Product Specification:

YaSM® Process Map and YaSM® - ISO 20000 Bridge for BIC Process Design®

Category	Properties
Languages	English/ German
YaSM® coverage	Complete coverage of the YaSM processes: — Service lifecycle processes — Supporting service management processes.
ISO 20000 coverage	ISO/IEC 20000:2018 Part 1: Service Management System Requirements
Application/ environment	— BIC Process Design® by GBTEC Software AG (current version); no BIC license included — Microsoft Word™ and Excel® (version 2007 or above); no Word and Excel licenses included.
Product components	
Components of the YaSM® Process Map	
BIC diagrams	The BIC diagrams are provided in the form of a fully customizable BIC repository export (.ZIP archive) which can be imported into BIC Process Design®: — 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 — Overview of YaSM data objects — YaSM data object model — 77 lifecycle models for the YaSM data objects.

Category	Properties
Checklists/ document templates	— 95 checklists (document templates) in Word format, describing the YaSM documents and records in detail.

Accompanying documentation	— Introduction to YaSM and the YaSM® Process Map (.PDF)
	— User manual (.PDF)
	— RACI matrix (.XLSX)
	— Table of process inputs and outputs (.XLSX)
	— YaSM quick references (.PDF)
	   — YaSM process descriptions
	   — YaSM glossary
	   — YaSM role descriptions
	   — YaSM process metrics.

Components of the YaSM® - ISO 20000 Bridge
(available as an addition to the YaSM® Process Map)

BIC models	— Front page with an overview of the ISO 20000 sections — 21 fully customizable BIC diagrams, relating the requirements as per ISO/IEC 20000:2018, Part 1 with the relevant YaSM processes and documents.
ISO 20000 documentation	— Introduction to ISO 20000 and the YaSM - ISO 20000 Bridge (.PDF) — Table of requirements of ISO 20000:2018, Part 1 (.XLSX)

Services

Maintenance and support	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. Maintenance and support services include (for details, see the License Conditions for the YaSM® Process Map): — 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	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).

Category	Properties
Trademarks	— 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. — BIC Process Design® and BIC Platform® are registered trademarks of GBTEC Software AG.