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EXIN BCS Service Integration and Management

Exin SIAMF

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QUESTION NO: 1

What generally results from a lack of trust between the customer organization and the service integrator?

- A. customer organization access to data may be reduced
- B. duplication of roles and activities and micro-management
- C. reduction in the successful deployment of service patches and releases
- D. SIAM transition measures of success are not understood

ANSWER: B

QUESTION NO: 2

Which process records and manages service issues that are interrupting the availability of a service?

- A. change management
- B. incident management
- C. problem management
- D. request fulfillment

ANSWER: B

QUESTION NO: 3

What driver is related to service satisfaction?

- A. a corporate governance requirement, for instance a new act
- B. prevention of duplication of resources and activities across multiple service providers
- C. the reduction of Shadow IT
- D. the pace with which changes are made to meet business requirements

ANSWER: D

QUESTION NO: 4

Which practice provides a way to structure data and information from service measurement, to support the practice for enabling and reporting on end-to-end services?

- A. apply agile thinking
- B. create a reporting framework
- C. use qualitative and quantitative measures

ANSWER: B

QUESTION NO: 5

During what stage of the SIAM roadmap should the customer organization first consider how it will balance the level of control it wants to have or delegate to the service integrator?

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

ANSWER: A