The YaSM® Process Map for Microsoft Visio®

Examples and overview of contents

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

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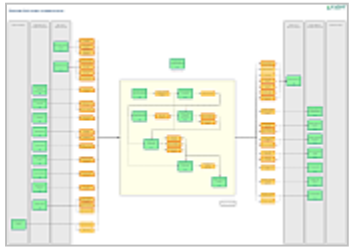
The YaSM® Process Map: Process diagrams in three levels of detail

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

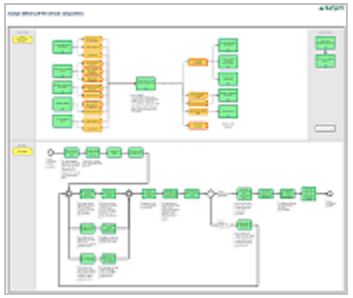
- The top-level diagram (level 1) presents an overview of the YaSM processes.
- 19 overview diagrams on detail level 2 show for each YaSM main process how it is related to the other main processes and what sub-processes it contains.
- On detail level 3, 99 flowchart diagrams provide a detailed account of the process activities and the process interfaces.
- Hyperlinks 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 - to see the process models in detail use your PDF viewer's zoom function.

Level 1:
Overview of YaSM service management processes



Level 2:
YaSM main processes



Level 3:
YaSM sub-processes

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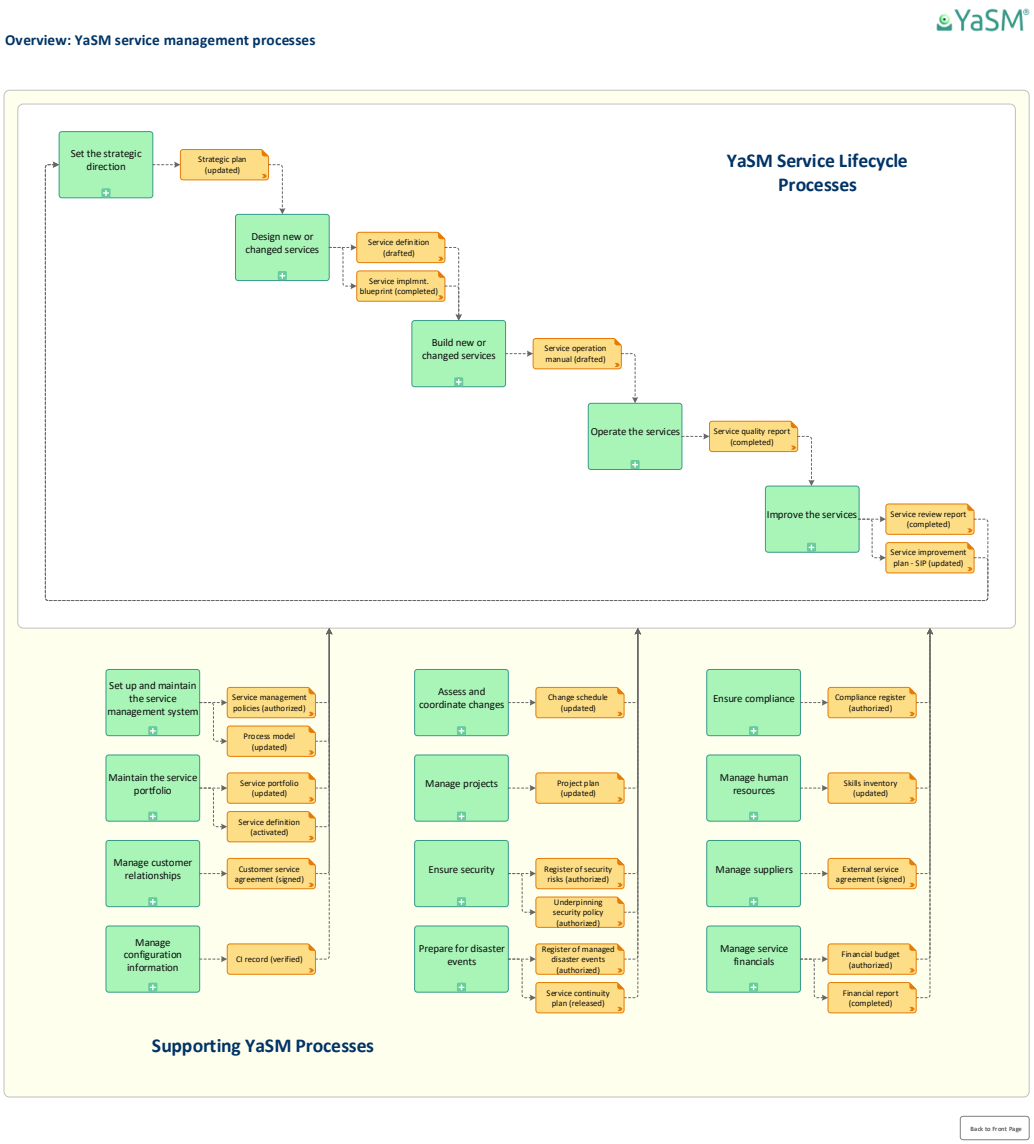
Detail level 1: YaSM service management processes



Zoom in using your PDF viewer's zoom function!

High-level view of the YaSM service management processes.

