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## Question: 1

What is the challenge of a legacy contract not being fit for purpose?

- A. aligning contractual requirements with the new SIAM model
- B. balancing the level of control against expected benefits
- C. the customer does not get what they expect
- D. understanding the expected benefits and costs

**Answer: A**

## Question: 2

What is an activity of the Run and Improve stage of the SIAM roadmap?

- A. approve the full business case
- B. introduce service providers
- C. operate governance structures
- D. understand the marketplace

**Answer: C**

## Question: 3

What is a disadvantage of the hybrid service integrator structure?

- A. The customer can inadvertently develop a long term dependency on the service integration partner.
- B. The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.
- C. The high level of dependency on the service integrator adds risks to continuity.
- D. The service integrator might be perceived to be biased, even if this is not the case.

**Answer: C**

## Question: 4

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

- A. complete the design of the SIAM model
- B. establish the SIAM transition project

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- C. put in place and in use the new SIAM model
  - D. obtain full approval of the SIAM model

**Answer: B**

### Question: 5

What is a benefit of adopting SIAM for an organization?

- A. SIAM enables effective contracts between the service integrator and the service providers.
- B. SIAM makes service providers accountable for the end-to-end delivery of services.
- C. SIAM provides a single point of control for the integrated delivery of services.
- D. SIAM provides service providers with a tool to support their internal processes.

**Answer: C**