

## Release Notes: YaSM® Process Map and YaSM® - ISO 20000 Bridge

Domain	Diagrams / documents	Change summary	Change in detail	Reason for change	Minor	ARIS	Visio
<b>YaSM Process Map 2.0 - 1 May 2018</b>							
Accompanying documents	User Manual: YaSM Process Map for Visio	Updated installation instructions	Updated the user manual following the publication of Windows 10 (in particular, the chapter on installing the Visio add-in).	Alignment of content with the new edition of Windows 10			x
Accompanying documents	User Manual: YaSM Process Map for Visio	Updated instructions for installing and using the Visio add-in	Updated the user manual following the recompilation of the add-in in Visual Studio 2015, which requires some changed instructions for installing and using the add-in.	Alignment of content with the latest Visio add-in			x
Repository	Repository: All object types	Renewed conditional formatting; entered better example data for Attachments	The conditional formatting to highlight identical UniqueIDs in the first column was broken in several rows. Reset the formatting for the first 500 rows in all repository tables. Also entered better example data into the Attachment table.	Bug fix, provision of better example data	x		x
Legend diagram	Diagram: Legend	Replaced Attachment shape	Replaced the Attachment shape with a fresh one from the stencil (the existing one contained a wrong user type in the shape sheet). Set the shape from the repository.	Bug fix	x		x
<b>Alignment of the YaSM model with the next edition of ISO 20000:2018</b>							
Checklists	Checklist: Service management policy	Added new sections, updated existing sections	Added sections for organizational context, interested parties, limitations and rules regarding documented information. Revised section 4 (Scope of the SMS).	Alignment of content with ISO 20000:2018		x	x
Checklists	Checklist: Process model	Added new sections	Inserted new sections: 3.3 Party operating the process, 5 Data model.	Alignment of content with ISO 20000:2018		x	x
Process diagrams	Diagrams: Manage customer relationships and sub-processes	Updated events and activities to allow for updates of complaints and escalations	Sub-process 'Handle customer complaints': Changed second start event to: 'Complaint record raised * or updated* by customer'. Changed note below 6th activity in top row to: 'This includes the identification of measures to remove the cause of the complaint.'. Added note below 7th activity in top row: 'The customer may then decide to escalate the complaint'. Sub-process 'Monitor customer complaints': Changed note below 1st activity in 2nd row (added need to identify need for further action).	Alignment of content with ISO 20000:2018, process enhancement		x	x
Repository	Repository: Process objects	Added process objects	Created new process objects for additional sub-processes in 'Manage suppliers': 'Review supplier performance', 'Handle supplier disputes', 'Monitor supplier disputes'. Re-ordered sub-processes of supplier management and updated IDs.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Repository	Repository: Data objects	Added data object	Added new YaSM data object for supplier management: 'Supplier review report' with variants.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Checklists	Checklist: Supplier review report	Created new checklist	Created a new checklist for supplier review reports.	Alignment of content with ISO 20000:2018		x	x
Checklists	Checklist: Service quality report	Deleted notes in checklist	Deleted the second paragraph in the Notes section about service quality reports being created either by the supplier or the supplier manager (this is no longer relevant with the introduction of supplier review reports).	Alignment of content with ISO 20000:2018		x	x
Repository	Repository: Data objects	Added data object	Added new YaSM data object for supplier management: 'Supplier dispute record' with variants.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Checklists	Checklist: Supplier dispute record	Created new checklist	Created a new checklist for supplier dispute records.			x	x
Checklists	Checklist: External service agreement	Revised section	Updated section 5 about the handling of disputes (addition of prioritization and resolution times as topics to be covered in the agreement).	Alignment of content with ISO 20000:2018, process enhancement		x	x
