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KILL EXAMS

PASS

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SIAMF

BCS Service Integration and Management Foundation

QUESTION: 34
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

Answer: C

QUESTION: 35
What is a mitigation for the risk of ineffective data segregation?

A. designing and implementing end-to-end security management
B. documenting the expected benefits
C. implementing clear policies for data, tooling and processes
D. regularly reviewing reports to confirm they are still fit for purpose

Answer: A

QUESTION: 36
In which SIAM roadmap stage are roles and responsibilities allocated?

A. Discovery and Strategy
B. Implement
C. Plan and Build
D. Run and Improve

Answer: B

QUESTION: 37
What is the focus of the customer organization layer?

A. delivery
B. integration
C. operation
D. strategy

Answer: D

QUESTION: 38
The service desk for a particular SIAM ecosystem is provided by an internal service provider. Who is responsible for managing the performance of the service desk against their service targets?

A. customer organization
B. internal service provider
C. retained capabilities
D. service integrator

Answer: D

QUESTION: 39
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

Answer: B

Which process manages escalations regarding the performance of a service provider?

A. business relationship management
B. incident management
C. service level management
D. supplier management

Answer: D

SAMPLE QUESTIONS

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