



SERVICE INTEGRATION AND MANAGEMENT (SIAM) DESIGN WORKSHOP

Service Definition
Document

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CREATING A SUCCESSFUL SIAM SOLUTION

The idea of Service Integration & Management (SIAM) was developed several years ago, and ever since then, companies have been striving to implement these principles within their IT departments. Nonetheless, only a handful of SIAM initiatives have truly excelled and become benchmarks for others. What could be the reason behind this?

Numerous SIAM programmes fall short of achieving their anticipated results. The term "expected" holds significant importance in this context. Expectations can be defined in relation to tangible factors like hardware key performance indicators (KPIs), such as achieving a certain percentage of savings in sourcing expenses or enhancing reliability and performance by a specific measure. Additionally, expectations can also encompass intangible benefits, such as the overall experience of working in the transformed organisation, the ease of dealing with suppliers, and the perception of the business regarding the quality of service provided by the IT department.

Many programmes fail to document anticipated outcomes, lack the ability to measure them, or simply neglect to establish clear definitions. SIAM programmes require substantial resources, are rarely evaluated, and frequently lead to the implementation of an IT Operating Model that closely resembles the current state.

COMMON CLIENT CHALLENGES

At Harrison, we frequently come across in-flight programmes that seem to be headed towards failure, or at the very least, not considered successful. This is typically a result of various factors, including:

Insufficiently defined programme objectives.

Inadequately organised programme teams.

Ineffective programme governance.

Limited comprehension of fundamental SIAM principles among stakeholders.

Insufficient support from all stakeholders, including the business, IT, suppliers, and business partner groups like finance, procurement, and supplier management.

Furthermore, certain programmes reach the stage of "go-live" and are subsequently dissolved, leaving the business-as-usual teams to handle the aftermath and piece together the remnants left by the programme team. Similar to parents on Christmas morning, there is immense pressure to ensure everything functions smoothly.

Considering these situations, we have recently introduced our SIAM Healthcheck Workshop.

The workshop targets organisations looking to adopt, execute, or function within a SIAM framework. Regardless of your current stage, our workshop is designed to provide guidance, evaluate strategies, and outline areas for enhancement.

SERVICE BENEFITS

Our service aims to:

-  Provide a shared understanding of fundamental SIAM principles to IT leadership, SIAM programmes, and SIAM operational teams.
-  Explain the different SIAM operating models, including their advantages and disadvantages.
-  Offer guidance to organisations on selecting the most suitable SIAM operating model.
-  Address key aspects of any SIAM programme, such as programme objectives, measures, governance, and structure.
-  Explore the critical streams of a programme, including process model design, organisation design, governance, and tooling strategy.
-  Share knowledge, facilitate discussions, and promote consensus-building.
-  Conduct continuous assessments to ensure the organisation's alignment with discussed SIAM principles.
-  Establish a strategic direction and define an improvement plan.

The advantages of a SIAM programme are equally valuable for individuals preparing to start one, those currently participating in a SIAM programme, and those working within a SIAM framework.

WHY HARRSION?



IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.





CONTACT US

Please send your requirements to info@harrisonjamesit.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work



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