Repository	Repository: Data objects	Added data objects	Added new 'other data objects' for supplier management: 'Supplier dispute status information' and 'Supplier quotation or proposal'.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Process structure diagrams	Diagram: YaSM process structure	Added sub-processes to supplier management	Added new sub-processes: 'Review supplier performance', 'Handle supplier disputes', 'Monitor supplier disputes'; re-ordered the sub-processes due to changed process IDs.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Process diagrams	Diagrams: Manage suppliers (sub-processes)	Created new sub-process diagrams	Created new sub-process diagrams in 'Manage suppliers': 'Review supplier performance', 'Handle supplier disputes', 'Monitor supplier disputes'.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Process diagrams	Diagrams: Manage suppliers (overview and sub-processes)	Revised diagrams	Revised diagrams following the addition of new sub-processes. 'Manage suppliers': Added three sub-processes and completely revised the central area. Added inputs and outputs in all sub-process diagrams as required by the new sub-processes.			x	x
Process diagrams	Diagram: Check supplier invoices	Updated outputs, activities and events	Updated activities and events so that disputed invoices are handled through the subsequent process for handling supplier disputes. Added output to 'Handle supplier disputes': 'Supplier dispute record'.			x	x
Process diagrams	Diagrams: Manage suppliers (overview and sub-processes)	Added input	Added 'Supplier quotation or proposal' as input from the external supplier process in these diagrams: 'Overview supplier management', 'Set up external supporting services', 'Procure infrastructure items', 'Renew or terminate supplier agreements'. In process 'Review or terminate supplier agreements': Added input 'External service agreement' from the external supplier process (the supplier may provide an updated agreement during the process).	Alignment of content with ISO 20000:2018, process enhancement		x	x

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Process diagrams	Diagram: Procure infrastructure items	Added input	Added input 'Compliance register' from process 'Ensure compliance'.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Data object lifecycle diagrams	Diagram: Lifecycle: Supplier dispute record	Created new lifecycle diagram	Created new lifecycle diagram for the Supplier dispute record, following its introduction as a new YaSM data object.			x	x
Data object lifecycle diagrams	Diagram: Lifecycle: Supplier review report	Created new lifecycle diagram	Created new lifecycle diagram for the Supplier review report, following its introduction as a new YaSM data object.			x	x
Data object lifecycle diagrams	Diagram: Lifecycle: Supplier portfolio	Added processes	Addition of processes 'Review supplier performance', 'Handle supplier disputes' and 'Monitor supplier disputes' to the lifecycle diagram, following their addition as new sub-processes in supplier management.			x	x
Data object lifecycle diagrams	Diagram: Lifecycle: Compliance register	Added process	Added process 'Procure infrastructure items' in the lifecycle diagram, following the addition of the 'Compliance register' as an input to the process.	Alignment of content with ISO 20000:2018, process enhancement		x	x
Data object lifecycle diagrams	Several lifecycle diagrams	Added process	Added process 'Review supplier performance' to these lifecycle diagrams: 'Incident record', 'Service quality report', 'Service review report', 'Service improvement plan - SIP'.			x	x
Data object lifecycle diagrams	Diagram: Lifecycle: External service agreement	Added processes	Addition of processes 'Review supplier performance', 'Handle supplier disputes' and 'Monitor supplier disputes' to the lifecycle diagram, following their addition as new sub-processes in supplier management.			x	x
Process diagrams	Diagram: Operate the services	Added output	Added output to 'Manage suppliers': 'Incident record'.			x	x
Process diagrams	Diagrams: Resolve incidents and service requests (overview and sub-process)	Added output	In 'Resolve incidents and service requests' and sub-process 'Close incidents and service requests': Addition of 'Incident Record' as output to 'Manage suppliers'.			x	x
Process diagrams	Diagrams: Set the strategic direction (overview and sub-process)	Added input	Added 'Supplier review report' as new input from 'Manage suppliers' in these diagrams: 'Set the strategic direction' and 'Perform strategic assessments'.			x	x
