



YEAR ONE ROUNDUP



July 5, 2024 marks the anniversary of our very own 5th Community

***re-live the launch - [webinar 1](#) and [webinar 2](#).**



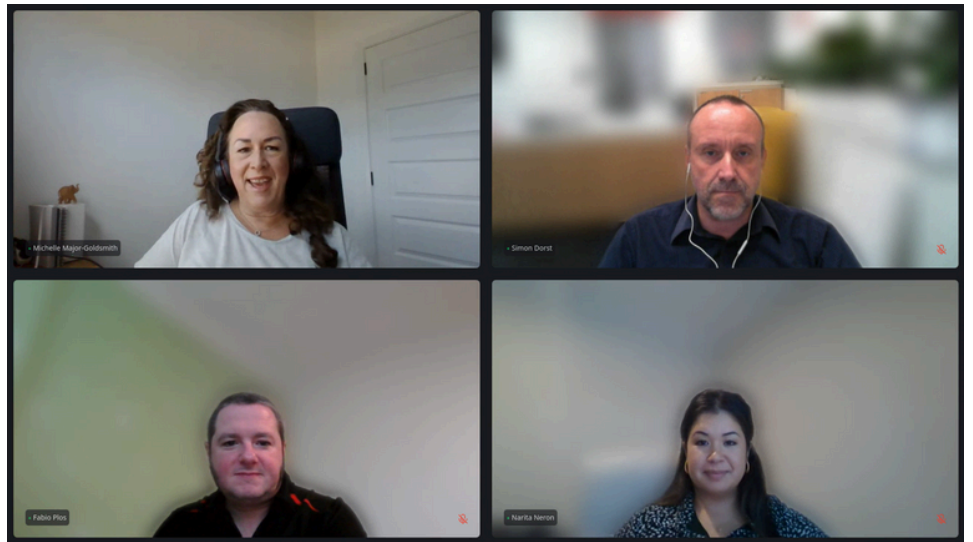
The Evolution of Service Integration and Management : A 5-year Global Survey Review - the launch of our highly anticipated whitepaper summarizing the five years of the [Global SIAM Survey](#).



August 2023 saw the launch of the SIAM+ series, which looks at the intersection between SIAM and other ways of working and emerging technologies. SIAM+ takes you on a journey of discovery, connecting the dots between SIAM and various other disciplines. Watch all of our SIAM+ events in the [Past Events](#) community space.



October 2023 saw the launch of our first community working group. Led by community champion Steve Morgan, the working group focused on selling SIAM at the strategic level, leading to the creation of the [SIAM Pitch Materials](#).



November marked the launch of the [2023 Global SIAM Survey Whitepaper](#). This paper presents the results from the sixth annual SIAM survey, including responses from more than two hundred people in 33 countries and reflecting the global nature of the SIAM community. We would like to thank everyone who responded to the survey for their input, and for helping us to build a picture of SIAM maturity and adoption. Access [2024 Global SIAM Survey here](#).



Our community meets in person as well as online. November 2023 was also the date for Service North, the Global SIAM Conference which took place in Manchester, UK. With more than 100 participants from across Europe in person and many more around the world on the live stream, the conference was a huge success.



