



BCS EXIN Professional Certificate in SIAM™ Practical Assignments

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Introduction

Fulfillment of the practical assignments is part of the certification requirements for EXIN BCS SIAM™ Professional

Both the trainer responsible for the practical assignments and the candidate must ensure that each candidate participates in the assignments in such a way that individual performance can be observed. This is particularly important in group assignments.

Adaptations

Accredited training organizations may adapt the practical assignments to fit with the examples and use case studies presented in the training.

General Guidelines

In general, the following guidelines should be followed in addition to the requirements per assignment:

1. The candidate plans the activities within the assignment, unless otherwise stated.
2. The candidate communicates with others where needed.
3. The candidate provides their own solutions.
4. The candidate contributes to the quality of the assignment, especially in group-work.
5. Solutions provided are realistic and thus fit for the scenario or case study.
6. Solutions provided match with business and IT objectives.

e-Competence Framework

The e-Competence Framework (e-CF) is an accepted and common framework developed in Europe (www.ecompetences.eu). EXIN supports the e-CF, because EXIN believes in professionals showing their competences and growing towards their full potential by helping them make their competences transparent. The EXIN BCS SIAM™ Professional certification is based on the e-CF.

The practical assignments are used to demonstrate practical skills and experience which cannot be tested in a multiple-choice exam. Making the practical assignments part of the certification scheme helps to test the entire competence.

Assessment

Practical assignments can be assessed by an accredited trainer from the accredited training organization. It is the trainer's responsibility to familiarize themselves with the assessment criteria.

Each assignment has assessment criteria that are based on the exam specifications and linked to the e-CF. The criteria are found in the Checklists. The trainer fills in the checklist for each individual candidate, stating whether or not the criteria have been observed.

The ATO should have evidence that practical assignments have been done in a particular training, this can be requested during an EXIN audit.

Assignment 1: Discovery and Strategy

Background

The case study for ZYX Corporation (freely available on http://bit.ly/SIAMP_case_study) and the case study analysis for ZYX Corporation (freely available on http://bit.ly/SIAMP_case_study_analysis).

The CIO of ZYX Corporation has recruited you as the expert consultant for project NEWGEN.

In order to initiate the project, the CIO has requested your assistance in the development of a plan to achieve the SIAM™ operating model that has been recommended in the mandate for change (see case study).

Your assignment

Work together with the CIO to identify the drivers for the adoption of a SIAM operating model for ZYX and analyze the proposal from SIAMRUS, to see if the proposal is fit for purpose.

The CIO has requested that you prepare a proposal for the high-level governance framework for the NEWGEN project. Your framework proposal needs to take into consideration the existing governance model for ZYX.

Recommended time

1 hour 30 minutes

Expected results

- Gap analysis between SIAMRUS proposal, and ZYX drivers, that identifies the key elements of the SIAM strategy.
- A high-level SIAM model which either accepts or proposes a change to the SIAMRUS offering.
- A high-level governance framework proposal, in which you identify:
 - the controls needed to be retained by the ZYX corporation;
 - the existing and proposed new approach to governance boards within ZYX;
 - a risk management approach;
 - the segregation of duties between ZYX and SIAMRUS.

Assessment criteria for the exercise

The candidate or group can:

- Plan and communicate the required activities
- Acquire all relevant information
- Clearly present the proposed plan and justify the choices made

Assignment 1 Checklist

The trainer can assess each candidate on each exam specification.

e-Competence	Syllabus topic area	The candidate can...	Observed? (Tick box if observed)
A3	1.1.2	differentiate SIAM governance roles.	<input type="checkbox"/>
A3	1.1.3	choose governance approaches for monitoring and measuring service performance.	<input type="checkbox"/>
A3, A4, E9	1.2.1	analyze existing services, service groupings, service providers and the marketplace.	<input type="checkbox"/>
A3, A4	1.2.2	explain how to assess current capability.	<input type="checkbox"/>
A3	1.2.3	classify the influences for deciding on the SIAM model and sourcing approach.	<input type="checkbox"/>
A3	1.3.1	interpret strategic drivers for SIAM.	<input type="checkbox"/>
A3	1.3.3	interpret the principles and policies for roles and responsibilities.	<input type="checkbox"/>
A2, A3, A4	1.3.4	select an appropriate SIAM strategy.	<input type="checkbox"/>
A3, A4	1.3.6	describe the content of the business case and the transition project for SIAM.	<input type="checkbox"/>

Assignment 2: Plan and Build

Background

The case study and case study analysis for ZYX Corporation.