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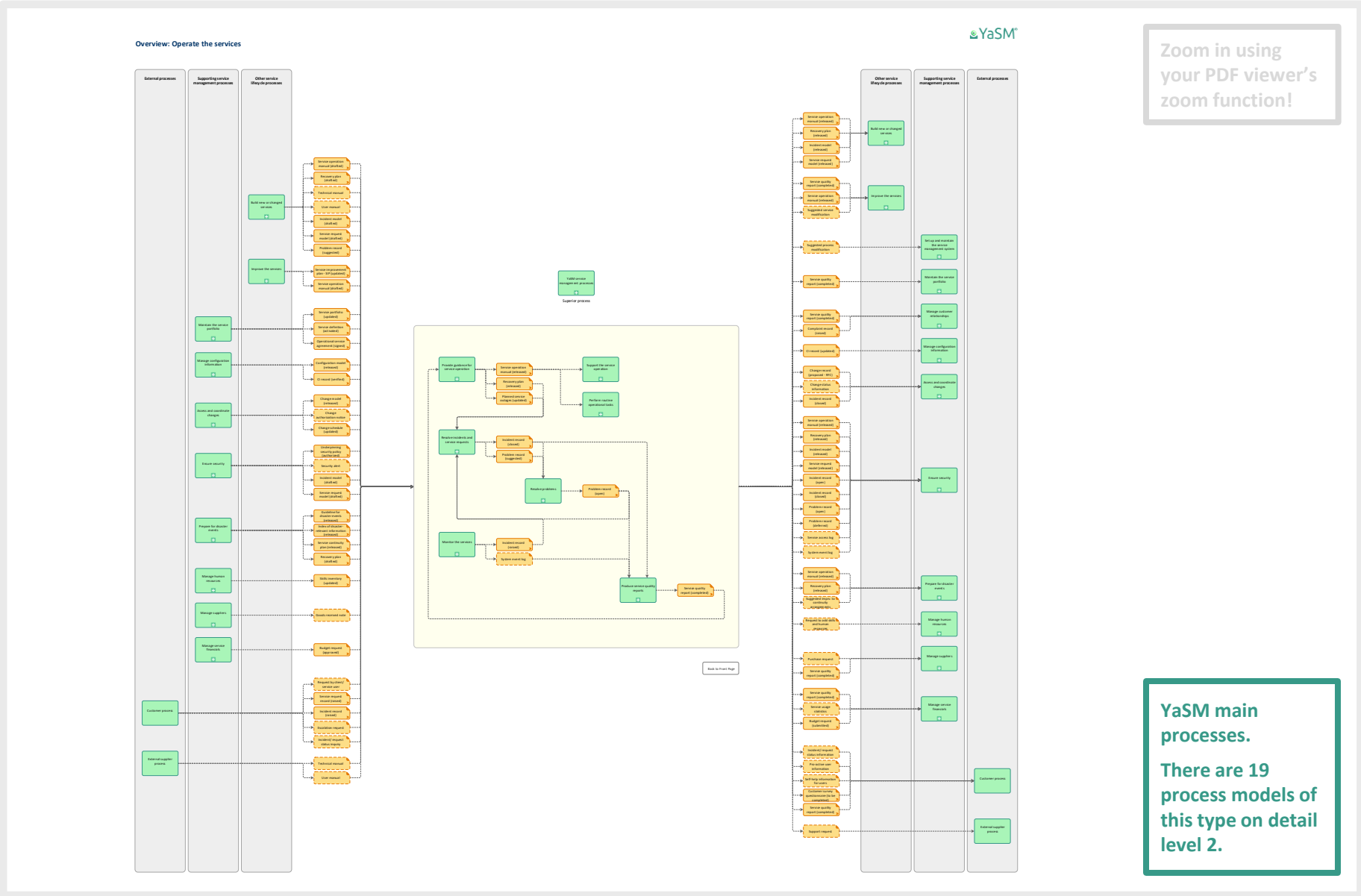
Detail level 2: “Operate the services”



Zoom in using your PDF viewer’s zoom function!

YaSM main processes.

