Screen shots

YaSM® Process Map

The YaSM® Process Map for BIC

by GBTEC Software AG

Examples and overview of contents

Contents

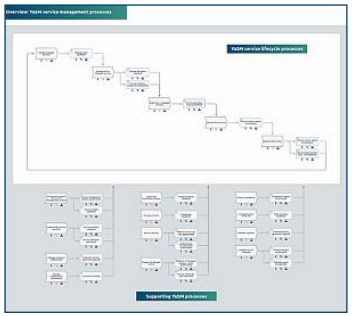
For more information on the YaSM® Process Map please visit yasm.com.

The YaSM® Process Map: Process diagrams in three levels of detail

The core of the YaSM® Process Map is a set of process diagrams in three levels of detail

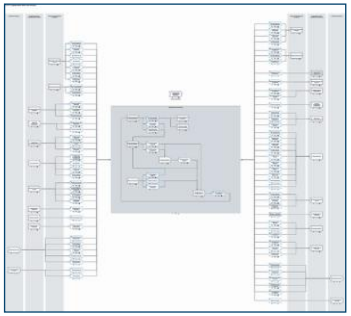
- The top-level diagram (level 1) presents an overview of the YaSM processes.
- 19 overview diagrams on detail level 2 show for each YaSM main process how it is related to the other main processes and what sub-processes it contains.
- On detail level 3, 102 input / output and BPMN diagrams provide a detailed account of the process activities and the process interfaces.
- Hyperlinks make it easy to navigate in the process model: Going down to a more detailed view or moving up to a higher-level diagram takes only a mouse-click.

The following pages contain vector graphics - to see the process models in detail use your PDF viewer's zoom function.



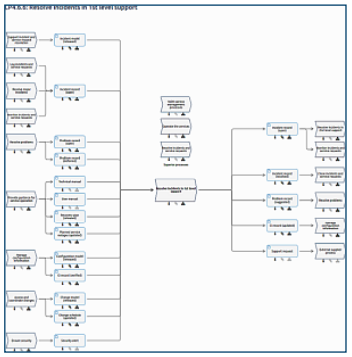
Level 1:

Overview of YaSM service management processes



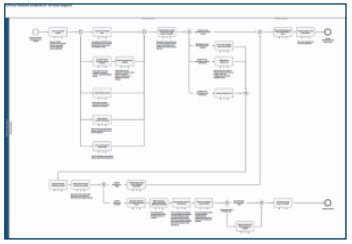
Level 2:

YaSM main processes



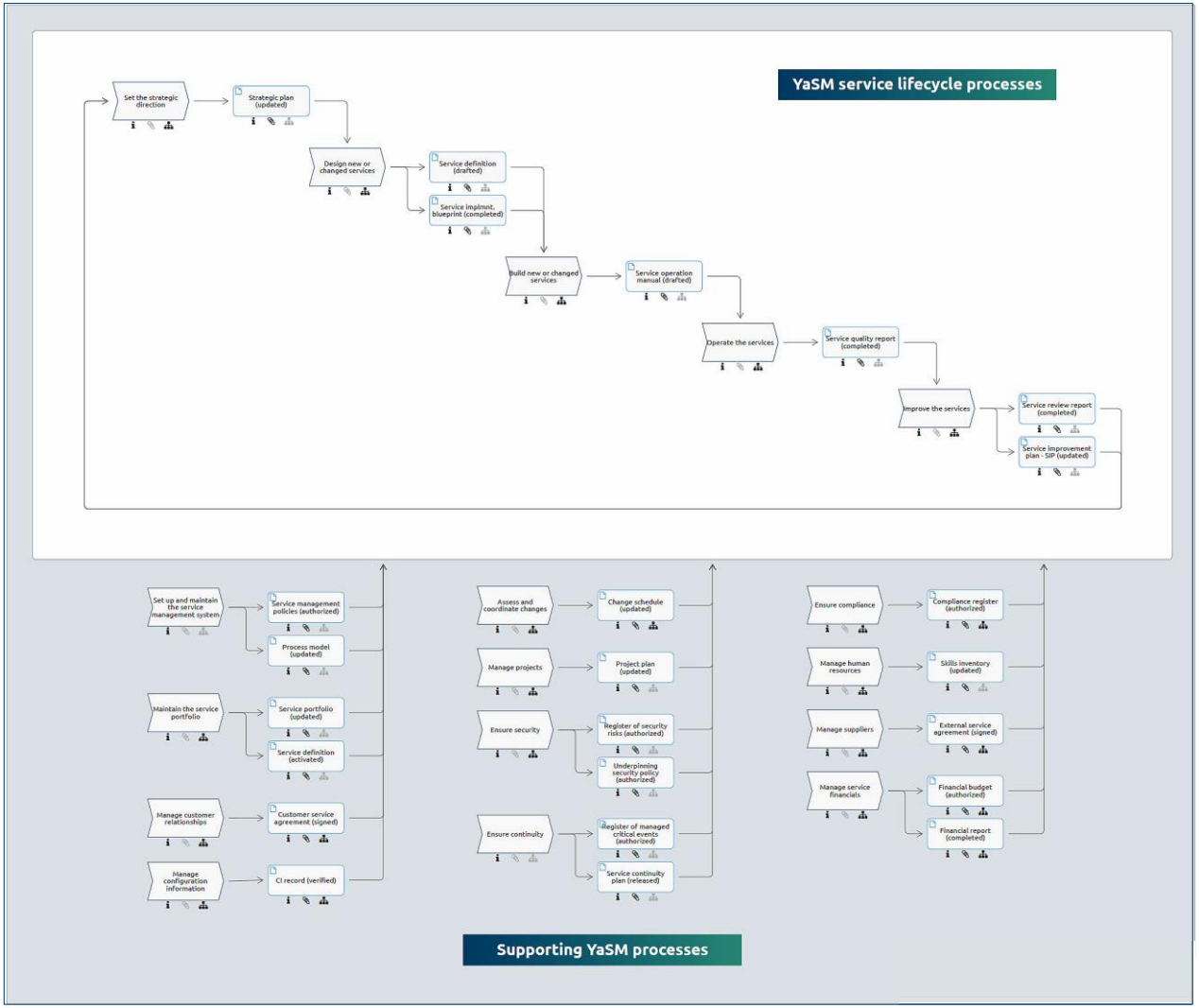
Level 3:

