Service Integration and Management (SIAM) Consulting and Training Services

G-CLOUD 12

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SYAMIC

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Service Overview

When asked: "What are the strategic drivers for organisations to move towards a SIAM operating model?", A Global SIAM Survey for 2019 reported that 29% of organisations wanted to have better performance from existing suppliers, while 24% responded that moving internally hosted services to a range of external suppliers was their primary strategic driver.

At Syamic, we also see the adoption of cloud solutions growing rapidly as well as organisations choosing to move from a single to a multiple supplier sourcing model. This trend will likely increase as companies continue to move towards "best-of-breed" multi-sourcing, especially within the public sector.

In our opinion, a successful SIAM implementation requires a Target Operating Model (TOM) and a "one way" of working across all IT services and suppliers. This is essential to enable the multi-sourcing environment needed to span all services end-to-end, to create accountability across multiple suppliers and to enable cross-supplier collaboration.

Some organisations may be facing another type of compelling event: for example, a change to a contract for an existing supplier, the end of a large, single supplier outsourcing contract, or a major reorganisation to the business. Whatever the need, the end goals are to establish:

- A strong and unified SIAM governance framework
- The provision of consistent process design, implementation and operating model
- End to end reporting of all services and effective performance measurement
- Service improvement and innovation opportunities
- Cross-supplier collaboration.

Service Description

Syamic offers Service Integration and Management (SIAM) consulting expertise and experience to deliver innovative solutions on time, every time. Having achieved EXIN BCS SIAM™ Professional certification, all our consultants are ideally placed to help organisations to assess the value of SIAM to their own particular set of requirements.

As trusted and independent advisors, Syamic provides the following for our customers:

- Support the development of the SIAM Business Case to help answer the question: what is your compelling event?
- Design of a SIAM governance framework
- Design of the Target Operating Model most appropriate to the organisation's culture and requirements
- Identify, design and implement service management processes based upon SIAM principles of cross-supplier delivery and collaboration
- Identifying changes required within the organisational design to embed new ways of working
- Support the development of SIAM specific contract requirements.

Current State Capability Assessment

We provide a detailed analysis of an organisation's current 'As-Is state', from which we develop a complete overview of an organisation's capabilities. These are then mapped to the ambition to realise a successful SIAM implementation or optimisation of the organisation's current operating model. We focus on skills, processes and tools and highlight opportunities for tactical quick wins and long-term strategic goals to achieve better collaboration across the service provider landscape.

Our Capability Assessment Service includes:

- Understanding current capability and maturity to manage a multi-source SIAM environment
- Understanding the current governance framework
- Confirmation of the desired 'To-Be' future state and target levels of maturity
- Identifying gaps in people, processes, technology and supplier capability
- Helping to develop the SIAM roadmap to fill gaps in services, capability and sourcing approach
- Making recommendations on the balance between short-term priorities with long-term investments.

SIAM Design and Build Service

Our Design and Build Service includes:

- Outlining the strategic objectives for SIAM
- Designing the TOM which best meets the business requirements for the organisation
- Designing the TOM to deliver the SIAM model
- Developing a strong governance framework including Terms of Reference and clarity of roles, purpose and responsibilities between customer, service integrator and suppliers
- Ensuring that cross-supplier collaboration is embedded and supported by effective governance
- Mapping end-to-end service performance management and reporting for all services
- Initiating a comprehensive familiarisation, induction and training program involving the organisation, retained IT, service integrator and suppliers to ensure a clear understanding of SIAM and how it will be adopted within the organisation
- Embedding continual improvement across services and suppliers, with measurable improvement targets whilst, in parallel, actively pursuing service innovation
- Clearly articulated supplier contractual requirements, Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) to drive collaborative behaviours required within a multi-sourced supplier environment.

Training Services

Syamic provides SIAM training programs, both online and in a classroom setting, from raising SIAM awareness to SIAM™ Foundation and SIAM™ Professional courses and examinations. As EXIN accredited SIAM Professionals, we offer real life examples to enhance the learning experience.

Syamic offers the following SIAM training courses:

SIAM Awareness

This is typically a one to two hour SIAM overview session, designed to give attendees a high-level overview of what SIAM is and to help them to understand the key SIAM principles.

This can be particularly useful where senior stakeholders within an organisation are being asked to support or approve a move towards a SIAM model but don't have any previous experience. It can also help to communicate change across an organisation, as part of a SIAM implementation programme, to support any organisational changes which are being proposed.

The primary objective of this course is to raise awareness and to support communication and is not an externally accredited or examinable course. It can therefore be adapted and fine-tuned to support an organisation's specific requirements, for target audience, scope and messaging as applicable.

SIAM™ Foundation Training – eLearning

Syamic is able to provide the SIAM™ Foundation Course via our online training portal.

This fully accredited SIAM Foundation course provides an introduction to service integration and management, including its history, business drivers, roles, challenges and the processes that support SIAM models.

Course Overview:

- Get SIAM Foundation qualified at your own pace!
- 30 or 60 days online access
- SIAM Foundation study guides and more...
- Tutor support
- 24/7 helpdesk
- Training + Virtual Mentor session included.