Process diagrams	Diagrams: Improve the services (overview and sub-process)	Added input	Added 'Supplier review report' as new input from 'Manage suppliers' in these diagrams: 'Improve the services' and 'Perform service reviews'.			x	x
Data object lifecycle diagrams	Diagram: Lifecycle: Complaint record	Added information flow	Added information flow: 'Complaint record (open)' from 'Handle customer complaints' in Updates column to 'Handle customer complaints' in Archive column (flow was missing in the diagram).	Bug fix		x	x
Data object diagrams	Diagram: Overview of YaSM data objects	Added new YaSM data objects	Added the following new YaSM objects to 'Manage suppliers': 'Supplier review report', 'Supplier dispute record'.			x	x
Data object diagrams	Diagram: YaSM data object model	Added new YaSM data objects	Added the following new YaSM objects: 'Supplier review report', 'Supplier dispute record'. Rearranged objects related to the new objects.			x	x
RACI matrix	RACI matrix	Added new processes	Added new sub-processes in 'Manage suppliers': 'Review supplier performance', 'Handle supplier disputes', 'Monitor supplier disputes'. Re-ordered sub-processes of supplier management in line with their updated process IDs.			x	x
Process diagrams	Diagrams: Operate the services (overview and sub-processes)	Added information flows	Overview of service operation: Added 'service usage statistics' as information flow from 'Monitor the services' to 'Produce service quality reports'. In sub-process 'Monitor the services': Added output 'Service usage statistics' to 'Produce service quality reports' and output 'System event log' to 'Perform routine operational tasks'. In sub-process 'Produce service quality reports': Added input 'Service usage statistics' from 'Monitor the services'. In sub-process 'Perform routine operational tasks': Added input 'System event log' from 'Monitor the services'.	Process enhancement		x	x
Process diagrams	Diagram: Activate new or changed services	Added role	Added role 'Service portfolio manager' to second swim lane in sub-process 'Activate new or changed services' (Role was missing in the diagram).	Process enhancement		x	x
Process diagrams	Diagram: Define service improvements	Modified activities and added output	Added outputs to 'Manage suppliers': 'Service definition' and 'Requirements specification'; added output to 'Implement service improvements': 'Requirements specification' (outputs were missing). Added note to 4th activity in second row: 'This may include creating requirements specifications if systems or other technical infrastructure is to be developed or procured.' (Reference to requirements specification was missing). Changed last activity in second row to: 'If applicable, update the service definition(s) and note to 'This typically means creating updated versions of existing service definitions, including the definitions of any supporting services that need to be updated.' (Reference to definitions of supporting services was missing in the activity). Moved this activity to 3rd position in second row.	Process enhancement		x	x

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Process diagrams	Diagram: Implement service improvements	Modified activities, added inputs and outputs	Added inputs: 'Requirements specification' from 'Define service improvements' and 'Service definition' from 'Manage suppliers' (inputs were missing). Added output: 'Request to set up an external service' to 'Manage suppliers'. Added new branch for procurement activities, including interface with 'Manage suppliers' (procurement activities were not properly represented in the process).	Process enhancement		x	x
Process diagrams	Diagram: Overview: Improve the services	Added inputs and outputs	Added input: 'Service definition' from 'Manage suppliers'. Added outputs: 'Service definition', 'Requirements specification' and 'Request to set up an external service' to 'Manage suppliers' (following changes in the sub-processes).	Process enhancement		x	x
Process diagrams	Diagrams: Manage suppliers (overview and sub-processes)	Added inputs and outputs	Overview diagram: Added inputs: 'Service definition', 'Requirements specification' and 'Request to set up an external service' from 'Improve the services'. Added output: 'Service definition' to 'Improve the services'. Sub-process 'Set up external supporting processes': Added inputs: 'Service definition' and 'Request to set up an external service' from 'Improve the services'. Added output: 'Service definition' to 'Improve the services'. Sub-process 'Procure infrastructure items': Added input 'Requirements specification' from 'Improve the services' (following changes in service improvement).	Process enhancement		x	x
