

SERVICE INTEGRATION AND MANAGEMENT ADVISORY

LARGE NATIONAL ORGANISATION

Service Integration and Management (SIAM) is a framework adapted and adopted widely by national and government institutions. It is designed to help with the practice and management of multiple products and services, delivered by a complex supplier landscape.

For example, a user of an organisation that has adopted SIAM, may request a service through their internal system. Once approved, the service will be fulfilled by one or more suppliers. SIAM as a framework helps organisations to reduce complexity and present the best available options to the user.

WORKING TOGETHER

I worked closely with the development team of a software company, a large national organisation, as well as other thought leaders in the industry to deliver a customisable solution that is fit for purpose.



Figure 1: Dr Tuuli Bell (second left) discussing Service Integration and Management with Simone Jo Moore (far left), Kirstie Magowan (second right) and James Finister (far right). Image is reproduced from <https://www.youtube.com/watch?v=YisEuVJfrNU>.

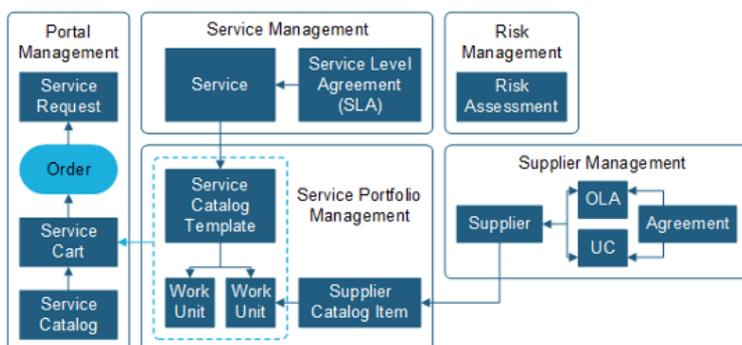


Figure 2: reproduced from https://help.cherwell.com/bundle/csm_essentials_10_help_only/page/content/essentials/the_relationship_between_csm_and_siame.html