YaSM® Process Map

The YaSM® Process Map
for the ARIS Process Platform™

Examples and overview of contents

Contents

For more information on the YaSM® Process Map please visit yasm.com.

The YaSM® Process Map: Process diagrams in three levels of detail

The core of the YaSM® Process Map is a set of process diagrams in three levels of detail

- Level 1: The top-level diagram presents an overview of the YaSM processes.

- Level 2: 19 overview diagrams show for each YaSM main process how it is related to the other main processes and what sub-processes it contains.

- Level 3: 102 input/output diagrams and BPMN diagrams provide detailed views of the process activities and the process interfaces.

- Links (in ARIS referred to as "assign-ments") make it easy to navigate in the process model: Going down to a more detailed view or moving up to a higher-level diagram takes only a mouse-click.

The following pages contain vector graphics – zoom in to see the process models in detail.
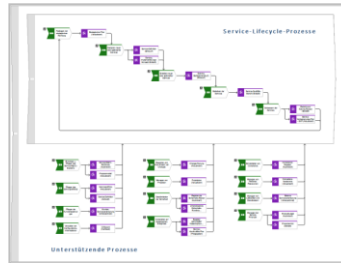
Level 1:

Overview of YaSM service management processes
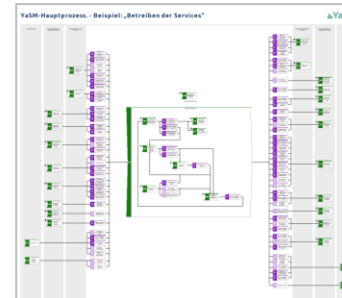
Level 2:

19 YaSM main processes

Level 3:

102 YaSM sub-processes
(input/output diagrams and BPMN diagrams)

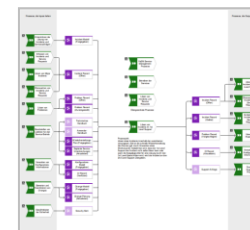# Detail level 1: YaSM service management processes

Overview: YaSM service management processes

YaSM service lifecycle processes

Set the strategic direction → Strategic plan (updated)

Design new or changed services → Service definition (drafted) / Service implmnt. blueprint (completed)

Build new or changed services → Service operation manual (drafted)

Operate the services → Service quality report (completed)

Improve the services → Service review report (completed) / Service improvement plan - SIP (updated)

Supporting YaSM processes

Set up and maintain the service management... → Service management policies (authorized) / Process model (updated)

Maintain the service portfolio → Service portfolio (updated) / Service definition (activated)

Manage customer relationships → Customer service agreement (signed)

Manage configuration information → CI record (verified)

Assess and coordinate changes → Change schedule (updated)

Manage projects → Project plan (updated)

Ensure security → Register of security risks (authorized) / Underpinning security policy (authorized)

Ensure continuity → Register of managed critical events (authorized) / Service continuity plan (released)

Ensure compliance → Compliance register (authorized)

Manage human resources → Skills inventory (updated)

Manage suppliers → External service agreement (signed)

Manage service financials → Financial budget (authorized) / Financial report (completed)

YaSM top-level-diagram

Top-level overview of the YaSM service management processes.

Overview: Operate the services

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YaSM main processes

There are 19 process models of this type on detail level 2.