Your role as the expert consultant to the CIO and project NEWGEN continues. The governance framework you proposed has been accepted.

The CIO has now asked you to work with SIAMRUS to develop a detailed SIAM model and propose a plan for implementation of the model.

Your assignment

This will require you to identify the key elements of the new SIAM model, select the most appropriate approach and ensure you can justify your choices.

This will be used as a basis of the communication to the governance structure. You should recommend the most appropriate approach to deliver this communication to the organization.

Recommended time

1 hour 30 minutes

Expected results

- The SIAM model including:
 - Service model and sourcing structure;
 - Identifying service providers, service boundaries, dependencies with other services, interactions with other services
 - SIAM structure;
 - Governance model;
 - Collaboration model;
 - Performance management and reporting approach.
- A suggested high-level implementation approach (for example *big bang, phased*)
- The Organizational change management considerations
 - These should be high level considerations at this stage, but they must be part of the implementation approach
- A communication plan for communicating the proposed plan to the entire organization

Assessment criteria for the exercise

The candidate or group can:

- Plan and communicate the required activities
- Acquire all relevant information
- Clearly present the proposed plan and justify the choices made

Assignment 2 Checklist

The trainer can assess each candidate on each exam specification.

e-Competence	Syllabus topic area	The candidate can...	Observed? (Tick box if observed)
A3, D8, E5	2.1.1	analyze organization specific service models and process models	<input type="checkbox"/>
A2, A3, D4, E5	2.1.2	select an appropriate sourcing approach and SIAM structure.	<input type="checkbox"/>
A2, A3, D8, E5	2.1.4	select a performance measurement and reporting framework.	<input type="checkbox"/>
A2, C3, D4, E5	2.1.5	select a collaboration model.	<input type="checkbox"/>
A3, E3, E7	2.2.1	describe the challenges for organizational change.	<input type="checkbox"/>

Assignment 3: Implement

Background

The case study and case study analysis for ZYX Corporation.

Your role as the expert consultant to the CIO and project NEWGEN continues. The SIAM model you proposed has been accepted.

The CIO now asks you to develop an implementation plan to implement the new operating model, based on the structures you have identified.

Your assignment

Identify the key elements that are required in the transition to the new SIAM model. Select the most appropriate approach and justify your choices.

You are required to present the key elements to the senior management teams and the governance boards from the high-level governance framework that has been agreed on during the Plan and Build stage.

Recommended time

1 hour 30 minutes

Expected results

- The implementation plan for ZYX. This should identify:
 - Implementation approach (for example *big bang, phased*)
- Transition to the SIAM model:
 - Identify the new service providers and service providers that will be removed;
 - Consideration for toolsets;
 - Roles in the transition.
- An organizational change management plan. This is critical to the success of the project and must be part of the implementation plan. Your plan must comment on:
 - Awareness;
 - Stakeholder communication;
 - Training;
 - Measurement of organizational change effectiveness.
- Communication recommendations (for example *presentations, team meetings, briefings*)

Assessment criteria for the exercise

The candidate or group can:

- Plan and communicate the required activities
- Acquire all relevant information
- Clearly present the proposed plan and justify the choices made

Assignment 3 Checklist

The trainer can assess each candidate on each exam specification.

e-Competence	Syllabus topic area	The candidate can...	Observed? (Tick box if observed)
A3, A4, D4, E3, E7, E9	3.1.1	choose between a big-bang approach and a phased approach, based on the benefits and risks of these approaches.	<input type="checkbox"/>
A3, D4, D8, E9	3.1.2	explain how to transition to the approved SIAM model.	<input type="checkbox"/>
E9	3.2.1	choose ways to influence morale and motivation.	<input type="checkbox"/>

Assignment 4: Run and Improve

Background

The case study and case study analysis for ZYX Corporation.

Your role as the expert consultant to the CIO and project NEWGEN continues. The SIAM implementation plan you proposed has been accepted.

Your assignment

The CIO asks you to explain the mechanisms that should be in place for the operational ecosystem. Your explanation must:

- identify the governance structure that will be in place after the transition;
- the (key) performance measures that are required to identify and implement improvements;
- and the operating management structure.

This explanation will be used as a communication to the ZYX Corporation, across the entire organization, to show the 'proposed new state' for the organization.

The CIO has also asked you to put together a communication plan for the organization, outlining the new SIAM structure. The CIO recognizes the potential sensitivity of the communication and potential redundancies for some areas. They request that you prepare a plan with the sensitivity and redundancies in mind, including a time frame for the communication.

