

Product Specification:

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

Category	Properties
Product version	2014
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 20000:2011 Part 1: Service Management System Requirements
Application/ environment	<ul style="list-style-type: none"> — ARIS Process Platform™ by Software AG (formerly IDS Scheer™) version 7.1 or above (no ARIS™ license included) — Microsoft Word™ and Excel® version 97 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 delivered in the form of a fully customizable ARIS™ database in ADB format which can be loaded into your ARIS™ environment:</p> <ul style="list-style-type: none"> — Front page (portal) — Top-level diagram (a 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 — 99 detailed EPC diagrams for all YaSM® sub-processes with <ul style="list-style-type: none"> — A complete view of all process inputs and outputs — Detailed activity sequences — Responsibilities for the activities, indicated by YaSM® roles — Linked checklists/ document templates — Linked YaSM object lifecycle diagrams — A description of the process objectives.

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ARIS™ models (cont.)	<ul style="list-style-type: none"> — Hierarchical YaSM process structure with all processes and sub-processes — Overview of YaSM data objects — YaSM data object model — 75 lifecycle models for the YaSM data objects — Complete RACI Matrix (ARIS™ matrix model), illustrating the participation of the YaSM roles in the YaSM processes.
Checklists/ document templates	<ul style="list-style-type: none"> — 93 checklists as Microsoft Word™ documents (in DOC format), describing the YaSM documents and records in detail.
Accompanying documentation	<p>If not stated otherwise, 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 implementation guide — YaSM quick references: <ul style="list-style-type: none"> — YaSM process descriptions — YaSM glossary — Table of process inputs and outputs (in XLS format) — YaSM role descriptions — YaSM process metrics. — YaSM and other service management frameworks and standards: <ul style="list-style-type: none"> — YaSM and ITIL® — YaSM and ISO 20000 — YaSM and CMMI® for Services (CMMI-SVC) — YaSM and USMBOK™ (Universal Service Management Body of Knowledge) — YaSM and COBIT® (Control Objectives for Information and Related Technologies).
ARIS™ filter	<ul style="list-style-type: none"> — ARIS™ filter for the YaSM® Process Map as AMC file.
ARIS™ template	<ul style="list-style-type: none"> — ARIS™ template for the YaSM® Process Map as ACT file.
Components of the YaSM® - ISO 20000 Bridge <i>(available as an addition to the YaSM® Process Map)</i>	
ARIS™ models	<ul style="list-style-type: none"> — Front page (portal) — 30 fully customizable ARIS™ models (diagrams), relating the requirements as per ISO/IEC 20000:2011, Part 1 with the relevant YaSM processes and documents.

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ISO 20000 documentation	<p>The following documents are included in PDF format:</p> <ul style="list-style-type: none"> — Introduction to ISO 20000 and the YaSM® - ISO 20000 Bridge — Original document: ISO/IEC 20000:2011, Part 1: Service Management System Requirements.
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"> — 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.
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"> — YaSM® is a registered trade mark of IT Process Maps GbR. — ITIL® is a registered trade mark of AXELOS Limited. — CMMI® and Capability Maturity Model® are registered trade marks of Carnegie Mellon University. — USMBOK™ is a registered trade mark of Virtual Knowledge Solutions International Incorporated (VKSII). — COBIT® is a registered trade mark of ISACA (Information Systems Audit and Control Association). — Microsoft®, Excel® and Word™ are registered trade marks of Microsoft Corp. — ARIS™, ARIS Process Platform™ and IDS Scheer™ are registered Trademarks of Software AG.