



Project & Contract Management

Service Integration and Management (SIAM) Practitioner

Course Introduction

This course is an intensive **5-day program** designed to provide participants with a comprehensive understanding of SIAM principles and practices, enabling them to effectively manage and integrate multiple service providers within an organization.

Target Audience

1. Service Integration Managers
2. Service Delivery Managers
3. IT Service Management (ITSM) Professionals
4. Service Owners
5. IT Operations Managers
6. Vendor Managers
7. Change Managers
8. Solution Architects
9. IT Consultants
10. Project Managers

Learning Objectives

- Understand the core concepts and principles of Service Integration and Management.
- Design and implement a SIAM model tailored to their organization's needs.
- Manage and coordinate multiple service providers to ensure seamless service delivery.
- Apply best practices for governance, risk management, and compliance within a SIAM ecosystem.
- Utilize tools and techniques for effective service integration and management.

- Evaluate and improve the performance of the SIAM ecosystem continuously.

Course Outline

• Day 01

Introduction to Service Integration and Management

Overview of Service Integration and Management (SIAM)

- Definition and purpose of SIAM
- Business drivers for adopting SIAM
- Benefits and challenges of implementing SIAM

SIAM Framework and Structure

- Key components of the SIAM framework
- SIAM models and structures
- Roles and responsibilities within a SIAM ecosystem

• Day 02

Designing a SIAM Model

Developing a SIAM Strategy

- Assessing organizational readiness for SIAM
- Defining objectives and outcomes
- Creating a SIAM roadmap

Designing the SIAM Ecosystem

- Selecting appropriate SIAM models
- Defining governance structures
- Establishing service integration processes

• Day 03

Implementing SIAM

Planning the Implementation

- Developing an implementation plan
- Managing change and communication

- Training and preparing the organization

Executing the Implementation

- Coordinating with service providers
- Monitoring and controlling the implementation process
- Addressing challenges and risks during implementation

• Day 04

Operating and Managing SIAM

Service Delivery Management

- Managing service levels and performance
- Handling incidents and problems
- Ensuring compliance and quality

Continuous Improvement

- Implementing continual service improvement (CSI)
- Utilizing metrics and KPIs for performance evaluation

Driving innovation within the SIAM ecosystem

• Day 05

Advanced Topics and Exam Preparation

Advanced SIAM Practices

- Managing complex service integrations
- Leveraging automation and tools in SIAM
- Addressing emerging trends and challenges in SIAM

Exam Preparation

- Reviewing key concepts and practices
- Practicing with sample exam questions
- Final exam on the last afternoon of the training

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 28, 2025	May 2, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
July 27, 2025	July 31, 2025	5 days	4250.00 \$	KSA - Riyadh
Oct. 27, 2025	Oct. 31, 2025	5 days	5950.00 \$	USA - Texas
Dec. 7, 2025	Dec. 11, 2025	5 days	2150.00 \$	Virtual - Online