Once candidates have completed the training, they can gain a globally recognised certification with the SIAM Foundation Exam. The exam is online and web-proctored, so that it can be taken at any time and at any place. Similar to the classroom, paper-based exam, the online exam is 60 minutes long, is closed book, multiple choice and has a 65% (26/40) pass mark. There is however the option for extra time to be made available for non-native English speakers.

SIAM™ Foundation Training – Classroom

Syamic is also able to deliver this course as a 3-day classroom session, as we are accredited and associated trainers with a number of Approved Training Organisations (ATOs). This course can also be delivered on the customer's site which has the added advantage of getting a group of people trained whilst minimising the amount of time that they are away from the business.

This course consists of the following modules:

- Introduction to Service Integration and Management (SIAM™)
- Service Integration and Management Implementation Roadmap
- Service Integration and Management roles and responsibilities
- Service Integration and Management practices
- Processes to support Service Integration and Management
- Service Integration and Management challenges and risks
- Service Integration and Management and other practices.

The exam is a 60 minute, 40 question, multiple choice closed book exam with a pass mark of 65% (26 out of 40). The exam is normally taken on the afternoon of day 3 of the course and is also available as an online, remotely proctored, alternative.

SIAM™ Professional Training

The SIAM Professional training course is aimed at those already working within a SIAM environment or are looking to consider implementing SIAM across their organisation. This course builds upon the SIAM Foundation course, which is strongly recommended as a prerequisite but not compulsory.

Syamic is also able to deliver this course as a 3-day classroom session as we are accredited and associated trainers with a number of Approved Training Organisations (ATOs).

This course includes an in-depth look into the 4 stages of the SIAM roadmap, including SIAM practices across the stages. The 4 stages are:

- The Discovery and Strategy stage
- The Plan and Build stage
- The Implement stage
- The Run and Improve stage.

The exam is a 90 minutes, closed book, exam based upon a supplied case study. It consists of 40 multiple choice questions with a pass mark of 65% (26/40). The exam is normally taken on the afternoon of day 3 of the course and is also available as an online, remotely proctored, alternative.

Additional Training Services

In addition to SIAM training, Syamic is able to provide additional eLearning packages, including:

- ITIL 4 Foundation
- COBIT 5 Foundation
- VeriSM Foundation, Essentials and Plus.

Protection of Data

These service offerings are based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

On-boarding and Off-boarding Processes/Scope

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Skills and Knowledge Transfer

Syamic recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. We are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach has been used repeatedly to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The approach can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

Vendor Accreditations/Awards

Our consultants are EXIN BCS SIAM™ accredited Professionals and are active in the development of SIAM global best practice, in collaboration with other organisations and special interest groups.

Syamic were contributing authors to both editions of the SIAM™ Professional Body of Knowledge.

Syamic is an Accredited Training Provider (ATP) working with Approved Training Organisations (ATOs).

Sub-contractors

Syamic may use associate consultants, as applicable from time to time, to deliver this service.

Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

Pricing

The services are priced in accordance with the SFIA Rate Card. Projects can be priced either on a Time & Materials or Fixed Price basis.

The pricing for training courses, where delivered in partnership with an ATO, will be subject to the ATO's prevailing rate and may vary from time to time.

G-Cloud12 Rate Card

Please see Syamic's separately published rate card. The rates are exclusive of VAT at the prevailing rate.

Standards for Consultancy Day Rate Cards:

- Consultant's working day – 8 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays
- Office Hours – 08:00 to 17:00
- Travel, mileage subsistence – Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- Mileage – As for travel, mileage subsistence
- Professional Indemnity Insurance – included within the day rate.

Commercial

Charges and Payment

- The Customer shall pay the Charges to Syamic in accordance with the detail set out in the relevant Service Specification. All payments shall be made in pounds sterling (GBP)
- Unless expressly stated otherwise, all Charges are exclusive of VAT and the Customer must pay Syamic an additional amount equal to such tax
- With respect to the calculations for the Charges for the Service(s) and the VAT amounts, any fractional amounts less than one penny shall be rounded down
- Syamic will invoice the Customer for the Charges as stated in the Service Specification and the Customer must pay all invoices within thirty (30) days of the date of the invoice
- If the payment date falls on a non-business day for financial institutions, the payment date shall be moved forward to the preceding business day
- If the Customer neglects to discharge financial liabilities arising from the Agreement (including payment of the Charges and any debts due and payable), the Customer shall pay Syamic interest on any amount due from the due date of payment until the date of actual payment at the rate of 4% per annum above Barclays Bank plc sterling base rate. Interest is to be calculated on a daily basis
- Syamic may vary the Charges in the manner provided for in the Service Specification.

Termination

Customer Termination

Where the Customer wishes to terminate the agreement in whole or in part they will provide the Supplier with the notice and the Supplier will advise the termination fee payable (if any). The Notice Period for termination will be as prescribed in the call-off contract.