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

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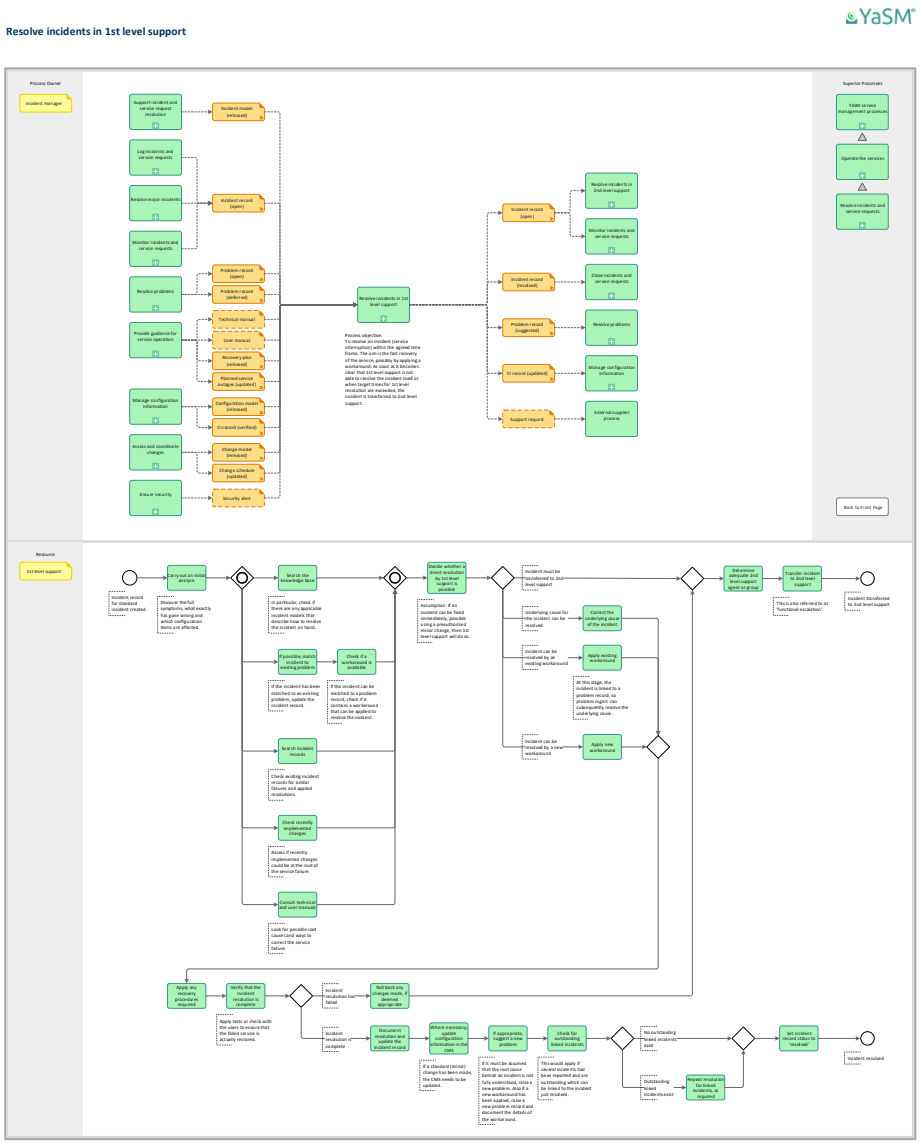
Detail level 3: “Resolve incidents in 1st level support”



Zoom in using your PDF viewer’s zoom function!

YaSM sub-processes.

There are 99 diagrams of this type on detail level 3.

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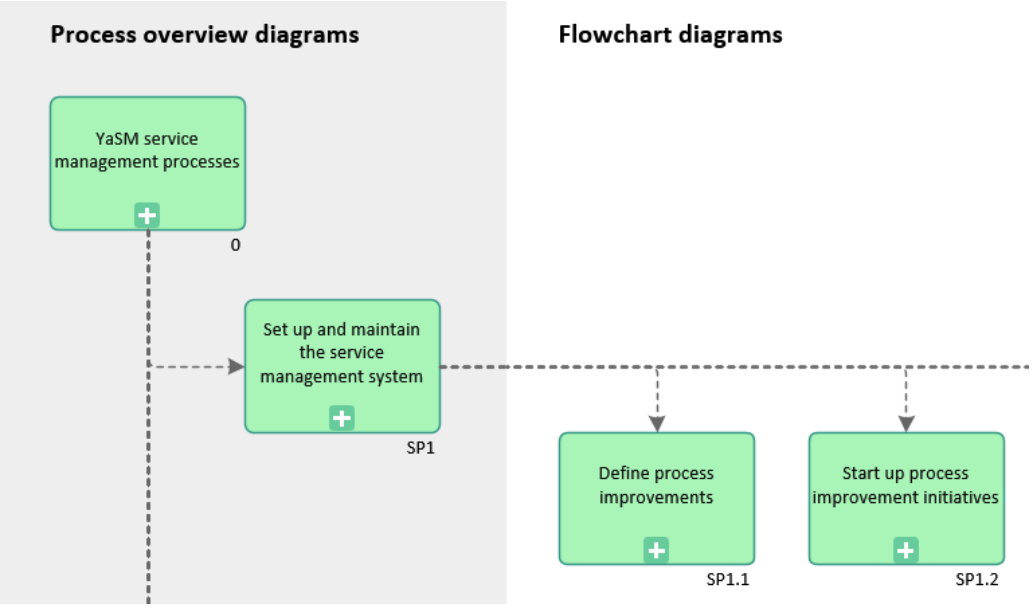
The YaSM process structure

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 a process flowchart diagram in BPMN format with a detailed account of the process activities and interfaces (see example on page 6).

The following pages contain vector graphics - to see the process models in detail use your PDF viewer's zoom function.

Detail: Process structure



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

Sub-processes (detail level 3) linked to flowchart diagrams.

