

# Product Specification:

## YaSM® Process Map and

### YaSM® - ISO 20000 Bridge for Microsoft Visio®

Category	Properties
Languages	English or German
YaSM® coverage	Complete coverage of the YaSM processes: <ul style="list-style-type: none"> <li>— Service lifecycle processes</li> <li>— Supporting service management processes.</li> </ul>
ISO 20000 coverage	ISO/IEC 20000:2018 Part 1: Service Management System Requirements
Application/ environment	<ul style="list-style-type: none"> <li>— Microsoft Visio® version 2016 or higher (a Microsoft Visio® license is not included)</li> <li>— Microsoft Word™ and Excel® version 2007 or higher (Microsoft Word™ and Excel® licenses are not included)</li> <li>— Operating system: Microsoft Windows®.</li> </ul>
Product components	
Components of the YaSM® Process Map	
Visio® diagrams	<p>The Visio® diagrams are delivered as a set of fully customizable files in VSDX format:</p> <ul style="list-style-type: none"> <li>— Front page (portal diagram)</li> <li>— Top-level diagram (a high-level view of the YaSM processes)</li> <li>— 17 overview diagrams for each service lifecycle and supporting process, plus 2 additional overview diagrams for the incident and problem resolution processes</li> <li>— 102 detailed flowchart diagrams in BPMN (Business Process Modeling Notation) format for all YaSM sub-processes with <ul style="list-style-type: none"> <li>— A complete view of all process inputs and outputs</li> <li>— Detailed activity sequences</li> <li>— Responsibilities for the activities, indicated by YaSM roles</li> <li>— Linked checklists/ document templates</li> <li>— Linked YaSM object lifecycle diagrams</li> <li>— A description of the process objectives.</li> </ul> </li> </ul>

Category	Properties
Visio® diagrams (cont.)	<ul style="list-style-type: none"> <li>– Hierarchical YaSM process structure with all processes and sub-processes</li> <li>– Overview of YaSM data objects</li> <li>– YaSM data object model</li> <li>– 77 lifecycle models for the YaSM data objects.</li> </ul>
RACI matrix	<ul style="list-style-type: none"> <li>– Complete RACI Matrix in XLSX format, illustrating the participation of the YaSM roles in the YaSM processes.</li> </ul>
Checklists/ document templates	<ul style="list-style-type: none"> <li>– 95 checklists as Microsoft Word™ documents (in DOCX format), describing the YaSM documents and records in detail.</li> </ul>
Accompanying documentation	<p>If not stated otherwise, the following documents are included in PDF format:</p> <ul style="list-style-type: none"> <li>– Introduction to YaSM and the YaSM® Process Map</li> <li>– User manual</li> <li>– YaSM implementation guide</li> <li>– YaSM quick references: <ul style="list-style-type: none"> <li>– YaSM process descriptions</li> <li>– YaSM glossary</li> <li>– Table of process inputs and outputs (in XLSX format)</li> <li>– YaSM role descriptions</li> <li>– YaSM process metrics.</li> </ul> </li> <li>– YaSM and other service management frameworks and standards: <ul style="list-style-type: none"> <li>– YaSM and ITIL®</li> <li>– YaSM and ISO 20000</li> </ul> </li> </ul>
Visio® stencil	<ul style="list-style-type: none"> <li>– Special Visio® stencil for the YaSM® Process Map (VSS file).</li> </ul>
Repository	<ul style="list-style-type: none"> <li>– Microsoft Excel® (XLSX) repository, containing the attributes of all YaSM processes, data objects and roles (to be used in combination with the Visio® repository add-in).</li> </ul>
Repository add-in	<ul style="list-style-type: none"> <li>– Setup files for the repository add-in (a Visio® add-in).</li> </ul>
<b>Components of the YaSM® - ISO 20000 Bridge</b> <i>(available as an addition to the YaSM® Process Map)</i>	
Visio® diagrams	<ul style="list-style-type: none"> <li>– Front page (portal diagram)</li> <li>– 21 diagrams delivered as a fully customizable VSDX file, relating the requirements as per ISO/IEC 20000:2018, Part 1 with the YaSM processes and documents.</li> </ul>
ISO 20000 documentation	<ul style="list-style-type: none"> <li>– Introduction to ISO 20000 and the YaSM® - ISO 20000 Bridge (PDF)</li> <li>– Table of requirements of ISO 20000:2018, Part 1 (XLSX)</li> </ul>

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Services	
Maintenance and support	<p>Maintenance and support is provided over the internet and by telephone for an initial period of 12 months; thereafter, clients may renew maintenance and support on an annual basis.</p> <p>Maintenance and support services include (for details, see the License Conditions for the YaSM® Process Map):</p> <ul style="list-style-type: none"> <li>— Product updates: New product versions will be made available free of charge.</li> <li>— Technical support: Clients are entitled to up to one day of technical support.</li> <li>— Queries on YaSM: Clients may submit questions about YaSM in general through the YaSM web site or by email. Those questions will be answered in writing within one business day.</li> </ul>
Additional information	
License model	<p>Licenses to use the products are granted on a per-site basis, where a site is defined as a single company location or a cluster of adjacent company locations within one geographic region of a country. Each such site shall be entitled to use the product without limitation of time, number of users and number of copies (see the License Conditions for the YaSM® Process Map).</p>
Trade marks	<ul style="list-style-type: none"> <li>— YaSM® is a registered trade mark of IT Process Maps GbR.</li> <li>— ITIL® is a registered trademark of AXELOS Limited.</li> <li>— Microsoft®, Visio®, Excel® and Word™ are registered trademarks of Microsoft Corp.</li> </ul>