SIAM Quiz questions

Note, this is NOT a sample exam

These quiz questions are cited from the ITSM Zone SIAM Foundation course material

1 - SIAM driver groups

- Which of the SIAM driver groups includes delivery silos?
  a) Service satisfaction drivers
  b) Operational efficiencies
  c) External drivers
  d) Commercial drivers

2 - Terminology

- What term is used to refer to IT services commissioned by business departments, without the knowledge of the IT department?
  a) Multi-sourcing
  b) Business case
  c) Operational efficiencies
  d) Shadow IT

3 - Data dictionary

- Which of these options would be part of an organisation's data dictionary?
    a) Management report formats
    b) Job descriptions
    c) Organisation chart
    d) Contracts

4 - Contract

- Which organisation owns the contractual relationships with service providers in a SIAM model?
  - Customer organisation
  - Service Integrator
  - It depends on the model
  - Retained capabilities

5 - Retained capabilities

- The customer organization's retained capabilities are sometimes referred to as the intelligent client function
  a) True
  b) False

6 - Service Integrator accountability

- The service integrator is accountable for 'end to end service .... , management, integration, assurance and coordination'.

  a) Governance
  b) Reporting
  c) Control
  d) Security

7 - Service Integrator role

- Which of these options is NOT a Service Integrator role?
    a) Provides the customer with a single point of accountability
    b) Drives collaboration and improvement across service providers
    c) Deliveres and operationally manages services to the customer
    d) Reinforces roles and responsibilities for all service providers

8 - Operational governance

- Which SIAM layer is responsible for operational governance of service providers?
  a) The customer organisation
  b) The service integrator
  c) Each service provider is responsible for their own governance
  d) Retained capabilities

9 - SIAM application

- SIAM only applies to IT services and cannot be used for business services
  a) True
  b) False

10 - Retained capabilities

- The customer and the service integrator are separate organizations, with the service integrator providing governance and coordination of the internal and external service providers. The service integrator doesn't deliver any services to the customer. Which type of SIAM structure is this?

    a) Internally sourced
    b) Externally sourced
    c) Hybrid
    d) Lead supplier

11 - Structure

- If the customer wants to put the service integrator in place very quickly and already has some service integrator capabilities, which structure is it most likely to choose?

    a) Internally sourced
    b) Externally sourced
    c) Hybrid
    d) Lead supplier

12 - Structure

- Which SIAM structure can be established as either a temporary or a permanent arrangement?
  a) Internally sourced
  b) Externally sourced
  c) Hybrid
  d) Lead supplier

13 - Structure risk

- If the roles and responsibilities are not carefully mapped, this structure can lead to confusion, duplication and tasks being missed. Which structure doe sthis risk mainly apply to?
  a) Internally sourced
  b) Externally sourced
  c) Hybrid
  d) Lead supplier

14 - Contracts

- In a lead supplier structure, the customer has a contract with one service provider who then sub-contracts to multiple service providers.
  a) True
  b) False

15 - SIAM roadmap

- Which of these options is NOT one of the SIAM roadmap stages?
  a) Discovery and Strategy
  b) Plan and build
  c) Implement
  d) Operate

16 - SIAM roadmap

- The SIAM roadmap is sequential and activities must be carried out on order with no repetition
  a) True
  b) False

17 - Stage

- What does the end of stage checkpoint include?

  a) The stage outputs

  b) Selection of the service integrator

  c) Service reporting

  d) Selection of the service providers

18 - Discovery and Strategy Stage

- During the Discovery and Strategy stage, the customer organization will decide what it is prepared to source from external organizations.

  a) True

  b) False

19 - Discovery and Strategy Stage

- Which of these options is an input to the Discovery and Strategy stage?
  a) Business requirements and constraints
  b) The service integrator's pricing strategy
  c) Retained capabilities
  d) SIAM structures

20 - Plan and build Stage

- Which of these options is NOT an objective of the Plan and build stage?

  a) Appoint the service integrator and service providers

  b) Obtain full approval of the SIAM model

  c) Commence organizational change management

  d) Create the outline business case

21 - Choosing service providers

- What does the customer organization use to gather information about the capabilities of a number of service providers, so they can be compared and a shortlist compiled?

  a) Request for information
  b) Request for proposal
  c) Invitation to tender
  d) Business case

22 - SIAM adoptation

- Adopting to SIAM will only affect the IT department.
  a) True
  b) False

23 - Implement Stage

- Which of these options is NOT one of the Implement roadmap stage activities?
    a) Selecting the implementation approach
    b) Appointing the service integrator
    c) Ongoing organizational change management
    d) Transition to the approved SIAM model

24 - Implement Stage

- The Implement stage will only affect an organization's processes
  a) True
  b) False