Resolve incidents in 1st Level Support - EO
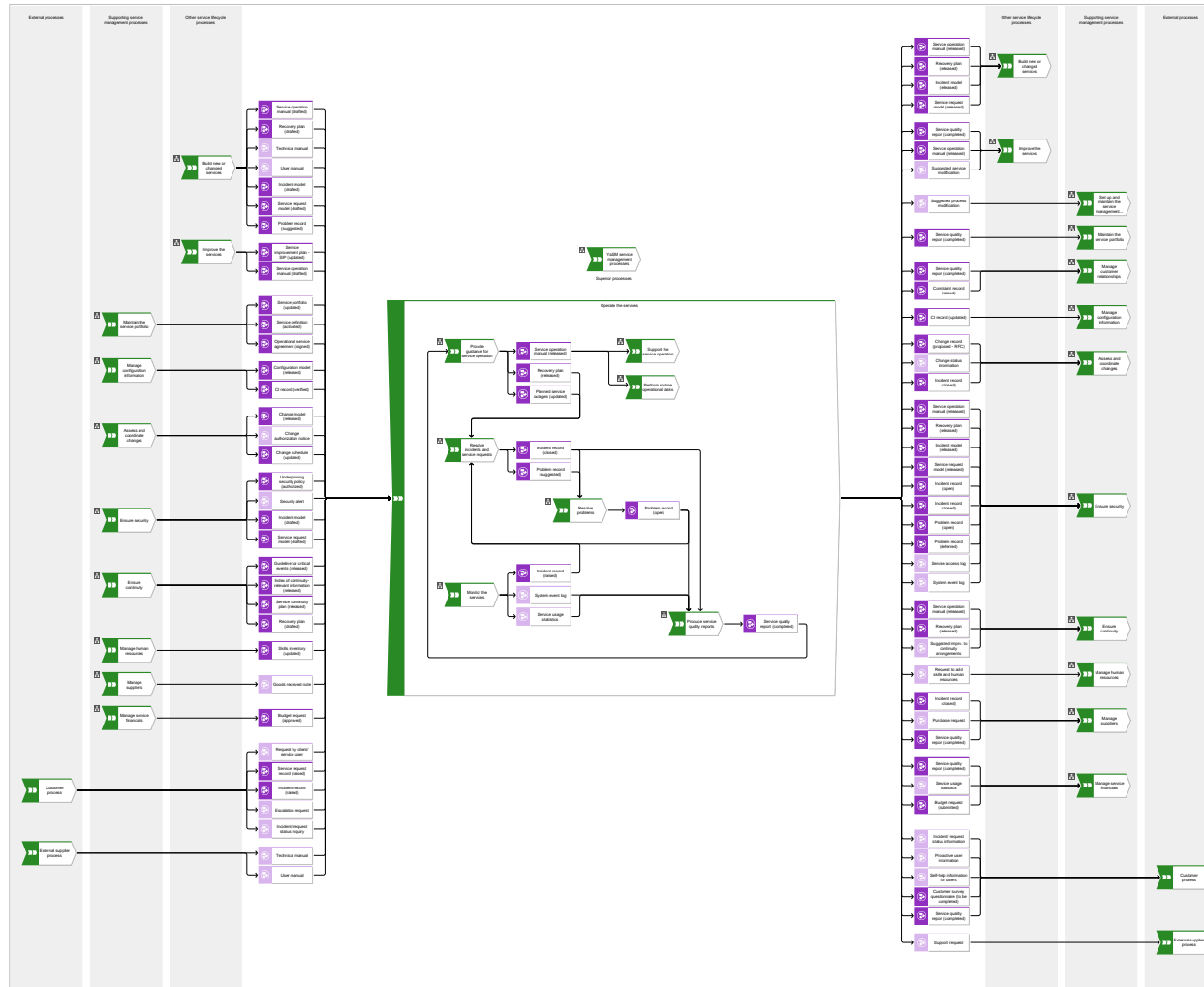