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QUESTION 1

What is a characteristic of the layers in a SIAM ecosystem?

- A. The service integrator is independent from the retained capabilities, even if it is internally sourced.
- B. The service integrator layer cannot be provided by the customer organization.
- C. The service providers cannot be part of the customer organization.
- D. The service provider layer is where end-to-end service governance, assurance and coordination is performed.

Correct Answer: A

QUESTION 2

The development of an integrated process model is a critical part in the success of a SIAM implementation. What approach should a service provider take when developing their process model for the SIAM implementation?

- A. adapt and augment their own processes
- B. use existing processes
- C. use the customer organization's processes
- D. use the service integrator's processes

Correct Answer: A

QUESTION 3

When an incident occurs, what approach should a service provider adopt in order to overcome the challenges of cross-functional teams?

- A. argue first, fix later
- B. fix first, argue later
- C. Ishikawa approach
- D. Root-cause analysis

Correct Answer: B

QUESTION 4

A service provider wants to deploy a change that will affect the end-to-end service. Who is responsible for confirming that the change has been evaluated for risk?

- A. change management forum
- B. integrated change advisory board
- C. service owner
- D. service provider

Correct Answer: B

QUESTION 5

How can ISO/IEC 20000 best be used during the execution of a SIAM roadmap?

- A. as the SIAM model
- B. as the standard for prospective service providers
- C. as means creating a collaborative culture for SIAM ecosystems

Correct Answer: C

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