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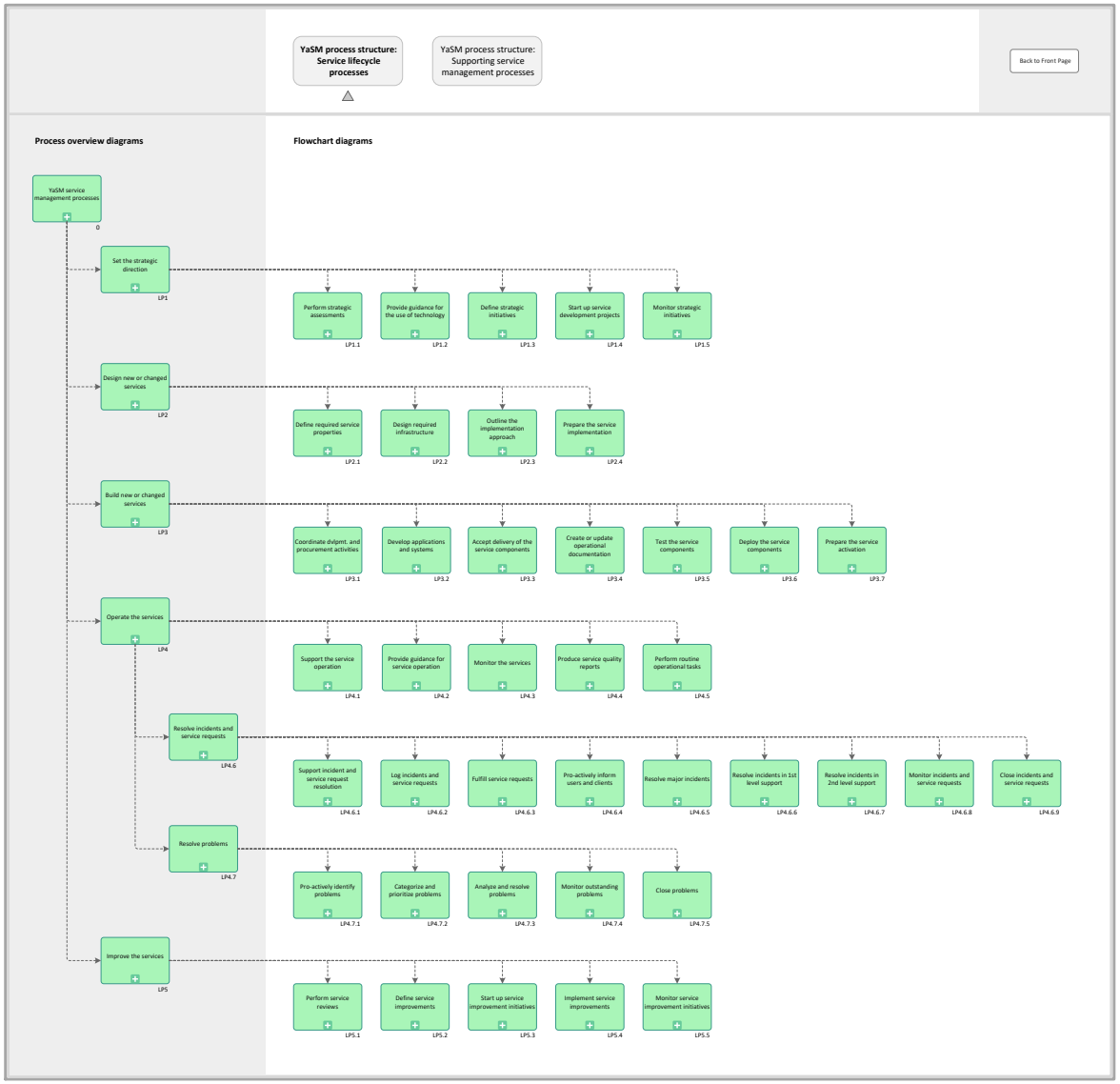
YaSM process structure: Service lifecycle processes



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Service lifecycle processes.

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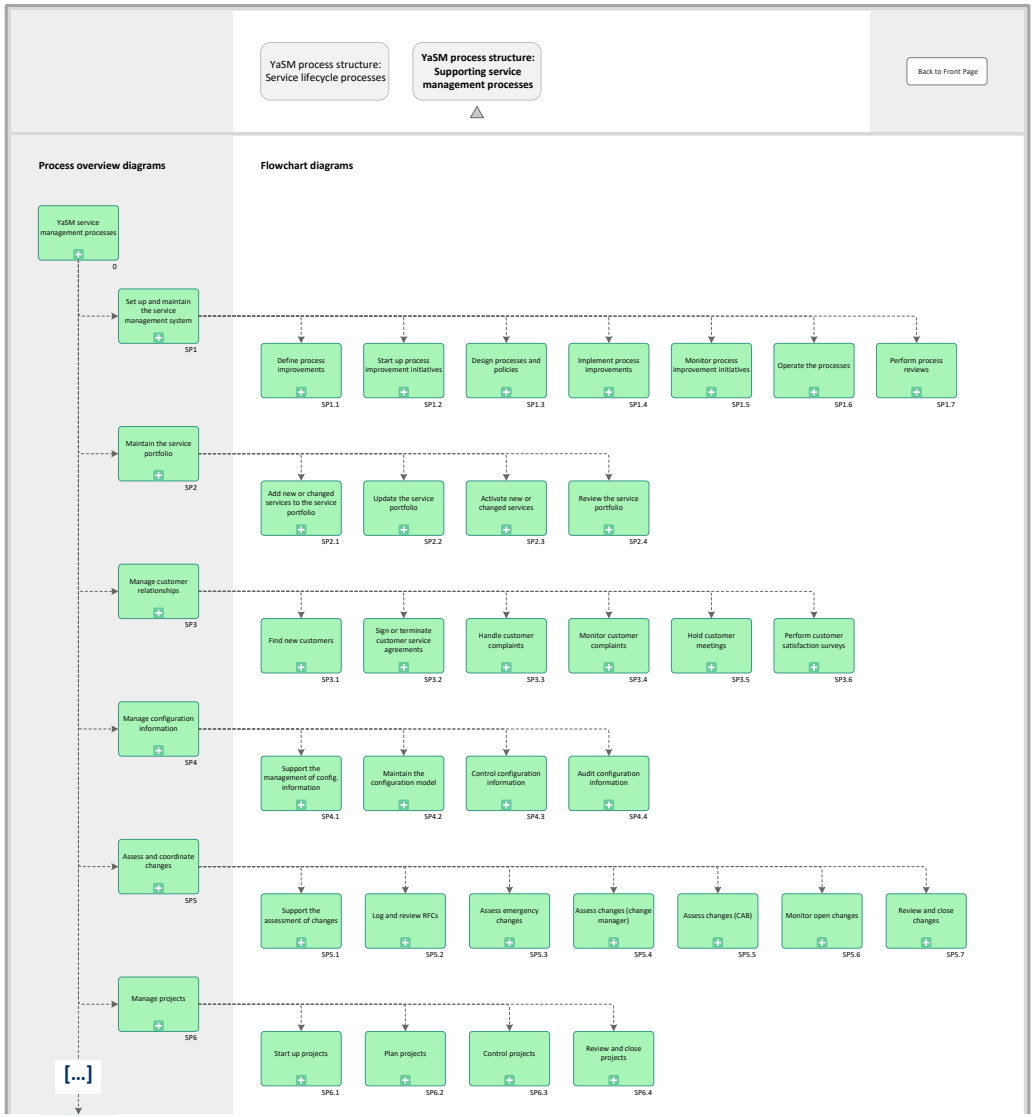
YaSM process structure: Supporting service management processes [1/2]



