

# Product Specification:

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

Category	Properties
<b>Languages</b>	English/ German
<b>YaSM® coverage</b>	Complete coverage of the YaSM processes: <ul style="list-style-type: none"> <li>— Service lifecycle processes</li> <li>— Supporting service management processes.</li> </ul>
<b>ISO 20000 coverage</b>	ISO/IEC 20000:2018 Part 1: Service Management System Requirements
<b>Application/ environment</b>	<ul style="list-style-type: none"> <li>— BIC Process Design® by GBTEC Software AG (current version); no BIC license included</li> <li>— Microsoft Word™ and Excel® (version 2007 or above); no Word and Excel licenses included.</li> </ul>
<b>Product components</b>	
<b>Components of the YaSM® Process Map</b>	
<b>BIC diagrams</b>	<p>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®:</p> <ul style="list-style-type: none"> <li>— Front page (portal diagram)</li> <li>— Hierarchical YaSM process structure with all processes and sub-processes</li> <li>— Top-level diagram (high-level view of the YaSM processes)</li> <li>— 17 overview diagrams for each service lifecycle and supporting process, plus 2 additional overview diagrams for the incident and problem resolution processes</li> <li>— 102 input/output diagrams for each YaSM sub-process with a complete view of all process inputs and outputs</li> <li>— 102 BPMN diagrams for each YaSM sub-process with detailed descriptions of process activities and responsibilities</li> <li>— Overview of YaSM data objects</li> <li>— YaSM data object model</li> <li>— 77 lifecycle models for the YaSM data objects.</li> </ul>

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

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Trademarks	<ul style="list-style-type: none"><li>— YaSM® is a registered trademark of IT Process Maps GbR.</li><li>— ITIL® is a registered trademark of AXELOS Limited.</li><li>— Microsoft®, Excel® and Word™ are registered trademarks of Microsoft Corp.</li><li>— BIC Process Design® and BIC Platform® are registered trademarks of GBTEC Software AG.</li></ul>