Data object lifecycle diagrams	Diagram: Lifecycle: Service definition	Added processes and information flows	Added processes and information flows: 'Service definition (drafted)' from 'Define service improvements' to 'Set up external supporting services' and 'Service definition (agreed with ext. supplier)' from 'Set up external supporting services' to 'Implement service improvements' (following updates to the processes).	Process enhancement		x	x
Data object lifecycle diagrams	Diagram: Lifecycle: Requirements specification	Added processes and information flows	Added processes and information flows: 'Requirements specification (completed)' from 'Define service improvements' to 'Procure infrastructure items' and to 'Implement service improvements' (following updates to the processes).	Process enhancement		x	x
Checklists	Checklist: Service design policy	Adjusted scope section	Added '- A service change has a major impact on customers or other services' to section 1 (Scope of the service design policy) to improve alignment with the requirements of ISO 20000.	Alignment of content with ISO 20000:2018		x	x
Checklists	Checklist: Change policy	Adjusted section about aspects to be considered during change assessments	Added '- Expected business benefits', '- Risks associated with the proposed change, especially risks related to] - Information security', '- Alignment of the proposed change with the organization's policies, processes and technology standards.' to section 4 (Aspects to be considered during change assessment) to improve alignment with the requirements of ISO 20000.	Alignment of content with ISO 20000:2018		x	x
Process diagrams	Diagrams: Assess and coordinate changes (various sub-processes)	Modified note below activity	In sub-processes 'Assess emergency changes', 'Assess changes (change manager)', 'Assess changes (CAB)': Added '- Information security' to note below first activity in bottom row.	Alignment of content with ISO 20000:2018		x	x
Checklists	Checklist: Service operation manual	Inserted section	Inserted new section 5: 'Release types and guidelines' to improve alignment with the requirements of ISO 20000.	Alignment of content with ISO 20000:2018		x	x
Accompanying documents	Table of process inputs and outputs	Re-created table	Re-created the table of process inputs and outputs following changes to the inputs and outputs in various processes.	Alignment of content with ISO 20000:2018		x	x
Accompanying documents	Process descriptions	Added new processes	Updated the table of processes in line with updates to the repository (added new sub-processes to 'Manage suppliers').	Alignment of content with ISO 20000:2018		x	x
Accompanying documents	YaSM glossary	Added new data objects	Updated the glossary table in line with updates to the repository (added new data objects 'Supplier dispute record' and 'Supplier review report').	Alignment of content with ISO 20000:2018		x	x
YaSM - ISO 20000 Bridge	Various diagrams	Moved notes from free texts to requirement object attributes	Moved free-text notes in the diagrams to the 'Description/Definition' attributes of the requirements objects (the notes are thus included in the report for exporting the requirements).	Enhanced usability	x	x	
YaSM - ISO 20000 Bridge	Requirements table	Created table of requirements	Created a table in Excel format with all requirements in ISO 20000, part 1, including notes, related processes and related documents (to be used as checklist when preparing for the certification audit).	Enhanced usability		x	x
YaSM - ISO 20000 Bridge	Front page YaSM - ISO 20000 Bridge	Inserted link to requirements table	Inserted a link to the requirements table in Excel format, following the addition of the table to the YaSM - ISO 20000 Bridge (see above).	Enhanced usability		x	x
YaSM - ISO 20000 Bridge	Introduction to the YaSM - ISO 20000 Bridge	Updated content related to ISO 20000:2018	Replaced the section about the new edition of ISO 20000:2011 with an overview of the changes to be expected in ISO 20000:2018. Updated section about the transitional period.	Alignment of content with ISO 20000:2018		x	x
Checklists	Checklist: Complaint record	Added section	Added section for related incidents (implementing user feedback).	Checklist enhancement		x	x