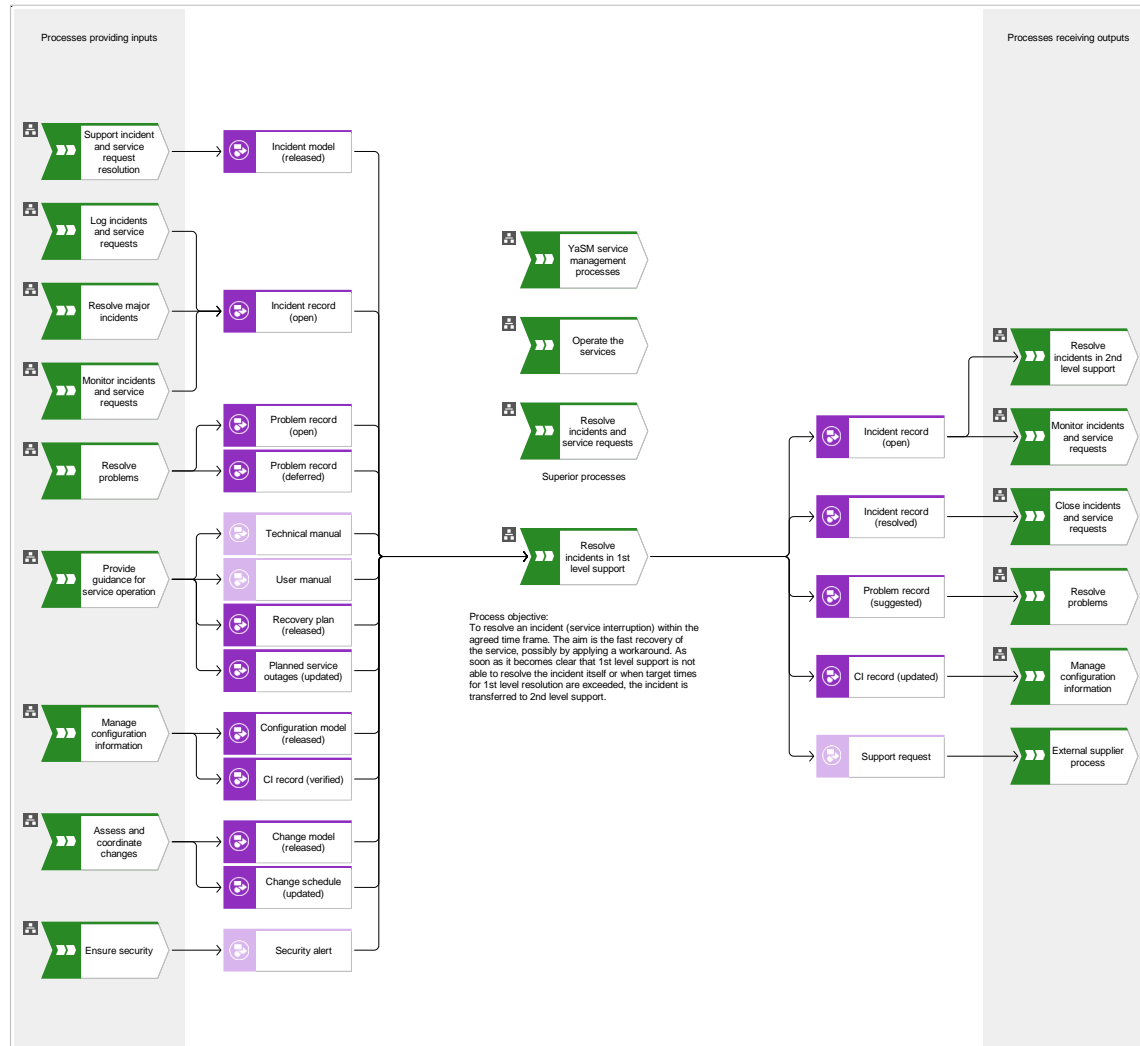© IT Process Maps GbR