Zoom in using your PDF viewer's zoom function!

Supporting service management processes [1/2]

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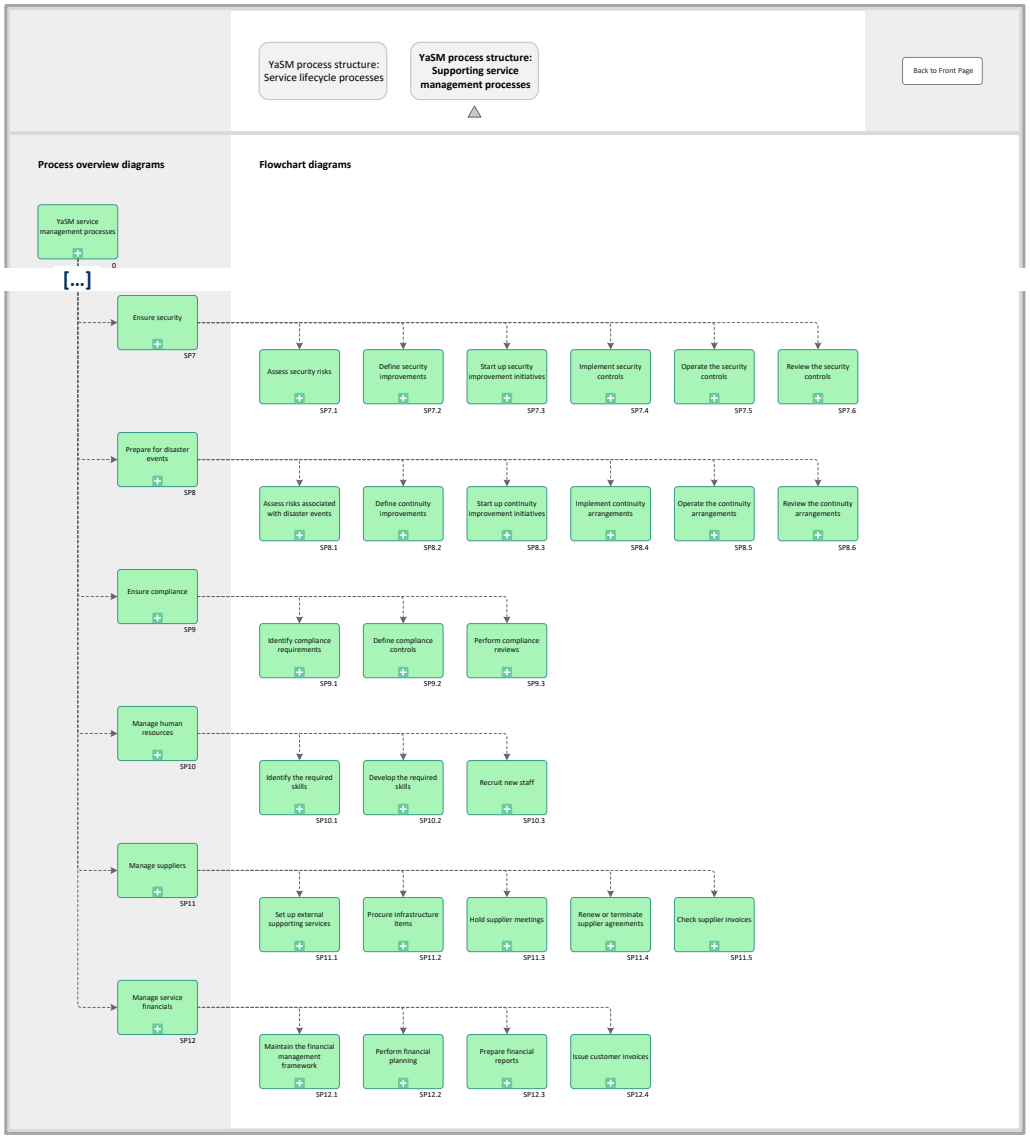
YaSM process structure: Supporting service management processes [2/2]