Recommended time

1 hour 30 minutes

Expected results

- A new state governance structure
- A new state performance management and measurement proposal, including:
 - Expected reporting and how this can be used for improvement identification
- The communication plan of new state, including:
 - Timeline (for example *the executive communicated to first, with confidentiality, senior management is informed immediately prior to project kick off*)
 - Organizational change management
- Communication recommendations (for example *presentations, team meetings, briefings*)

Assessment criteria for the exercise

The candidate / group can:

- Plan and communicate the required activities
- Acquire all relevant information
- Clearly present the proposed plan and justify the choices

Assignment 4 Checklist

The trainer can assess each candidate on each exam specification.

e-Competence	Syllabus topic area	The candidate can...	Observed? (Tick box if observed)
C3	4.1.1	analyze structural elements at different levels.	<input type="checkbox"/>
C3, D8	4.1.2	select appropriate mechanisms to address issues and improve provider and integrator performance.	<input type="checkbox"/>
C3, D8, E3, E5	4.1.3	apply audit and compliance mechanisms.	<input type="checkbox"/>

Evaluation

The trainer can fill out the final evaluation below for each individual candidate. When a minimum of 13 out of 20 (65%) of the criteria have been observed, the candidate has successfully performed the practical assignments.

Please note that some of the exam specifications are assessed in more than one assignment. If the requirement has been observed in at least one of the assignments, the trainer may assess the exam specification as 'observed'.

e-Competence	Syllabus topic area	The candidate can...	Observed?
A3	1.1.2	differentiate SIAM governance roles.	<input type="checkbox"/>
A3	1.1.3	choose governance approaches for monitoring and measuring service performance.	<input type="checkbox"/>
A3, A4, E9	1.2.1	analyze existing services, service groupings, service providers and the marketplace.	<input type="checkbox"/>
A3, A4	1.2.2	explain how to assess current capability.	<input type="checkbox"/>
A3	1.2.3	classify the influences for deciding on the SIAM model and sourcing approach.	<input type="checkbox"/>
A3	1.3.1	interpret strategic drivers for SIAM.	<input type="checkbox"/>
A3	1.3.3	interpret the principles and policies for roles and responsibilities.	<input type="checkbox"/>
A2, A3, A4	1.3.4	select an appropriate SIAM strategy.	<input type="checkbox"/>
A3, A4	1.3.6	describe the content of the business case and the transition project for SIAM.	<input type="checkbox"/>
A3, D8, E5	2.1.1	analyze organization specific service models and process models.	<input type="checkbox"/>
A2, A3, D4, E5	2.1.2	select an appropriate sourcing approach and SIAM structure.	<input type="checkbox"/>
A2, A3, D8, E5	2.1.4	select a performance measurement and reporting framework.	<input type="checkbox"/>
A2, C3, D4, E5	2.1.5	select a collaboration model.	<input type="checkbox"/>
A3, E3, E7	2.2.1	describe the challenges for organizational change.	<input type="checkbox"/>
A3, A4, D4, E3, E7, E9	3.1.1	choose between a big-bang approach and a phased approach, based on the benefits and risks of these approaches.	<input type="checkbox"/>
A3, D4, D8, E9	3.1.2	explain how to transition to the approved SIAM model.	<input type="checkbox"/>
E9	3.2.1	choose ways to influence morale and motivation.	<input type="checkbox"/>
C3	4.1.1	analyze structural elements at different levels.	<input type="checkbox"/>
C3, D8	4.1.2	select appropriate mechanisms to address issues and improve provider and integrator performance.	<input type="checkbox"/>
C3, D8, E3, E5	4.1.3	apply audit and compliance mechanisms.	<input type="checkbox"/>
Total			...

Total number of specifications observed:	
Candidate passed / failed:	

e-CF competences for EXIN BCS SIAM™ Professional

You can find all of the e-Competence Framework competences related to the EXIN BCS SIAM™ Professional certification below. Also indicated is the level of the competence and whether the competence is covered entirely, partially or superficially. For more information about the e-CF, please visit www.ecompetences.eu or contact EXIN

competence is covered
 partial coverage
 superficial coverage

e-Competence Level		1	2	3	4	5
A.2.	Service Level Management					
A.3.	Business Plan Development					
A.4.	Product / Service Planning					
C.3.	Service Delivery					
D.4.	Purchasing					
D.8.	Contract Management					
E.3.	Risk Management					
E.5.	Process Improvement					
E.7.	Business Change Management					
E.9.	IS Governance					

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