YaSM®

„Yet another Service Management Model"

The basic idea behind YaSM is to provide a streamlined service management process model based on established best practices and standards, such as ITIL® and ISO 20000.

This has been achieved by keeping the YaSM process structure simple and clear, so that it is easy to understand the purpose of each process.

A process model for everyone in the business of providing services

YaSM's pragmatic and effective approach to managing services can be applied by organizations of any nature, no matter if they provide IT services or other types of services.

Keeping YaSM as lean as possible was important to us because we wanted to ensure the model can be adapted to the specific needs of organizations of all sizes: In our experience it is almost impossible to simplify a complex system - while starting with something simple and adding more sophistication where needed is relatively easy.

The YaSM® Process Map

YaSM is not presented as an extensive theoretical work, but as a set of process diagrams and document templates - the "YaSM® Process Map".

For each service management process, the process model describes in the form of a diagram the activities to be performed, the required inputs and the resulting outputs.

Benefits of using the YaSM® Process Map

The graphical and navigable representation of the processes makes it easy to understand the YaSM processes and their interrelationships.

The YaSM® Process Map is thus a very cost-efficient way of giving everyone in your organization a good understanding of service management best practice.

What is more, introducing best practice in your organization typically means designing and documenting improved processes.

To help you with this task, the diagrams and document templates of the YaSM® Process Map can be tailored to your needs. You can simply modify existing content instead of starting with a blank page - which saves an enormous amount of time and effort.
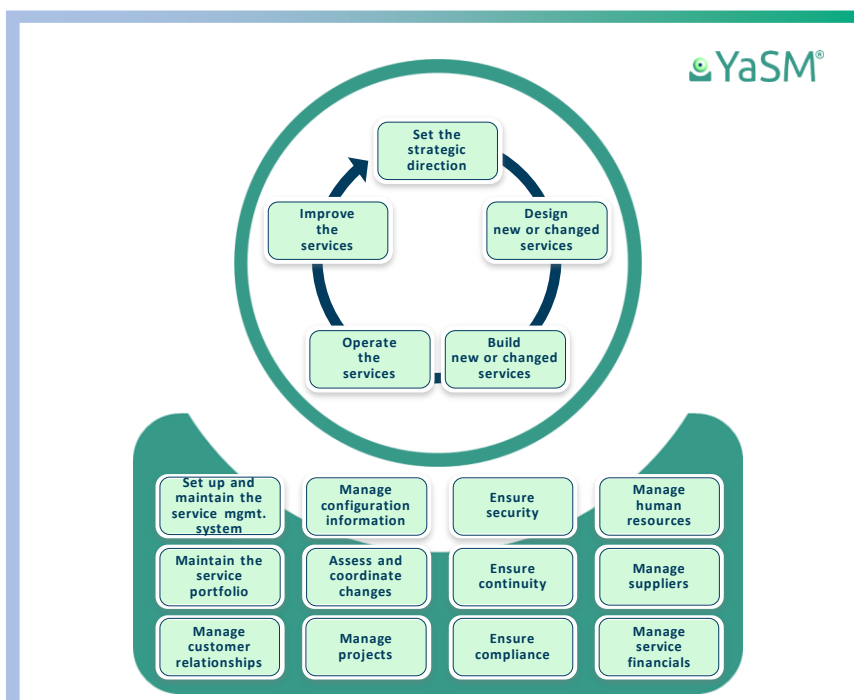
ISO 20000 compatibility

YaSM is a perfect fit for ISO/IEC 20000:

The "YaSM® - ISO 20000 Bridge" (an additional component to the YaSM® Process Map) covers all ISO 20000 requirements and specifically addresses the needs of organizations that wish to achieve certification against ISO 20000.

For more details see the factsheet on the YaSM® - ISO 20000 Bridge.

YaSM® service management processes

Set the strategic direction

Improve the services

Design new or changed services

Operate the services

Build new or changed services

Set up and maintain the service mgmt. system

Manage configuration information

Ensure security

Manage human resources

Maintain the service portfolio

Assess and coordinate changes

Ensure continuity

Manage suppliers

Manage customer relationships

Manage projects

Ensure compliance

Manage service financials

Contents of the YaSM® Process Map

The core of the YaSM model is a set of process diagrams in three levels of detail.
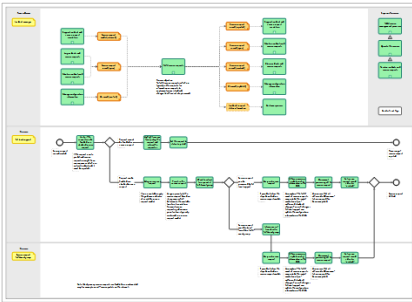
– The top-level process diagram presents an overview of the YaSM service management processes.

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

– On detail level 3, 102 flowchart diagrams provide a detailed account of the process activities.

– 77 object lifecycle diagrams illustrate which YaSM processes create, update, read and archive particular YaSM documents or records.

– The YaSM data object model provides a complete overview of the key relationships between the YaSM documents and records.

– The responsibilities of the YaSM roles in the various service management processes are described in a RACI matrix.

– 95 checklists or document templates in Microsoft Word™ format exemplify the structure of the data or information contained in the various documents, policies and records produced in the YaSM processes.

For a complete list of the components included in the YaSM® Process Map, please visit yasm.com.

License holders are also entitled to maintenance and support services such as product updates and technical support.

Versions and platforms

The YaSM® Process Map is currently available in English or German for Microsoft Visio®, BIC / BIC Process Design® and the ARIS Process Platform™.

All process diagrams and documents are completely editable and can be adapted to the needs of particular organizations.

RACI matrix

More about YaSM service management

For more details about the YaSM products and services please refer to the YaSM web site at yasm.com.

If you are looking for an introduction to YaSM in general, our free YaSM Service Management Wiki is the best place to start.

The Wiki includes an overview of the YaSM processes, a YaSM glossary, and details on how YaSM is related to other service management frameworks and standards, such as ITIL® (ITIL 4 and V3), ISO 20000, COBIT®, FitSM, VeriSM™ and SIAM®.

About IT Process Maps GbR

IT Process Maps GbR was founded in 2006 by Stefan and Andrea Kempter as a privately held company in Bavaria, Germany.

Its focus is on the provision of process know-how "out of a box" for service providers. The company's process models and their officially accredited „ITIL® Process Map" are used by leading businesses worldwide from all types of industries to successfully implement service management best practices and ISO 20000.

The company forged a number of partnerships in order to be closer to its customers from different parts of the world:

USA/ Canada, Middle East, UK, Switzerland and Scandinavia.

More information

At yasm.com you can learn more about us and the ways the YaSM® Process Map can be applied.

IT Process Maps GbR
Stefan Kempter & Dr. Andrea Kempter
Schönauer Str. 57
88131 Lindau (Bodensee)
Germany
Tel. +49 8382 2809303
info@yasm.com
yasm.com

Member of itSMF