25 - Implement Stage

- Which of these options would describe a big bang implementation
    a) One service at a time
    b) One service provider at a atime
    c) One process at a time
    d) All services and processes at the same time

26 - Implement Stage

- Service providers will be given access to shared toolsets during the Implement stage
  a) True
  b) False

27 - Run and Improve Stage

- Which of these options is an objective of the Run and improve roadmap stage?

    a) Select the service integrator

    b) Begin organizational change management

    c) Create outlne business case

    d) Manage the SIAM model

28 - Run and Improve Stage

- Run and Improve may be triggered incrementally due to the customer organization's selected approach for SIAM.
  - a) True
  - b) False

29 - Structural element

- Which of these options is NOT a SIAM structural element?
  a) Governance board
  b) Process forum
  c) Operations meeting
  d) Working group

30 - SIAM roadmap

- Which of these options is the second stage of the SIAM roadmap?
  a) Discovery and Strategy
  b) Run and improve
  c) Plan and build
  d) Implement

31 - Terminology

- What is defined as 'the position or purpose that someone or something has in a situation, organization, society or relationship?

  a) Responsibility
  b) Accountability
  c) Role
  d) Job description

32 - Activity related to roles

- Which activity related to roles and responsibilities takes place in the Discovery and Strategy roadmap stage?
  a) Allocation of roles
  b) Design
  c) Monitoring and improvement
  d) Definition of principles and policies

33 - Multiple roles

- One person can perform multiple roles within a SIAM model
  a) True
  b) False

34 - Customer's organisation - role

- What are the missing words from this definition of the role of the customer organization?
  ' The customer's role within the SIAM ecosystem is that of the .... It also includes the retained capabilities that carry out corporate governance of the SIAM ecosystem.'

    a) Commissioning organization
    b) Controlling organization
    c) Service Integrator
    d) Contract manager

35 - Service integrator - roles

- Which of these options is NOT part of the role of the service integrator?
  - a) Develop and own the IT strategy
  - b) End to end service reporting
  - c) Service governance
  - d) Continual service improvement

36 - Project management

- What is defined as a method of project management that is characterized by the division of tasks onto short phases of work and frequent reassessment and adaptation of plans)
    a) Agile service management
    b) Agile project management
    c) Waterfall project management
    d) SIAM

37 - Process forum

- What is the missing word from this definition of the process forum?
  A process forum is 'aligned to specific processes or practices. Its members work together on ...... , development, innovations and improvements. Forums will convene regularly, for as long as the SIAM model is in place.'
    a) Proactive
    b) Reactive
    c) Approved
    d) Structured

38 - Working groups

- Working groups are normally convened n a regular, scheduled basis. For example, the working group might meet nece a fortnight.
  a) True
  b) False

39 - Customer organization - roles

- Which role is usually part of the customer organization?
    a) Service owner
    b) Service manager
    c) Process owner
    d) Process manager

40 - Customer organization - role

- The customer organization can provide the service desk in a SIAM model.

  a) True

  b) False

41 - Practice

- Which of these options is NOT an example of a people practice?
  a) Managing conflict
  b) Measuring services end to end
  c) Creating shared goals
  d) Managing cross-functional teams

42 - Governance board

- A governance board is an example of a cross-functional team in a SIAM model.

    a) True
    b) False

43 - Cross-functional team

- What could the service integrator consider implementing to help pass information between members of a cross-functional team?
    a) Collaboration tools
    b) Better objectives
    c) Reluctance to share knowledge
    d) Reporting frameworks

44 - Measurements, reporting

- Which type of reporting is descriptive, subjective and often relates to the perception of a service?
  a) Quantitative
  b) End to end
  c) Dashboards
  d) Qualitative

45 - Tool selection

- It is best for the customer to mandate which tool is used in a SIAM model.
    a) True
    b) False

46 - Tooling strategy

- What should be implemented as part of a SIAM tooling strategy to make it easy to add new service providers into a shared toolset?
  a) Industry standard integration
  b) Better contracts
  c) A strong service integrator
  d) Training

47 - SIAM consideration

- Which of these is NOT a SIAM consideration applicable to all processes?
  - a) Complexity
  - b) Incident status definitions
  - c) Ownership
  - d) Toolset considerations

48 - SIAM consideration

- Security considerations need to be addressed during which roadmap stage?
    a) Discovery and strategy
    b) Plan and build
    c) Implement
    d) Run and improve

49 - Roles

- Which role is accountable for the performance of a process?
  - a) Service integrator
  - b) Process manager
  - c) Process owner
  - d) Customer organisation