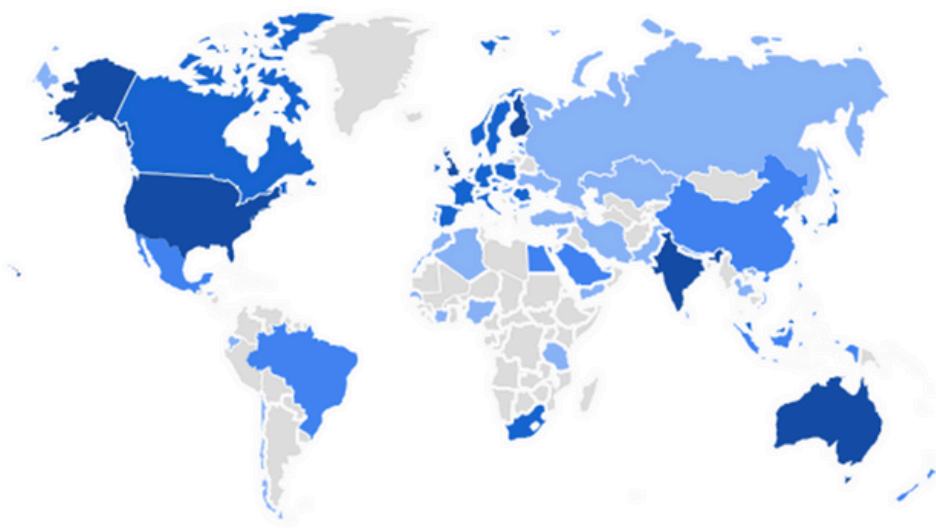
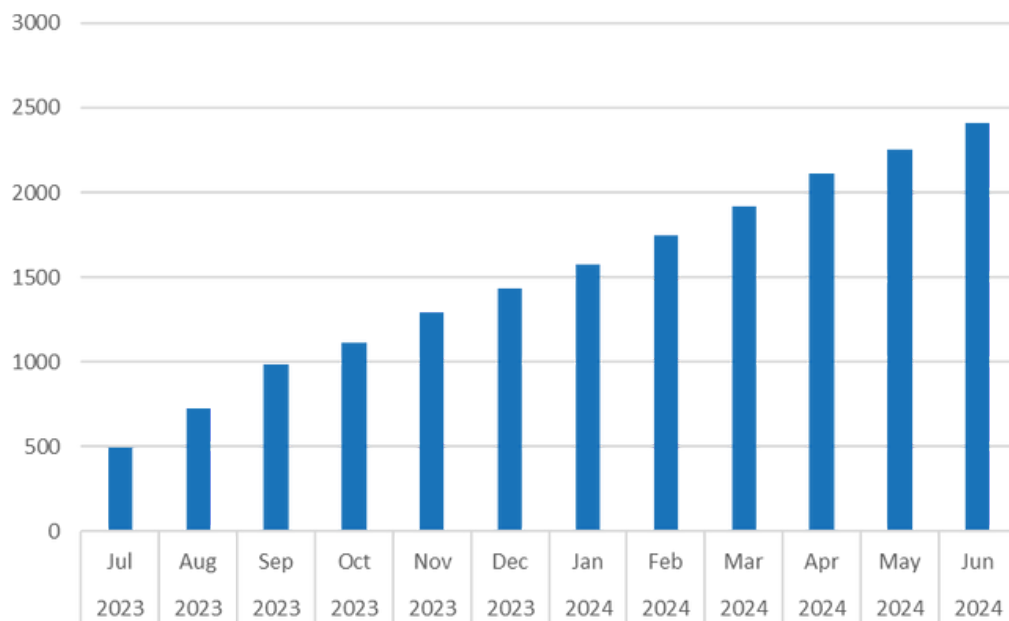
November 2023 also marked the inaugural meeting of the SIAM Leadership Council. Council attendance is by invitation only, and our attendees represent SIAM thought leaders from around the world, including our community partners. The Council's goal is to identify priorities for the SIAM community and support the ongoing growth and evolution of SIAM. Read the meeting report [here](#) and read the second meeting report [here](#).



SIAM Socials are a great opportunity to connect with fellow members of the community, ask any SIAM-related questions you may have, and share your ideas! Look out for our next socials [here](#).

Community engagement throughout the year

Number of Community Members



78 countries to date



Our second community working group is in progress now, focused on measuring the service integrator. Led by Simon Dorst and Michelle Major-Goldsmith, the group hope to present their findings at the 2024 Service North conference as well as sharing them via the online community. Learn more [here](#).



June 2024 was all about SIAM+ AI, with events, presentations, and discussions from our community members. We explored how organizations are using AI in their SIAM models, showcasing its potential and sharing real use cases. You can find all the presentations in our [Past Events](#) community space.

Let's hear from our community members

"The development of the Scopism SIAM community has been an important step forward in the evolution of SIAM. We can now firmly say that SIAM has matured into a crucial part of the Service Management domain, with its own global community, an independent and professional certification scheme, and a place in the ISO/IEC 20000 international standard.

We at EXIN are happy to be a part of this thriving international community and we look forward to what comes next for SIAM!" **Suzanne Galletly**, educational partner EXIN



"The SIAM Community has proved to be a great place for SIAM practitioners from all over the world to get together, collaborate, educate, debate and create, thus growing advancing our understanding of SIAM, its application within organisations and ongoing evolution amongst other global developments." **Simon Dorst** - Community Champion



Let's hear from our community members

"The community is a place where SIAM practitioners can come to share ideas and learn. The group is so diverse it is always a source of different viewpoints and ideas. It's great that the community is there for anything, however trivial it might be. And when we get a question we can't answer, we can always bring out the Big Guns – the Working Group! We've had huge success using this a means of answering those challenging questions collectively, notably on our SIAM Pitch Deck work, and now on the question of how to measure a SIAM provider.

The community goes from strength to strength, and I'm pleased that I get as much out of it as I put in." **Steve Morgan - Community Champion**

"As we celebrate the one-year anniversary of the Scopism SIAM Community, I'm grateful for the way this group has elevated our knowledge and collaboration in the SIAM field. It's amazing to see so many professionals coming together to share best practices and support each other's journeys.

A huge thank you to our Community Manager, Steph Ward, for her passion and creativity in fostering such a vibrant and supportive space.

Here's to another year of growth and success together!" **Michelle Major-Goldsmith - Community Champion**



“ Acknowledgements ”

“As we mark the first anniversary of the Scopism SIAM Community, we want to take a moment to express our heartfelt gratitude to everyone who has been a part of this incredible journey.

To Our Partners for their support and collaboration which has been instrumental in shaping the success of our community.

To Our Members for their enthusiasm and active participation which has been the heartbeat of our community.

To Everyone Involved - from our dedicated volunteers to the speakers who have shared their knowledge and the supporters who have cheered us on.

Here's to continuing our collaboration, sharing knowledge, and fostering a supportive and innovative SIAM community.

Thank you for being a part of our story”. **Stephanie Ward - Community Manager**