Processes providing inputs

- Support incident and service request resolution → Incident model (released)
- Log incidents and service requests
- Resolve major incidents → Incident record (open)
- Monitor incidents and service requests
- Resolve problems → Problem record (open) / Problem record (deferred)
- Provide guidance for service operation → Technical manual / User manual / Recovery plan (released) / Planned service outages (updated)
- Manage configuration information → Configuration model (released) / CI record (verified)
- Assess and coordinate changes → Change model (released) / Change schedule (updated)
- Ensure security → Security alert

Superior processes

- YaSM service management processes
- Operate the services
- Resolve incidents and service requests

Resolve incidents in 1st level support

Process objective:
To resolve an incident (service interruption) within the agreed time frame. The aim is the fast recovery of the service, possibly by applying a workaround. As soon as it becomes clear that 1st level support is not able to resolve the incident itself or when target times for 1st level resolution are exceeded, the incident is transferred to 2nd level support.

Processes receiving outputs

- Incident record (open) → Resolve incidents in 2nd level support / Monitor incidents and service requests
- Incident record (resolved) → Close incidents and service requests
- Problem record (suggested) → Resolve problems
- CI record (updated) → Manage configuration information
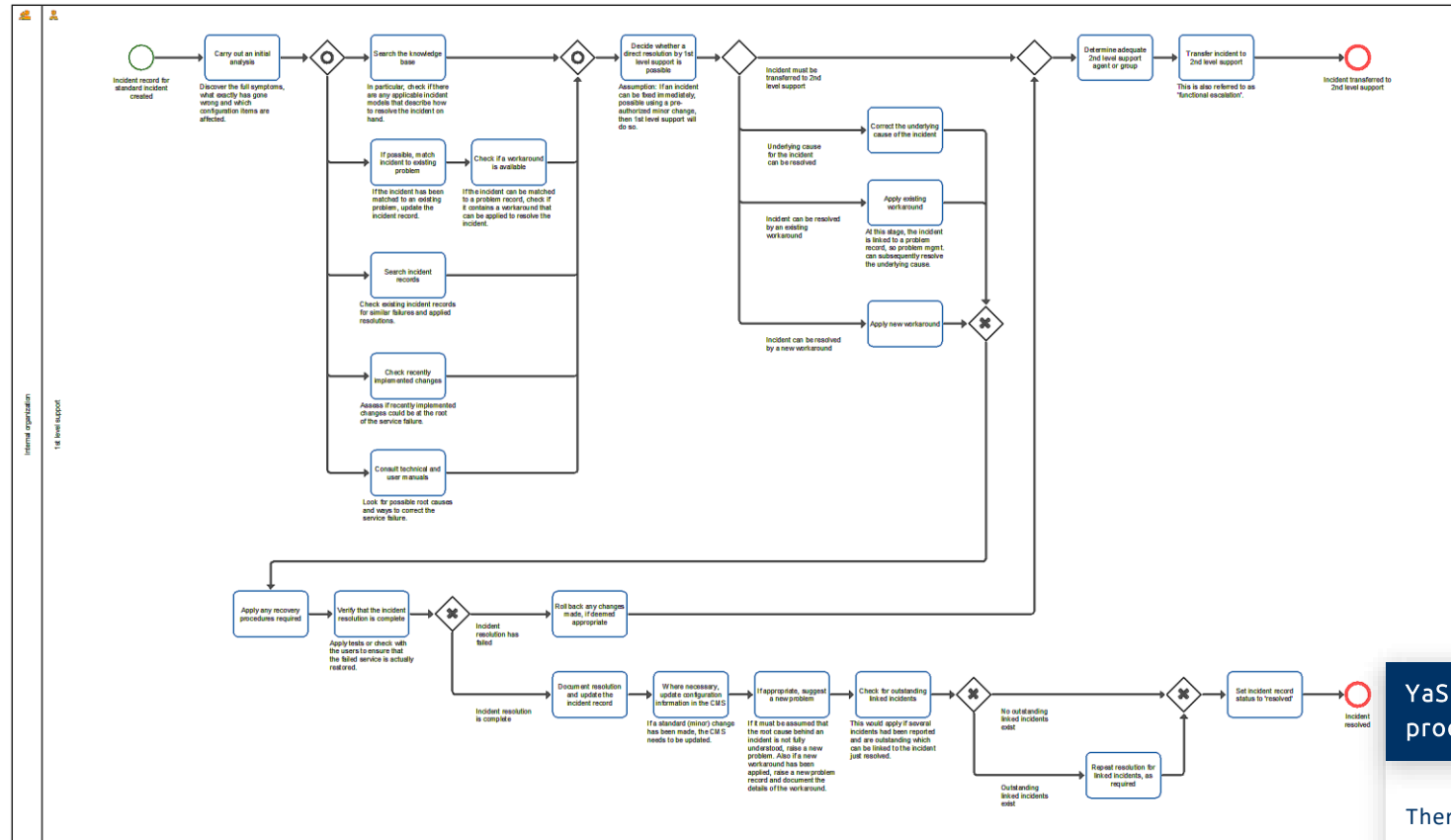- Support request → External supplier process

YaSM sub-processes

There are 102 EPC process models of this type on detail level 3.

Resolve incidents in 1st Level Support - BPMN
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YaSM sub-processes

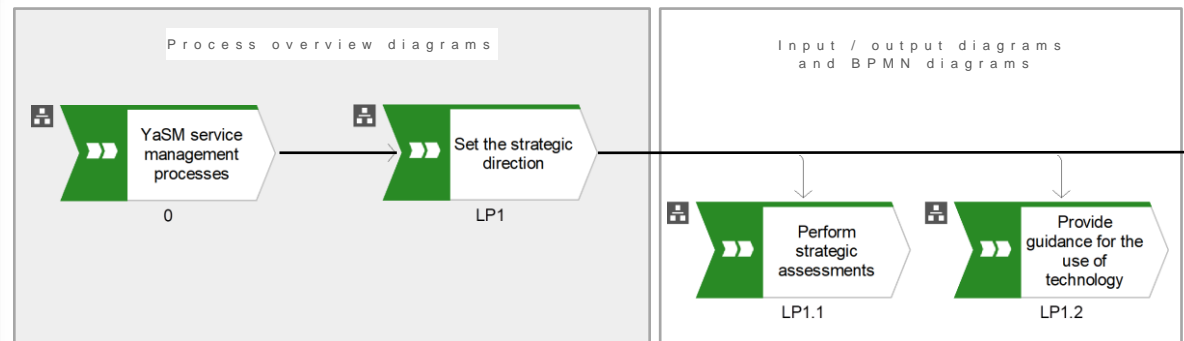There are 102 EPC process models of this type on detail level 3.

The YaSM process structure

The YaSM® Process Map offers complete coverage of the YaSM service management processes.

- The following pages provide a complete view of the process hierarchy contained in the YaSM® Process Map.

- Each of the processes on detail levels 1 and 2 is represented by a process overview diagram (see example on page 5).

- Each sub-process on detail level 3 is represented by an input/output diagram and a BPMN diagram with a detailed account of the process interfaces and process activities (see examples on pages 6 and 7).

