

# Product Specification:

## YaSM® Process Map and

### YaSM® - ISO 20000 Bridge for Microsoft Visio®

Category	Properties
Product version	2.0
Languages	English or German
YaSM® coverage	Complete coverage of the YaSM processes: <ul style="list-style-type: none"> <li>— Service lifecycle processes</li> <li>— Supporting service management processes.</li> </ul>
ISO 20000 coverage	ISO/IEC 20000:2018 Part 1: Service Management System Requirements
Application/ environment	<ul style="list-style-type: none"> <li>— Microsoft Visio® version 2010 or higher (a Microsoft Visio® license is not included)</li> <li>— Microsoft Word™ and Excel® version 97 or higher (Microsoft Word™ and Excel® licenses are not included)</li> <li>— Operating Systems: Microsoft Windows® 7, 8 or 10.</li> </ul>
<b>Product components</b>	
<b>Components of the YaSM® Process Map</b>	
Visio® diagrams	<p>The Visio® diagrams are delivered as a set of fully customizable files in VSD format:</p> <ul style="list-style-type: none"> <li>— Front page (portal diagram)</li> <li>— Top-level diagram (a 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>— 105 detailed flowchart diagrams in BPMN (Business Process Modeling Notation) format for all YaSM sub-processes with <ul style="list-style-type: none"> <li>— A complete view of all process inputs and outputs</li> <li>— Detailed activity sequences</li> <li>— Responsibilities for the activities, indicated by YaSM roles</li> <li>— Linked checklists/ document templates</li> <li>— Linked YaSM object lifecycle diagrams</li> <li>— A description of the process objectives.</li> </ul> </li> </ul>

Category	Properties
<b>Visio® diagrams (cont.)</b>	<ul style="list-style-type: none"> <li>— Hierarchical YaSM process structure with all processes and sub-processes</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>
<b>RACI matrix</b>	<ul style="list-style-type: none"> <li>— Complete RACI Matrix in XLS format, illustrating the participation of the YaSM roles in the YaSM processes.</li> </ul>
<b>Checklists/ document templates</b>	<ul style="list-style-type: none"> <li>— 95 checklists as Microsoft Word™ documents (in DOC format), describing the YaSM documents and records in detail.</li> </ul>
<b>Accompanying documentation</b>	<p>If not stated otherwise, the following documents are included in PDF format:</p> <ul style="list-style-type: none"> <li>— Introduction to YaSM and the YaSM® Process Map</li> <li>— User manual</li> <li>— YaSM implementation guide</li> <li>— YaSM quick references: <ul style="list-style-type: none"> <li>— YaSM process descriptions</li> <li>— YaSM glossary</li> <li>— Table of process inputs and outputs (in XLS format)</li> <li>— YaSM role descriptions</li> <li>— YaSM process metrics.</li> </ul> </li> <li>— YaSM and other service management frameworks and standards: <ul style="list-style-type: none"> <li>— YaSM and ITIL®</li> <li>— YaSM and ISO 20000</li> </ul> </li> </ul>
<b>Visio® stencil</b>	<ul style="list-style-type: none"> <li>— Special Visio® stencil for the YaSM® Process Map (VSS file).</li> </ul>
<b>Repository</b>	<ul style="list-style-type: none"> <li>— Microsoft Excel® (XLS) repository, containing the attributes of all YaSM processes, data objects and roles (to be used in combination with the Visio® repository add-in).</li> </ul>
<b>Repository add-in</b>	<ul style="list-style-type: none"> <li>— Setup files for the repository add-in (a Visio® add-in).</li> </ul>
<b>Components of the YaSM® - ISO 20000 Bridge</b> <i>(available as an addition to the YaSM® Process Map)</i>	
<b>Visio® diagrams</b>	<ul style="list-style-type: none"> <li>— Front page (portal diagram)</li> <li>— 21 diagrams delivered as a fully customizable VSD file, relating the requirements as per ISO/IEC 20000:2018, Part 1 with the 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 (XLS)</li> </ul>

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<b>Services</b>	
<b>Maintenance and support</b>	<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"> <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>
<b>Trade marks</b>	<ul style="list-style-type: none"> <li>— YaSM® is a registered trade mark of IT Process Maps GbR.</li> <li>— ITIL® is a registered trademark of AXELOS Limited.</li> <li>— Microsoft®, Visio®, Excel® and Word™ are registered trademarks of Microsoft Corp.</li> </ul>