50 - Process

- What is the missing word from this definition of a process:
  A process is a documented, …. approach to carrying out a series of tasks or activities

  a) Repeatable
  b) Agreed
  c) Implemented
  d) Reviewed

51 - Process

- Which role is accountable for end to end process design?
    a) Service owner
    b) Service manager
    c) Process owner
    d) Process manager

52 - Process

- SIAM is a type of process
  a) True
  b) False

53 - Process

- Each SIAM model contains the same, standard set of processes to support the SIAM objectives
  a) True
  b) False

54 - Process

- Which SIAM layer is accountable for ensuring they comply with the end to end process requirements?
    a) Customer organization
    b) Service integrator
    c) Retained capabilities
    d) Service provider(s)

55 - Process

- Which SIAM layer will facilititate end to end process improvement?
    a) Customer organization
    b) Service integrator
    c) Retained capabilities
    d) Service provider(s)

56 - Process

- Which process is involved with monitoring technology components, systems and services and taking action where appropriate?
    a) Event management
    b) Change management
    c) Project management
    d) Service Protfolio management

57 - Process

- Which process is normally carried out by the service integrator on behalf of the customer, and needs to be defined separately from contract and service level management?
    a) Event management
    b) Configuration management
    c) Project management
    d) Supplier management

58 - Process

- Which process is responsible building and maintaining strong relationship between service pårviders and the consumers of their services?
    a) Service protfolio management
    b) Business relationship management
    c) Service Level management
    d) Contract management

59 - Process

- Accounting for the fact that there is no contractual relationship between the service ntegrator and the service providers is a SIAM consideration for which process?

  a) Business relationship management
  b) Problem management
  c) Project management
  d) Financial management

60 - Process

- During which roadmap stage will existing processes be adapted to work across multiple service providers?
    a) Discovery and strategy
    b) Plan and build
    c) Implement
    d) Run and improve

61 - Challenge

- Which SIAM challange can result in 'man-marking'?

    a) Building a business case
    b) Level of control and ownership
    c) Measuring success
    d) Security

62 - Challenge

- The service provider is the main role affected by the inability to build a strong business case
  a) True
  b) False

63 - Challenge

- Adopting SIAM changes the role of the service integrator and requires it to take a more strategic role
  a) True
  b) False

64 - Challenge

- Which of these options is NOT a challenge normally associated with legacy contracts?
    a) They expire before the SIAM model is in place
    b) They are too flexible
    c) They are not fit for purpose for the new SIAM model
    d) They don't mandate a collaborative approach

65 - Risk

- Which risk can lead to a lack of clarity about which service provider is delivering which element of a service?

  a) Unfair contracts
  b) Lack of Service integrator empowerment
  c) Poorly defined service boundaries
  d) Too much delegation

66 - Challenge / Risk

- It is never acceptable for a service provider to impose their own standard contract as part of a SIAM model

    a) True

    b) False

67 - Risk

- Which of these is NOT one of the risks associated with mesuring success?
  a) Identifying information assets and having procedures to protect them
  b) No effective reporting framework
  c) Measurements don't support the business case for SIAM
  d) Not measureing the right things

68 - Risk

- Cultural issues will start to manifest in which roadmap stage?
  a) Discovery and strategy
  b) Plan and build
  c) Implement
  d) Run and improve

69 - Terminology

- What is defined as a high level agreement that explains how all parties in the SIAM ecosystem will work together?

  a) Code of conduct

  b) Reporting framework

  c) Operational level agreement

  d) Collaboration agreement

70 - Terminology

- A code of conduct isn't normally a contractual document.
  a) True
  b) False

71 - Terminology

- Which tool will include required behaviours and mechanisms to support collaboration?
    a) Code of conduct
    b) Reporting framework
    c) Operational level agreement
    d) Collaboration agreement

72 - ITSM

- What is the missing word from this definition of IT Service Management?
  ITSM includes all the ……. a service provider uses to implement and manage IT services, including people, processes and technology.
    a) Assets
    b) Capabilities
    c) Skills
    d) Knowledge

73 - ITSM

- Most organizations that adopt SIAM will have some ITSM processes already in place
  - a) True
  - b) False

74 - Practices

- What practices can be applied to SIAM environment to reduce waste and increase value?
  a) Lean
  b) IT Service Management
  c) COBIT
  d) ADKAR

75 - Practices

- Which standard, framework or practice is described as a philosophy?
  a) Lean
  b) IT Service Management
  c) DevOps
  d) COBIT

76 - Practices

- Which of these options is NOT of DevOps practices?
    a) Ownership and accountability
    b) Culture and sharing
    c) Automation
    d) Service lifecycle

77 - Practices

- Agile focuses on delivering change in small increments.

  a) True

  b) False

78 - Practices

- Applying agile in a SIAM environment can improve the flow of work through and across the SIAM layers.

  a) True

  b) False