The following pages contain vector graphics – zoom in to see the process models in detail.
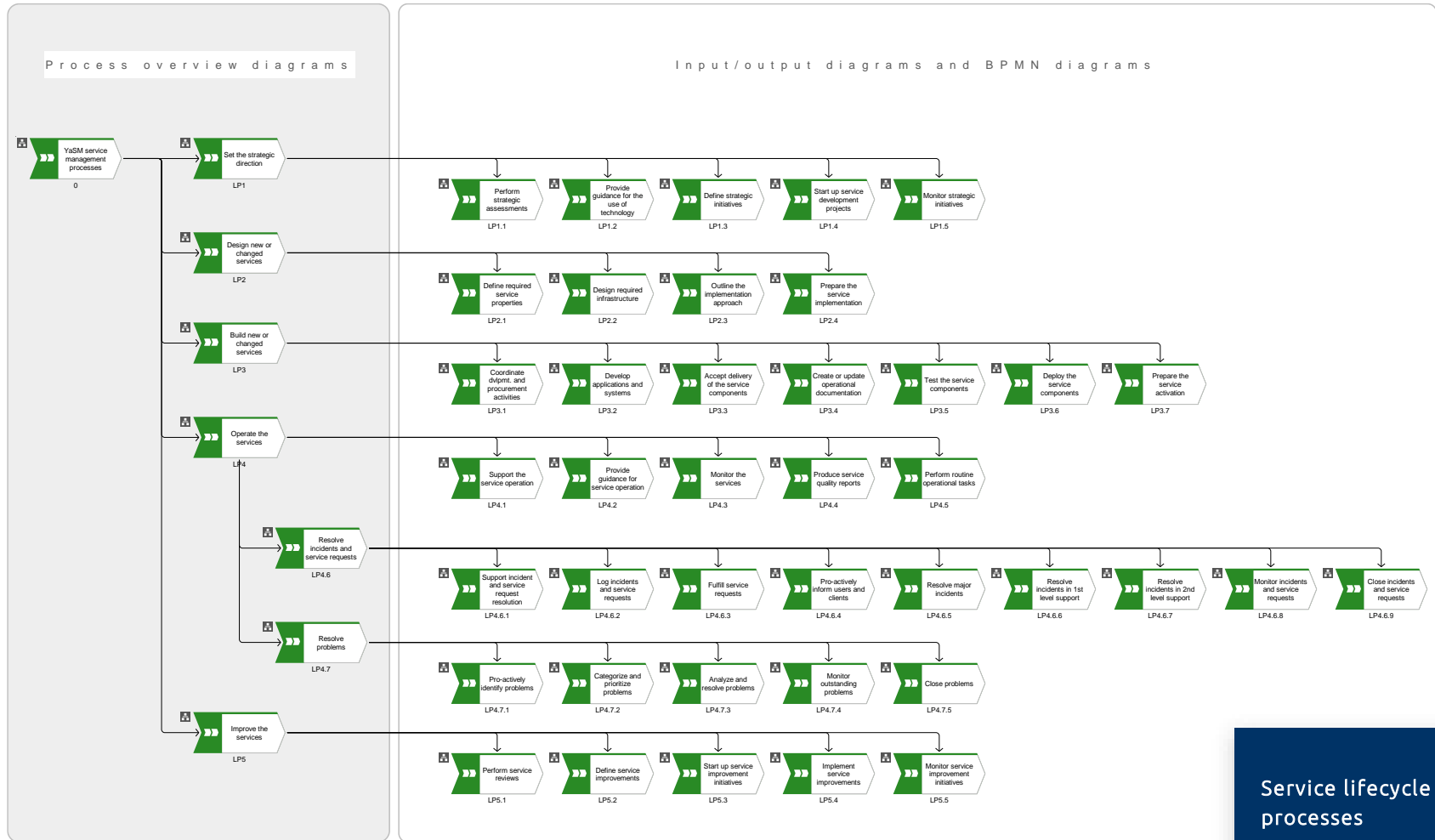
Detail: Process structure