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Supporting service management processes [2/2]

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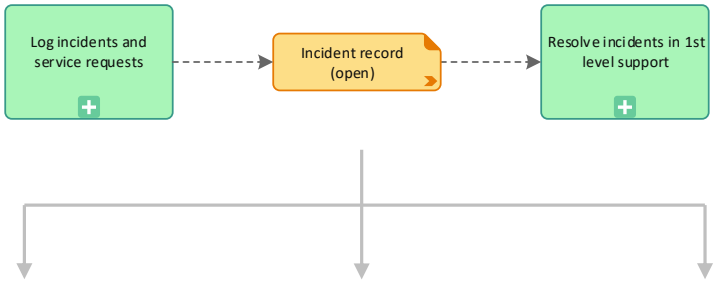
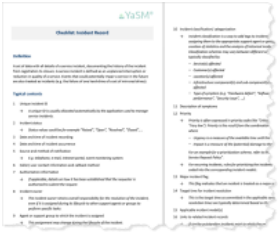
YaSM documents and records ("YaSM data objects")

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 as "YaSM data object" shapes.
- For each of the 75 YaSM 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, and how its status changes throughout its lifecycle.
- 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).

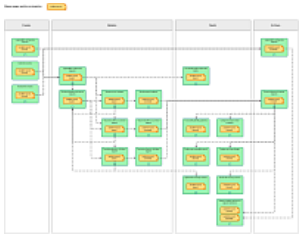


Typical contents



Checklists/ document templates

Lifecycle



Object lifecycle diagrams

Relationships

Data object model

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Overview of YaSM data objects

Zoom in using your PDF viewer's zoom function!

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

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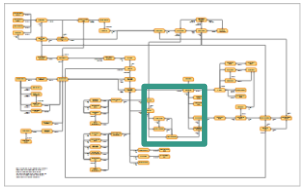
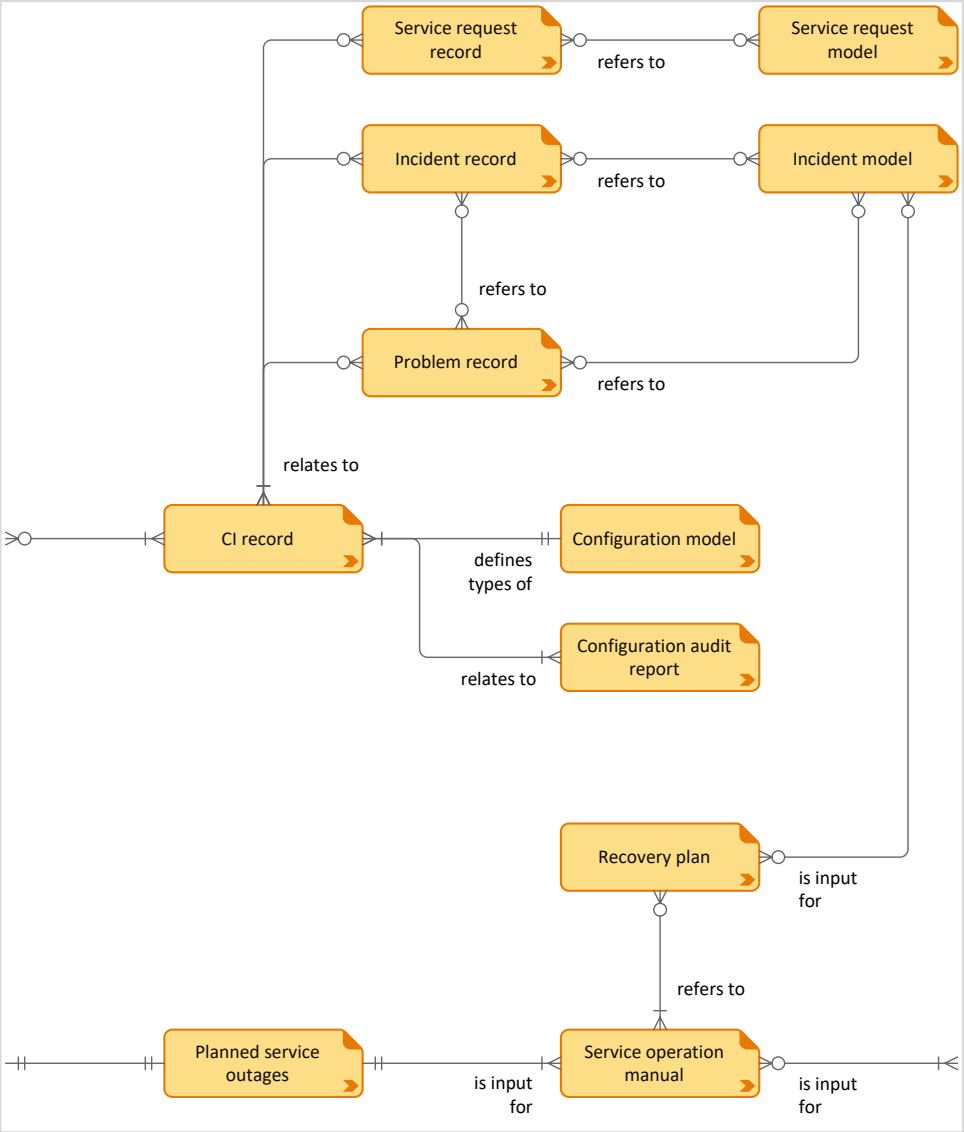
YaSM data object model





Zoom in using your PDF viewer's zoom function!

