

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"> — 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"> — Microsoft Visio® version 2016 or higher (a Microsoft Visio® license is not included) — Microsoft Word™ and Excel® version 2007 or higher (Microsoft Word™ and Excel® licenses are not included) — Operating Systems: Microsoft Windows® 7, 8 or 10.
Product components	
Components of the YaSM® Process Map	
Visio® diagrams	<p>The Visio® diagrams are delivered as a set of fully customizable files in VSDX format:</p> <ul style="list-style-type: none"> — Front page (portal diagram) — 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 — 102 detailed flowchart diagrams in BPMN (Business Process Modeling Notation) format 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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Visio® diagrams (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 – 77 lifecycle models for the YaSM data objects.
RACI matrix	<ul style="list-style-type: none"> – Complete RACI Matrix in XLSX format, illustrating the participation of the YaSM roles in the YaSM processes.
Checklists/ document templates	<ul style="list-style-type: none"> – 95 checklists as Microsoft Word™ documents (in DOCX 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 XLSX 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
Visio® stencil	<ul style="list-style-type: none"> – Special Visio® stencil for the YaSM® Process Map (VSS file).
Repository	<ul style="list-style-type: none"> – Microsoft Excel® (XLSX) repository, containing the attributes of all YaSM processes, data objects and roles (to be used in combination with the Visio® repository add-in).
Repository add-in	<ul style="list-style-type: none"> – Setup files for the repository add-in (a Visio® add-in).
<p>Components of the YaSM® - ISO 20000 Bridge (available as an addition to the YaSM® Process Map)</p>	
Visio® diagrams	<ul style="list-style-type: none"> – Front page (portal diagram) – 21 diagrams delivered as a fully customizable VSDX file, relating the requirements as per ISO/IEC 20000:2018, Part 1 with the 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)

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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 trademark of AXELOS Limited. — Microsoft®, Visio®, Excel® and Word™ are registered trademarks of Microsoft Corp.