TATA CONSULTANCY SERVICES
Experience certainty.

Service Integration & Management Workshop
itSMF Norway

Andrea Kis – Martin Goble

2015

The SIAM Paradigm

- End to End (e2e) visibility of services

- Strong governance of IT

- Support for major business transformations

- Service flexibility

- Plug and play sourcing

- Free the retained organisation from fire fighting

- Avoid the service being red whilst the reports say green

"One version of the truth and one throat to choke"

Improve Governance and Control	Drive Efficiency and Effectiveness
Business Outcomes	
Maximise Value from Vendors	Ensure Predictability

TATA CONSULTANCY SERVICES
Experience certainty.

Service Integration – An Introduction

Service Integration is the
co-ordination of people, processes, tools & technology, data and governance
across multiple suppliers,
to ensure effective and efficient operations
of the end-to-end service delivery to the business user
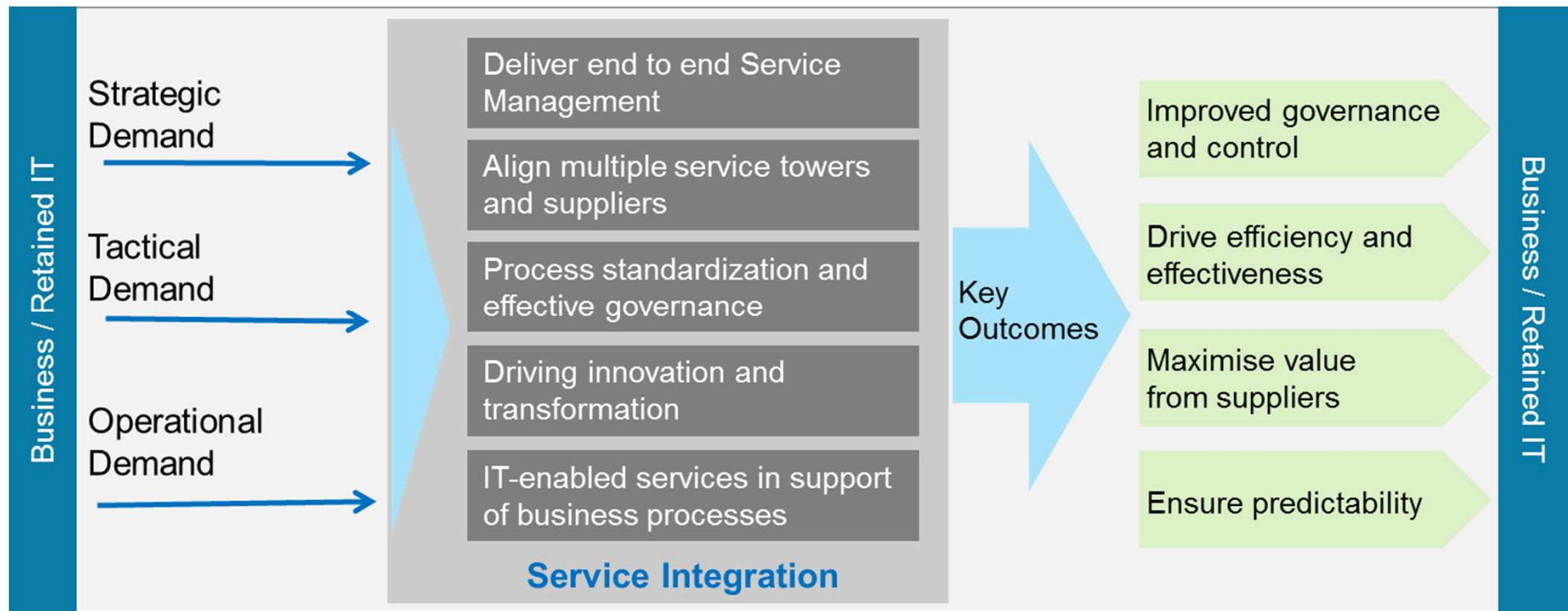
What is SIAM?

Service Integration is the co-ordination of people, processes, tools & technology, data and governance across multiple suppliers, to ensure effective and efficient operations of the end-to-end service delivery to the business user.

With the words of James Finister, SIAM is: "One version of the truth and one throat to choke"

TATA CONSULTANCY SERVICES
Experience certainty.

Workshop Description

One Day Workshop

Includes: Instructions, Presentation, Breakfast, lunch and breaks, takeaway material.

Presenters – Andrea Kis, Martin Goble (SIAM Consultants)

In this workshop participants will learn about SIAM (Service Integration and Management), where they will be introduced to the concept, value of SIAM, the tiered models and framework. They will also learn about practical implementation of SIAM using real life examples.

Participants will leave this workshop with the information, templates and understanding required to comfortably work in a SIAM driven environment, project or Service Management initiative.