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QUESTION 1

What is an activity of the Discovery and Strategy Stage of the SIAM roadmap?

A. appoint the service integrator

B. produce the outline business case

C. ongoing organizational change management

D. operate governance structures

Correct Answer: B

QUESTION 2

What is an objective of the Discovery and Strategy stage of the SIAM roadmap?

A. appoint the service integrator and provider

B. establish a governance framework

C. manage day to day service delivery D. manage processes, teams, and tools

Correct Answer: B

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

What is one of the activities of the Plan and Build Stage of the SIAM roadmap?

A. design the detailed SIAM model

B. ongoing organizational change management

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C. produce the outline business case

D. transition to the approved SIAM model

Correct Answer: A

QUESTION 5

In the SIAM structure that uses a lead supplier as the service integrator, who has the contractual relationship with the external service providers?

A. customer organization

B. lead supplier

C. prime vendor

D. service integrator

Correct Answer: A

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