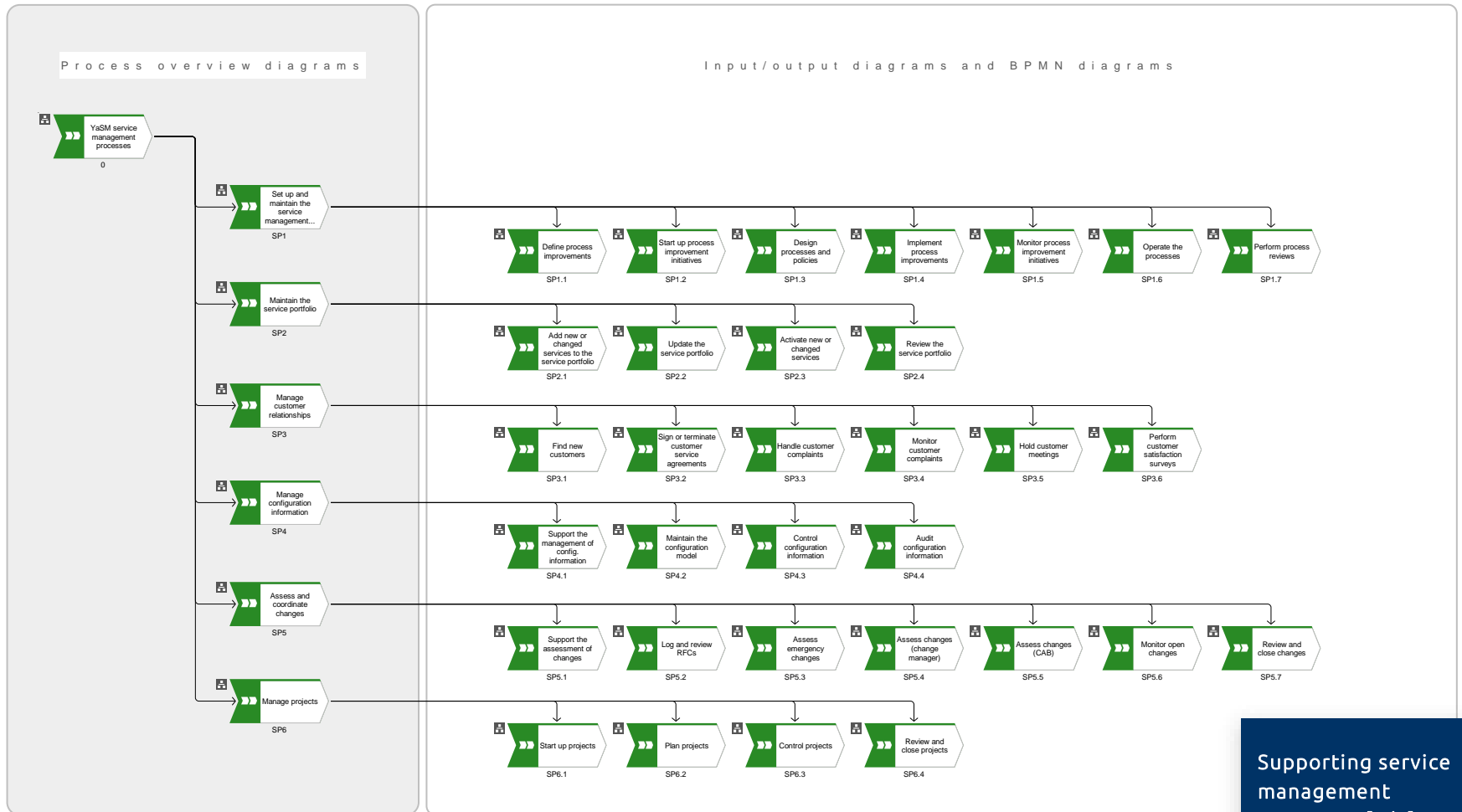Processes on detail levels 1 and 2 linked to process overview diagrams.

Sub-processes (detail level 3) linked to input/output diagrams and BPMN diagrams.

Process overview diagrams

Input/output diagrams and BPMN diagrams

YaSM service management processes — 0

Set the strategic direction — LP1
- Perform strategic assessments — LP1.1
- Provide guidance for the use of technology — LP1.2
- Define strategic initiatives — LP1.3
- Start up service development projects — LP1.4
- Monitor strategic initiatives — LP1.5

Design new or changed services — LP2
- Define required service properties — LP2.1
- Design required infrastructure — LP2.2
- Outline the implementation approach — LP2.3
- Prepare the service implementation — LP2.4

Build new or changed services — LP3
- Coordinate dvlpmt. and procurement activities — LP3.1
- Develop applications and systems — LP3.2
- Accept delivery of the service components — LP3.3
- Create or update operational documentation — LP3.4
- Test the service components — LP3.5
- Deploy the service components — LP3.6
- Prepare the service activation — LP3.7

Operate the services — LP4
- Support the service operation — LP4.1
- Provide guidance for service operation — LP4.2
- Monitor the services — LP4.3
- Produce service quality reports — LP4.4
- Perform routine operational tasks — LP4.5

Resolve incidents and service requests — LP4.6
- Support incident and service request resolution — LP4.6.1
- Log incidents and service requests — LP4.6.2
- Fulfill service requests — LP4.6.3
- Pro-actively inform users and clients — LP4.6.4
- Resolve major incidents — LP4.6.5
- Resolve incidents in 1st level support — LP4.6.6
- Resolve incidents in 2nd level support — LP4.6.7
- Monitor incidents and service requests — LP4.6.8
- Close incidents and service requests — LP4.6.9