The YaSM data object model:

A complete overview of the key relationships between the YaSM documents and records.

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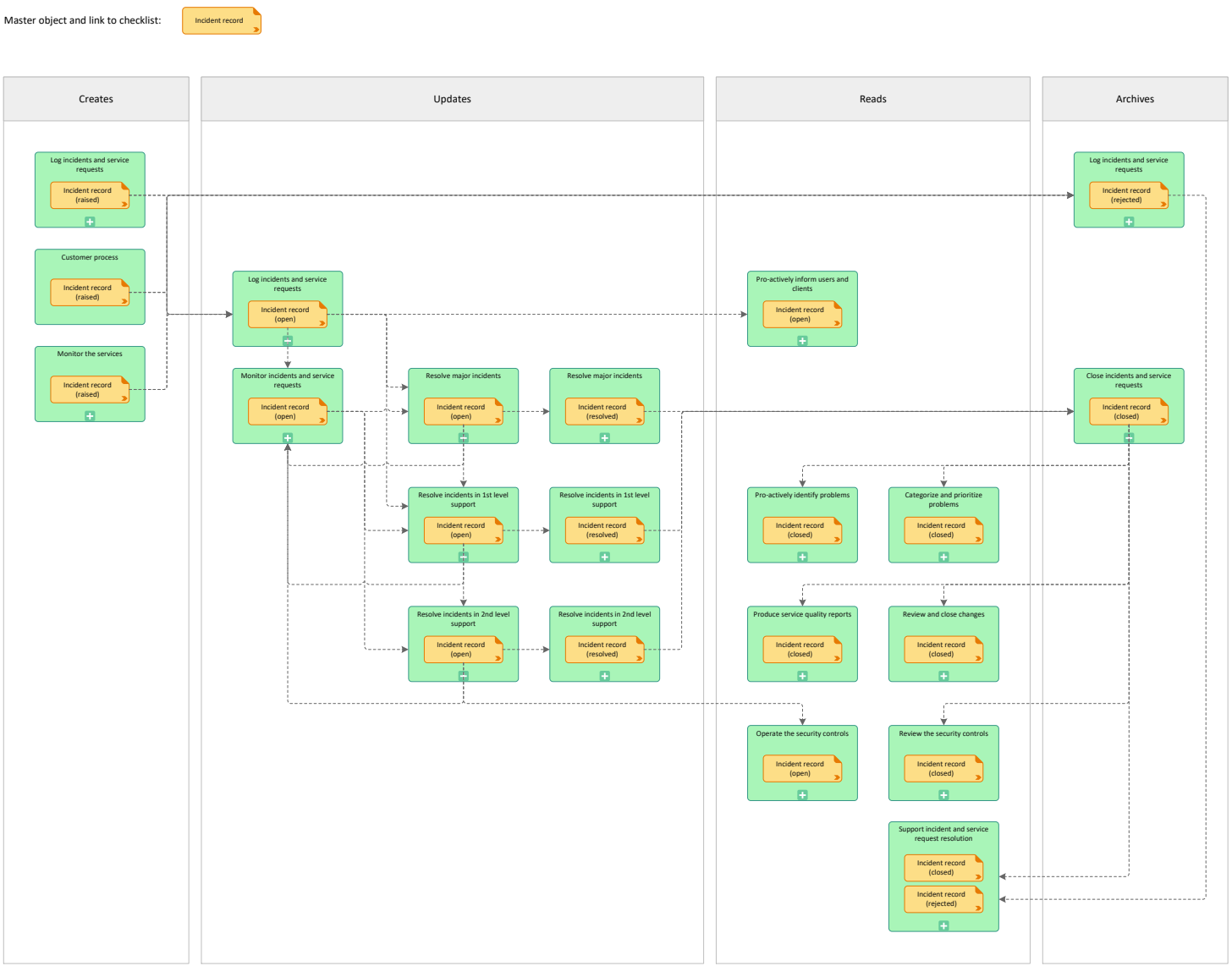
YaSM object lifecycle diagram: „Incident record“



Zoom in using your PDF viewer's zoom function!

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

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YaSM checklists/ document templates

YaSM®

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 grou 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 combinatio 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 incidents coded into the corresponding incident models.*

13 Major incident flag

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

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*

Zoom in using your PDF viewer's zoom function!

The YaSM® Process Map contains 93 checklists in Word™ format, describing the typical contents of the YaSM data objects (documents and records).

