

Product Specification:

YaSM® Process Map and YaSM® - ISO 20000 Bridge for the ARIS Process Platform™

Category	Properties
Languages	English/ German
YaSM® coverage	Complete coverage of the YaSM processes: <ul style="list-style-type: none"> — Service lifecycle processes — Supporting service management processes.
ISO 20000 coverage	ISO/IEC 20000:2018 Part 1: Service Management System Requirements
Application/ environment	<ul style="list-style-type: none"> — ARIS™ Process Platform™ by Software AG version 10 (no ARIS license included) — Microsoft Word™ and Excel® version 2007 or above (Word and Excel licenses are not included).
Product components	
Components of the YaSM® Process Map	
ARIS models	<p>The ARIS models (diagrams) are provided in the form of a fully customizable ARIS database backup (.ADB file) which can be “restored” to your ARIS Cloud or your local ARIS server:</p> <ul style="list-style-type: none"> — Front page (portal diagram) — Hierarchical YaSM process structure with all processes and sub-processes — Top-level diagram (high-level view of the YaSM processes) — 17 overview diagrams for each service lifecycle and supporting process, plus 2 additional overview diagrams for the incident and problem resolution processes — 102 input/output diagrams for each YaSM sub-process with a complete view of all process inputs and outputs — 102 BPMN diagrams for each YaSM sub-process with detailed descriptions of process activities and responsibilities — 102 function allocation diagrams to define the RACI relationships between the YaSM processes and the YaSM roles — RACI Matrix (ARIS matrix model), illustrating the participation of the YaSM roles in the YaSM processes

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ARIS models (cont.)	<ul style="list-style-type: none"> — Overview of YaSM data objects — YaSM data object model — 77 lifecycle models for the YaSM data objects.
Checklists/ document templates	<ul style="list-style-type: none"> — 95 checklists as Microsoft Word documents, describing the YaSM documents and records in detail.
Accompanying documentation	<p>The following documents are included in PDF format:</p> <ul style="list-style-type: none"> — Introduction to YaSM and the YaSM® Process Map — User manual — YaSM quick references: <ul style="list-style-type: none"> — YaSM process descriptions — YaSM glossary — Table of process inputs and outputs (in .XLSX format) — YaSM role descriptions — YaSM process metrics.
ARIS filter	<ul style="list-style-type: none"> — ARIS filter for the YaSM® Process Map (.FILTER file)
<p>Components of the YaSM® - ISO 20000 Bridge <i>(available as an addition to the YaSM® Process Map)</i></p>	
ARIS models	<ul style="list-style-type: none"> — Front page with an overview of the ISO 20000 sections — 21 fully customizable ARIS models (diagrams), relating the requirements as per ISO/IEC 20000:2018, Part 1 with the relevant YaSM processes and documents.
ISO 20000 documentation	<ul style="list-style-type: none"> — Introduction to ISO 20000 and the YaSM - ISO 20000 Bridge (.PDF) — Table of requirements of ISO 20000:2018, Part 1 (.XLSX)
<p>Services</p>	
Maintenance and support	<p>Maintenance and support are 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"> — Product updates: New product versions will be made available free of charge. — Technical support: Clients are entitled to up to one day of technical support. — 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.

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Additional information	
License model	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).
Trademarks	<ul style="list-style-type: none"> — YaSM® is a registered trademark of IT Process Maps GbR. — ITIL® is a registered trademark of AXELOS Limited. — Microsoft®, Excel® and Word™ are registered trademarks of Microsoft Corp. — ARIS™ and ARIS Process Platform™ are registered trademarks of Software AG.