Resolve problems — LP4.7
- Pro-actively identify problems — LP4.7.1
- Categorize and prioritize problems — LP4.7.2
- Analyze and resolve problems — LP4.7.3
- Monitor outstanding problems — LP4.7.4
- Close problems — LP4.7.5

Improve the services — LP5
- Perform service reviews — LP5.1
- Define service improvements — LP5.2
- Start up service improvement initiatives — LP5.3
- Implement service improvements — LP5.4
- Monitor service improvement initiatives — LP5.5

Service lifecycle processes

Process overview diagrams

Input/output diagrams and BPMN diagrams

YaSM service management processes
0

Set up and maintain the service management...
SP1

Define process improvements	Start up process improvement initiatives	Design processes and policies	Implement process improvements	Monitor process improvement initiatives	Operate the processes	Perform process reviews
SP1.1	SP1.2	SP1.3	SP1.4	SP1.5	SP1.6	SP1.7

Maintain the service portfolio
SP2

Add new or changed services to the service portfolio	Update the service portfolio	Activate new or changed services	Review the service portfolio
SP2.1	SP2.2	SP2.3	SP2.4

Manage customer relationships
SP3

Find new customers	Sign or terminate customer service agreements	Handle customer complaints	Monitor customer complaints	Hold customer meetings	Perform customer satisfaction surveys
SP3.1	SP3.2	SP3.3	SP3.4	SP3.5	SP3.6

Manage configuration information
SP4

Support the management of config. information	Maintain the configuration model	Control configuration information	Audit configuration information
SP4.1	SP4.2	SP4.3	SP4.4

Assess and coordinate changes
SP5

Support the assessment of changes	Log and review RFCs	Assess emergency changes	Assess changes (change manager)	Assess changes (CAB)	Monitor open changes	Review and close changes
SP5.1	SP5.2	SP5.3	SP5.4	SP5.5	SP5.6	SP5.7

Manage projects
SP6

Start up projects	Plan projects	Control projects	Review and close projects
SP6.1	SP6.2	SP6.3	SP6.4

Supporting service management processes [1/2]

Process overview diagrams

Input/output diagrams and BPMN diagrams

YaSM service management processes — 0

Ensure security — SP7

| Assess security risks SP7.1 | Define security improvements SP7.2 | Start up security improvement initiatives SP7.3 | Implement security controls SP7.4 | Operate the security controls SP7.5 | Review the security controls SP7.6 |

Ensure continuity — SP8

| Assess risks associated with critical events SP8.1 | Define continuity improvements SP8.2 | Start up continuity improvement initiatives SP8.3 | Implement continuity arrangements SP8.4 | Operate the continuity arrangements SP8.5 | Review the continuity arrangements SP8.6 |

Ensure compliance — SP9

| Identify compliance requirements SP9.1 | Define compliance controls SP9.2 | Perform compliance reviews SP9.3 |

Manage human resources — SP10

| Identify the required skills SP10.1 | Develop the required skills SP10.2 | Recruit new staff SP10.3 |

Manage suppliers — SP11

| Set up external supporting services SP11.1 | Procure infrastructure items SP11.2 | Hold supplier meetings SP11.3 | Review supplier performance SP11.4 | Renew or terminate supplier agreements SP11.5 | Check supplier invoices SP11.6 | Handle supplier disputes SP11.7 | Monitor supplier disputes SP11.8 |

Manage service financials — SP12

| Maintain the financial management framework SP12.1 | Perform financial planning SP12.2 | Prepare financial reports SP12.3 | Issue customer invoices SP12.4 |

Supporting service management processes [2/2]

YaSM documents and records ("YaSM data objects")

The YaSM processes require inputs and create outputs, typically in the form of documents or records.

- These documents and records are represented in the YaSM® Process Map with "Cluster/Data model" objects and symbols.

- For each of the 77 YaSM data objects, there is
  - A checklist or document template in Microsoft Word™ format to describe its contents
  - An object lifecycle diagram to illustrate which YaSM processes create, update, read and archive the object.

- The YaSM data object model helps with understanding the purpose of each object in the YaSM model, by providing a complete overview of the YaSM objects and their key relationships.

- 19 additional checklists explain the typical contents of the service management policies (there is one policy for every YaSM process).