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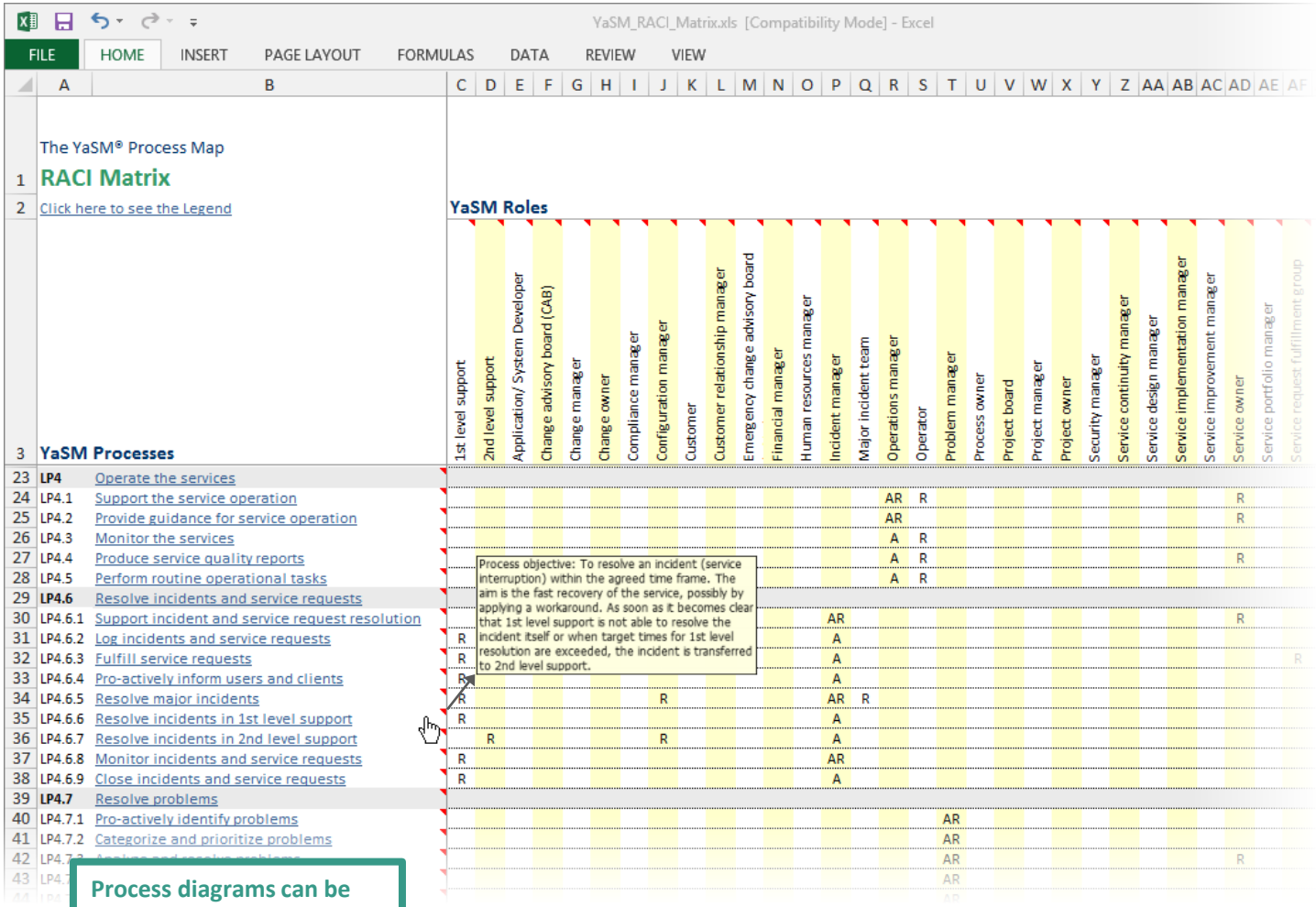
RACI matrix: Participation of the YaSM roles in the YaSM processes



YaSM_RACI_Matrix.xls [Compatibility Mode] - Excel

FILE | HOME | INSERT | PAGE LAYOUT | FORMULAS | DATA | REVIEW | VIEW

The YaSM® Process Map

RACI Matrix

Click here to see the Legend

YaSM Roles

	YaSM Processes	1st level support	2nd level support	Application/ System Developer	Change advisory board (CAB)	Change manager	Change owner	Compliance manager	Configuration manager	Customer	Customer relationship manager	Emergency change advisory board	Financial manager	Human resources manager	Incident manager	Major incident team	Operations manager	Operator	Problem manager	Process owner	Project board	Project manager	Project owner	Security manager	Service continuity manager	Service design manager	Service implementation manager	Service improvement manager	Service owner	Service portfolio manager	Service request fulfillment group
23	**LP4** Operate the services																														
24	LP4.1 Support the service operation																AR	R											R		
25	LP4.2 Provide guidance for service operation																AR												R		
26	LP4.3 Monitor the services																A	R													
27	LP4.4 Produce service quality reports																A	R											R		
28	LP4.5 Perform routine operational tasks																A	R													
29	**LP4.6** Resolve incidents and service requests																														
30	LP4.6.1 Support incident and service request resolution														AR														R		
31	LP4.6.2 Log incidents and service requests	R													A																
32	LP4.6.3 Fulfill service requests	R													A																R
33	LP4.6.4 Pro-actively inform users and clients	R													A																
34	LP4.6.5 Resolve major incidents	R							R						AR	R															
35	LP4.6.6 Resolve incidents in 1st level support	R													A																
36	LP4.6.7 Resolve incidents in 2nd level support		R						R						A																
37	LP4.6.8 Monitor incidents and service requests	R													AR																
38	LP4.6.9 Close incidents and service requests	R													A																
39	**LP4.7** Resolve problems																														
40	LP4.7.1 Pro-actively identify problems																		AR												
41	LP4.7.2 Categorize and prioritize problems																		AR												
42	LP4.7.3 Analyze and resolve problems																		AR										R		
43	LP4.7.4																		AR												
44	LP4.7.5																		AR												

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.

Pop-up hints show the process objectives.

Process diagrams can be opened directly from the matrix by clicking on a process name.

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