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The increasing complexity of the IT value chain and the rise of multi-vendor supplier ecosystems has led to the rise of Service Integration and Management (SIAM) as a new approach. Service Integration is the set of principles and practices, which facilitate the collaborative working relationships between service providers required to maximize the benefit of multi-sourcing.

SIAM is a way of managing multiple suppliers of business and IT services, and integrating them to provide a single business-facing IT organization. The aim is to seamlessly integrate interdependent services from various internal and external service providers into "end-to-end services" that meet business requirements.

SIAM is an opportunity to realise improvements in efficiency and quality, as well as offering practical options on the co-ordination of complex IT supply chains and interlinked systems. Simply replacing what an organisation already does or has is not the answer and will not achieve success or tangible improvements.

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Process: The SIAM function must combine the practices of traditional ITIL-based service lifecycle processes and modern service management and operations. The principle is "modern where possible, traditional where needed". Tools: In an agile and competitive market, the architecture, management, and integration of your tools is important.

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an analysis of the current state of SIAM practices in Finland and as a conclusion of the findings, a set of recommended practices for applying the concept into business environments. 3 The outcome of this thesis includes a current state analysis scoping the challenge areas in adapting SIAM, and an addressing set of good practices in applying ...

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Service Integration and Management (SIAM) is the set of principles and practices, which facilitate that collaborative working relationship between organizations and their Service Providers required to maximize the benefit of multi-sourcing. Service Integration governs and manages the linkage of services, the technology of which they are comprised and the delivery organizations and processes used to operate them, into an operating model.

SIAM is an adaptation of ITIL that focuses on managing the delivery of services provided by multiple suppliers. SIAM is not a process. SIAM is a service capability and set of practices in a model and approach that build on, elaborate, and complement every part of the ITIL practices.

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