

How do you build an effective SIAM solution?

The concept of Service Integration & Management (SIAM) was conceived a few years ago, and since this time, organisations have attempted to bring these concepts to life within their own IT organisations. However, there are few SIAM programmes which are held up as shining examples of success for others to follow. Why is this?

Well, many SIAM programmes fail to deliver upon their expected outcomes. The word “expected” is vital here. Expectation can be set in terms of hardware key performance indicators (KPIs), such as save x% of the existing sourcing spend, or improve reliability or performance by y%. It can also manifest itself in terms of intangible benefits, such as how it feels to work in the transformed organisation, how much easier it is to deal with suppliers, and the perception of the business with regards to the quality of service delivered by the IT department.

Simply, many programmes either don’t document the expected outcomes, can’t measure them, or just don’t define them. SIAM programmes consume lots of resources, are seldom measured, and often result in the delivery of an IT Operating Model which isn’t significantly different to what is there today.

At Syniad IT, we often encounter in-flight programmes which would appear to be destined for failure; or at least not deemed to be a success. This is normally due to a combination of factors such as:

- The lack of defined programme objectives
- The lack of buy-in from all stakeholders, (the business, IT and its suppliers, as well as business partner groups such as finance, procurement and supplier management)
- Poorly structured programme teams
- Lack of effective programme governance
- A lack of common understanding of basic SIAM principles

Additionally, some programmes make it to “go-live” and are disbanded, only for the business-as-usual teams to pick up the pieces, and assemble the jigsaw pieces left behind by the programme team. Like the parents of children of Christmas morning, there is huge pressure to “make it work!”.

With these scenarios in mind, we have recently launched our SIAM Healthcheck Workshop.

Who is it aimed at?

The workshop is aimed at organisations who are planning, implementing or operating in a SIAM model. In fact, it doesn’t matter what stage you’re at, our workshop can help set direction, assess approach or define the improvement agenda.

What will I get out of it?

Its aim is to:

- Give IT leadership, SIAM programmes and SIAM operational teams a common understanding of basic SIAM principles
- Describe the various SIAM operating models, their benefits and drawbacks
- Give advice to organisations on the most appropriate SIAM operating model
- Consider the critical aspects of any SIAM programme, such as
 - Programme objectives
 - Programme measures
 - Programme governance
 - Programme structure
- Discuss the streams of a programme which are critical:
 - Process model design
 - Organisation design
 - Governance
 - Tooling strategy
- Impart knowledge, generate debate and help drive consensus
- Undertake ongoing assessment throughout the day of the organisation's alignment with the SIAM principles discussed
- Set a strategic direction
- Define an improvement plan

It is of equal benefit to those who are about to embark on a SIAM programme, those involved in a SIAM programme today, and operating within a SIAM model.

Delivery is typically through an onsite workshop. Click here for more information

<https://www.syniaditsolutions.co.uk/siam-workshop/>