific target in the overall set of KPIs measuring how all providers work together

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BCS Syllabus 2.2.2

A major bank has decided to stop using BNK and the bank counter terminals (BCTs). This will severely affect the profitability of ZYX. The CEO has asked the CIO to consider transferring all services currently provided by ZYXS and ZYXD to OUT\$CO.

What would be the **greatest** risk with adopting this strategy?

- A) Amending the terms of the hosting contract with BANK\$CO
- B) Changing the culture of the staff in the ZYXS and ZYXD teams
- C) Maintaining the support of the current staff in ZYXS and ZYXD
- D) OUT\$CO acquiring the knowledge needed to operate the services

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BCS Syllabus 2.2.2

The service integrator is organising a series of onboarding workshops during the transition. ZYX has been asked to host a session.

How can ZYX **best** assist with onboarding during these workshops?

- A) Contribute to new approaches and working models
- B) Define the low-level operational interfaces for each of the services
- C) Guide the resolution of operational details of the implementation
- D) Highlight their business goals to ensure alignment

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BCS Syllabus 3.1.1

The CEO has decided that the service integrator will be external. The Board of Directors has agreed not to renew the contract with OUT\$CO, so it will end in 8 months' time. The replacement services will be sourced from multiple service providers, in line with the mandate for change. The ZYX Board of Directors has asked the CIO to recommend an implementation approach for SIAM across ZYX that best achieves the mandate for SIAM with the least risk and cost to ZYX and its individual companies.

Which is the **most** appropriate implementation approach?

- A) Transition all services and service providers for all ZYX companies to the SIAM model at the same time, when the contract with OUT\$CO ends.
- B) Transition all services and service providers for all ZYX companies to the new SIAM model within 6 months, addressing current integration issues.
- C) Transition the new service providers for ZYXUK to the new SIAM model first, pilot for 3 months, then transition all other service providers for ZYX.
- D) Transition ZYXD to the new SIAM model, pilot for 3 months, then transition ZYXS, pilot for 3 months, then transition all other service providers.

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BCS Syllabus 4.1.1

The ZYX SIAM executive steering board is compiling the agenda for their first meeting.

Apart from receiving updates on the progress of the implementation project, what should be included in this discussion?

- A)** The effect of the potential merger of ZYXA with the Japanese competitor
- B)** The introduction of additional capacity issue at the ZYXD datacentre
- C)** The lack of engagement with the ZYXS change forum
- D)** The treatment of the applications developed in house by ZYXUK's IT team

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BCS Syllabus 5.1.1

The SIAMRUS consultancy has produced a SIAM strategy report to help form the outline business case for SIAM.

It has considered the business, process and technological practices in detail.

What people aspects should it ensure are considered for staff employed by ZYX?

- A)** Accurate job descriptions for all staff in every ZYX company
- B)** The employment laws of IT staff and their location
- C)** The gender split of IT staff in ZYX group companies
- D)** The risk and reward approaches used to incentivise performance

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BCS Syllabus 4.1.2

ZYX has completed their SIAM transition. SIAMRUS is the service integrator. ZYX\$DESK provides the service desk. OUT\$CO provides application development and support services. New provider HOST\$CO provides scalable hosting services for the applications.

Last week there was a major application outage that impacted all users in ZYX for 4 hours, breaching the end to end service level for incident resolution. The outage started immediately after a deployment by SIAMRUS of a new release of an OUT\$CO application. The release contained a fault which quickly overloaded the hosting service as the number of users increased. Users started contacting ZYX\$DESK immediately after the deployment. OUT\$CO provided SIAMRUS with the release 2 weeks earlier.

Resolution was delayed because ZYX\$DESK tried to diagnose the reported incidents for 2 hours before involving the service providers. HOST\$CO failed to alert the service desk when a capacity threshold was reached, and the OUT\$CO support team was at a planned meeting and could not be contacted. OUT\$CO told SIAMRUS about this meeting 5 days ago.

Who should be held responsible for the breach in the end to end service level?

- A) All mentioned parties as they all contributed to the situation
- B) OUT\$CO only, as their application was the cause
- C) SIAMRUS only, as they failed to coordinate the situation
- D) ZYX\$DESK, HOST\$CO and OUT\$CO as they caused the delay

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	D	9	A
2	A	10	C
3	D	11	D
4	B	12	C
5	C	13	A
6	C	14	B
7	A	15	A
8	D		