Supplier Termination

Where the Supplier wishes to terminate the agreement, they will provide written notice of such to the Customer in accordance with any timescales which are set out in the Call-off or, where no such timescales exist, with 30 days' notice.

Minimum and Maximum Terms

A full range of minimum and maximum terms are available and will be agreed prior to contract signature.

Customer Responsibilities

The Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.

Service Constraints

There are no service constraints for this service. Exact requirements and customer outcomes will be agreed during a discovery phase.

Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

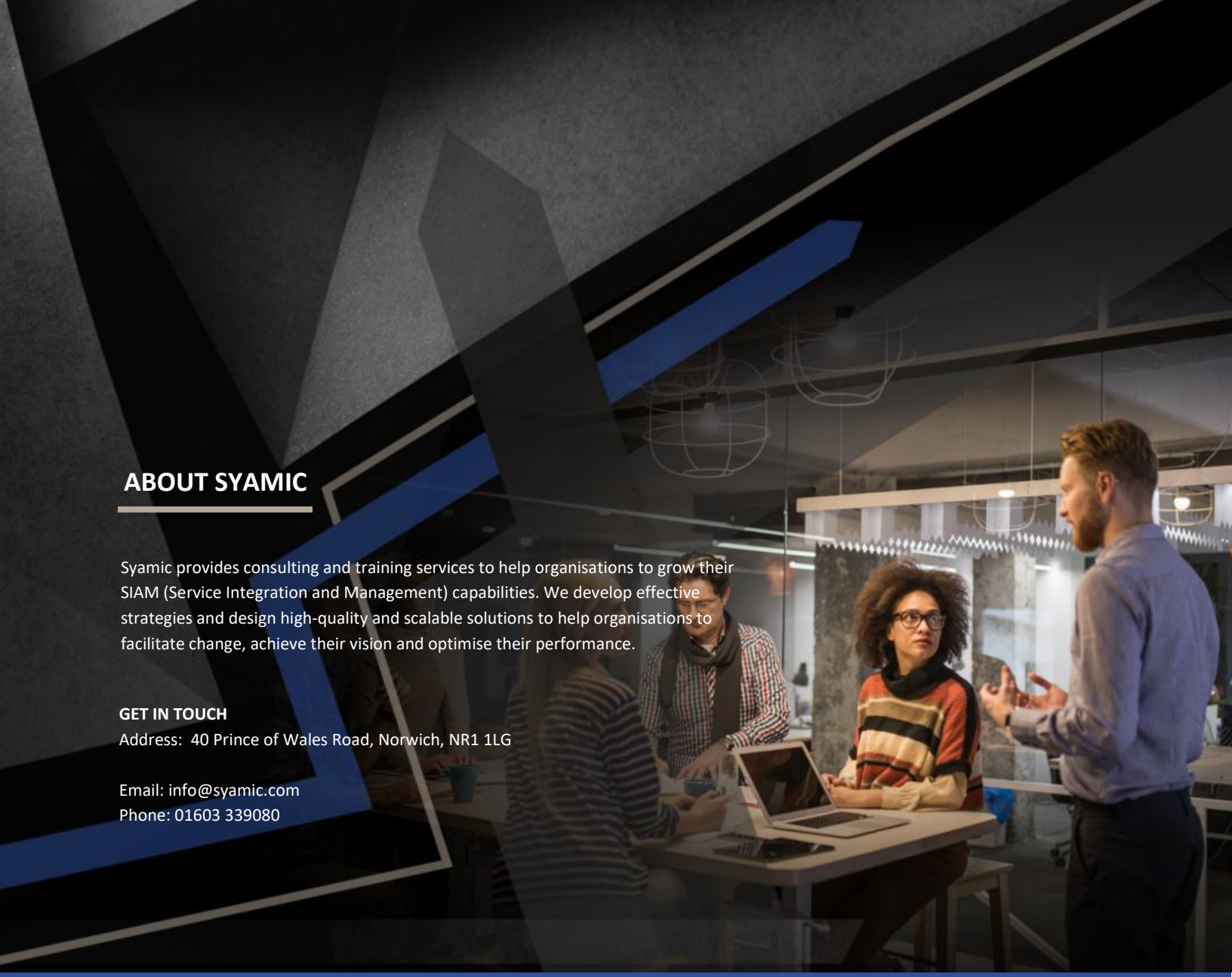
Service Exclusions

There are no service exclusions for this service. Exact requirements and customer outcomes will be agreed during a discovery phase.

Further Information

For more information about this or any of our services, please contact us.

Phone: 01603 339 080
Email: info@syamic.com



ABOUT SYAMIC

Syamic provides consulting and training services to help organisations to grow their SIAM (Service Integration and Management) capabilities. We develop effective strategies and design high-quality and scalable solutions to help organisations to facilitate change, achieve their vision and optimise their performance.

GET IN TOUCH
Address: 40 Prince of Wales Road, Norwich, NR1 1LG

Email: info@syamic.com
Phone: 01603 339080

SYAMIC

bcs Accredited Training Organisation

EXIN

HM Government G-Cloud Supplier

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