Project & Contract Management

Service Integration and Management (SIAM)) Foundation

Course Introduction

The Service Integration and Management (SIAM) Foundation course is a comprehensive **5**-day program designed to provide participants with a foundational understanding of SIAM principles, practices, and their application within organizations.

Target Audience

1. Service Managers
2. IT Service Management (ITSM) Professionals
3. Project Managers
4. Service Integration Managers
5. Service Delivery Managers
6. IT Operations Managers
7. Service Owners
8. Business Analysts
9. Change Managers
10. Transition Managers
11. Solution Architects
12. IT Consultants
13. Vendor Managers
14. IT Support Managers
15. Process Managers

Learning Objectives

- Understand the core concepts and processes of Service Integration and Management.

- Support a SIAM implementation by recognizing key concerns for essential processes.
- Identify the benefits, challenges, and risks associated with implementing a SIAM ecosystem.
- Recognize the key steps in the SIAM implementation roadmap to effectively plan its deployment.
- Understand SIAM roles and responsibilities within an organization.
- Select appropriate SIAM practices based on the organization's environment and maturity.

Course Outline

- **Day 01**

  Introduction to Service Integration and Management

  Overview of Service Integration and Management (SIAM)

  - Purpose and value of a SIAM approach
  - Business drivers for SIAM
  - SIAM layers and structures

  SIAM Implementation Roadmap

  - Key stages in SIAM implementation
  - Objectives, triggers, inputs, activities, and outputs of each stage
- **Day 02**

  SIAM Roles, Responsibilities, and Practices

  - SIAM Roles and Responsibilities
  - Explanation of SIAM roles and responsibilities
  - SIAM structural elements

  Service Integration and Management Practices

  - Managing cross-functional teams
  - Integrating processes across service providers
- **Day 03**

Service Integration and Management Practices

- Managing cross-functional teams
- Integrating processes across service providers
- Enabling and reporting on end-to-end services
- Creating a tooling strategy

- **Day 04**

Processes, Challenges, and Exam Preparation

Processes to Support SIAM

- Processes in a SIAM environment
- Assessing challenges and risks
- Challenges, associated risks, and potential mitigations

- **Day 05**

Integration with Other Service Management Practices

- Contribution of other frameworks and standards in a SIAM ecosystem

Exam Preparation

- Sample exam questions
- Final exam on the last afternoon of the training

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 27, 2025	May 1, 2025	5 days	4250.00 $	KSA - Riyadh
May 5, 2025	May 9, 2025	5 days	4250.00 $	UAE - Dubai
July 13, 2025	July 17, 2025	5 days	2150.00 $	Virtual - Online
Aug. 18, 2025	Aug. 22, 2025	5 days	4250.00 $	UAE - Abu Dhabi
Dec. 8, 2025	Dec. 12, 2025	5 days	5950.00 $	USA - Texas