Log incidents and service requests	Incident record (open)	Resolve incidents in 1st level support
LP4.6.2		LP4.6.6

Lifecycle — Object lifecycle diagrams

Relationships — Data object model

Typical contents — Checklists/ document templates

Overview of YaSM data objects

YaSM data objects associated with service lifecycle processes

Set the strategic direction (LP1)	Design new or changed services (LP2)	Build new or changed services (LP3)	Operate the services (LP4)		Improve the services (LP5)
Strategic assessment report	Service implmnt. blueprint	Test script	Service operation manual	Incident record	Service improvement plan - SIP
Strategic objectives	Requirements specification	Test report	Recovery plan	Incident model	Service review report
Strategic plan		Service readiness confirmation	Planned service outages	Service request record	
Technology guideline			Service quality report	Service request model	
				Problem record	

YaSM data objects associated with supporting service management processes

Set up and maintain the service management... (SP1)	Maintain the service portfolio (SP2)	Manage customer relationships (SP3)	Manage configuration information (SP4)	Assess and coordinate changes (SP5)	Manage projects (SP6)
Service management policies	Service portfolio	Customer portfolio	Configuration model	Change model	Project charter
Process model	Service definition	Customer service agreement	CI record	Change record	Project plan
Process operation manual	Service portfolio review report	Complaint record	Configuration audit report	Change schedule	Project status report
Process review plan	Operational service agreement	Customer survey questionnaire		CAB meeting minutes	Project issue log
Process review report		Customer survey evaluation		Change assessment report	Project review report
Process metric		Customer meeting minutes		Post-implementation review report	
Process improvement plan - PIP					

Ensure security (SP7)	Ensure continuity (SP8)	Ensure compliance (SP10)	Manage human resources (SP9)	Manage suppliers (SP11)	Manage service financials (SP12)
Register of security risks	Register of managed critical events	Compliance register	Skills inventory	Supplier portfolio	Financial budget
Underpinning security policy	Service continuity plan	Compliance review report	Skills development plan	External service agreement	Budget request
Security operation manual	Continuity operation manual			Supplier meeting minutes	Indirect cost allocation table
Security review report	Continuity review report			Supplier review report	Specification of financial data categories
Security improvement plan	Continuity improvement plan			Supplier dispute record	Financial report
	Guideline for critical events				
	Index of continuity-relevant information				

YaSM data objects

This diagram pro-vides a complete list of the documents and records ("data objects") used in the YaSM® Process Map.

YaSM data object model

YaSM object lifecycle diagram: "Incident record"

YaSM object lifecycle diagrams

The YaSM® Process Map contains 75 diagrams of this type, one for each YaSM data object.

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Checklist: Incident Record

Definition

A set of data with all details of a service incident, documenting the history of the incident from registration to closure. A service incident is defined as an unplanned interruption or reduction in quality of a service. Events that could potentially impair a service in the future are also treated as incidents (e.g. the failure of one hard-drive of a set of mirrored drives).

Typical contents

1 Unique incident ID

→ *A unique ID is usually allocated automatically by the application used to manage service incidents.*

2 Incident status

→ *Status values could be for example "Raised", "Open", "Resolved", "Closed", ...*

3 Date and time of incident recording

4 Date and time of incident occurrence

5 Source and method of notification

→ *E.g. telephone, e-mail, intranet portal, event monitoring system.*

6 Caller/ user contact information and callback method

7 Authorization information

→ *If applicable, details on how it has been established that the requester is authorized to submit the request.*

8 Incident owner

→ *The incident owner retains overall responsibility for the resolution of the incident, even if it is assigned during its lifecycle to other support agents or groups to perform specific tasks.*

9 Agent or support group to which the incident is assigned

→ *This assignment may change during the lifecycle of the incident.*

10 Incident classification/ categorization

→ *Incident classification is a way to add tags to incident assigning them to the appropriate support agent or group creation of statistics and the analysis of historical incide Classification schemes may vary between different or typically classified by*

− *Service(s) affected*

− *Customer(s) affected*

− *Location(s) affected*

− *Infrastructure component(s) and sub-component(s) affected*

− *Type of symptom (e.g. "Hardware defect", "Softwa performance", "Security issue", ...).*

11 Description of symptoms

12 Priority

→ *Priority is often expressed in priority codes like "Critic "Very low"). Priority is the result from the combination where*

− *Urgency is a measure of the available time until the*

− *Impact is a measure of the (potential) damage to the*

For an example for a prioritization scheme, refer to th Service Request Policy".

→ *For recurring incidents, rules for prioritizing the incident coded into the corresponding incident models.*

13 Major incident flag

→ *This flag indicates that an incident is treated as a major in*

14 Target time for incident resolution

→ *This is the target time as committed in the applicable serv resolution times are typically determined based on th*

15 Applicable incident model(s)

16 Links to related incident records

→ *If similar outstanding incidents exist to which the ne*

Checklists / document templates

The YaSM® Process Map contains 95 checklists in Word™ format, describing the typical contents of the YaSM data objects (documents and records).

Open a process diagram directly from the matrix.

Pop-up hints show the process objectives.

The RACI Matrix updates automatically as RACI relationships are added or removed between processes and roles.

Contact

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