

DUMPS ARENA

EXIN BCS Service Integration and Management

Exin SIAMF

Version Demo

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QUESTION NO: 1

Which processes are strongly related to event management?

- A. business relationship management, change and release management, and incident management
- B. monitoring and measuring, incident management, and availability management
- C. portfolio management, business relationship management, and problem management
- D. problem management, change and release management, and monitoring and measuring

ANSWER: B**QUESTION NO: 2**

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 NO: 3**

Which set of common process considerations includes understanding how compliance and assurance will be managed?

- A. complexity
- B. data and information
- C. ownership of the end-to-end process
- D. toolset

ANSWER: B

QUESTION NO: 4

In which stage of the SIAM roadmap should an organization start to create their business case for SIAM?

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

ANSWER: A**QUESTION NO: 5**

What is an example of an end-to-end service measurement?

- A. average availability of an application
- B. average call pickup time at the service desk (in seconds)
- C. percentage of service downtime related to failed changes
- D. percentage of SLA targets met by one of the external service providers

ANSWER: C