YaSM sub-processes



Detail level 1: YaSM service management processes

Overview: YaSM service management processes



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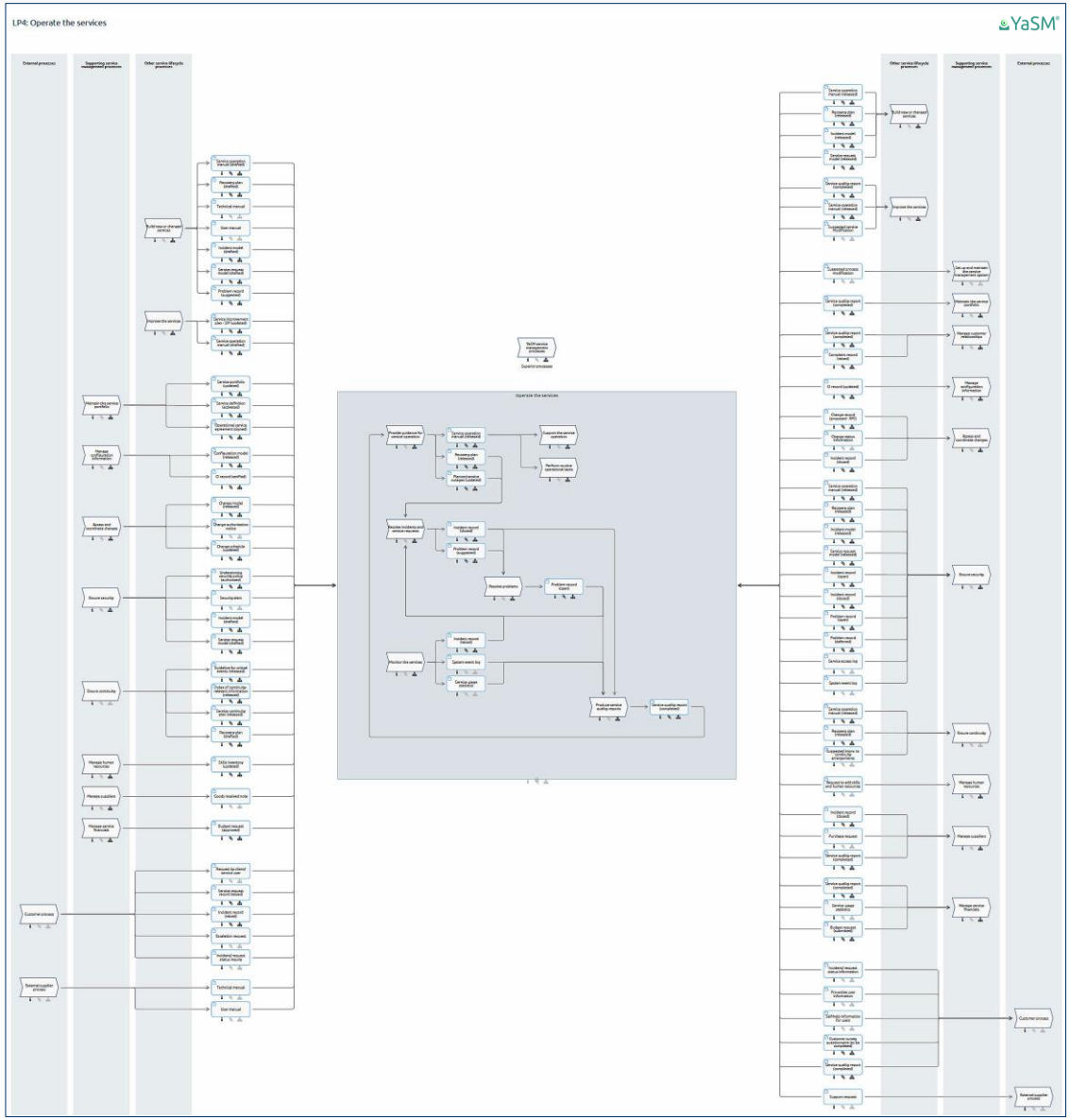
YaSM top-level-diagram.

High-level view of the YaSM service management processes.

Detail level 2: “Operate the services”



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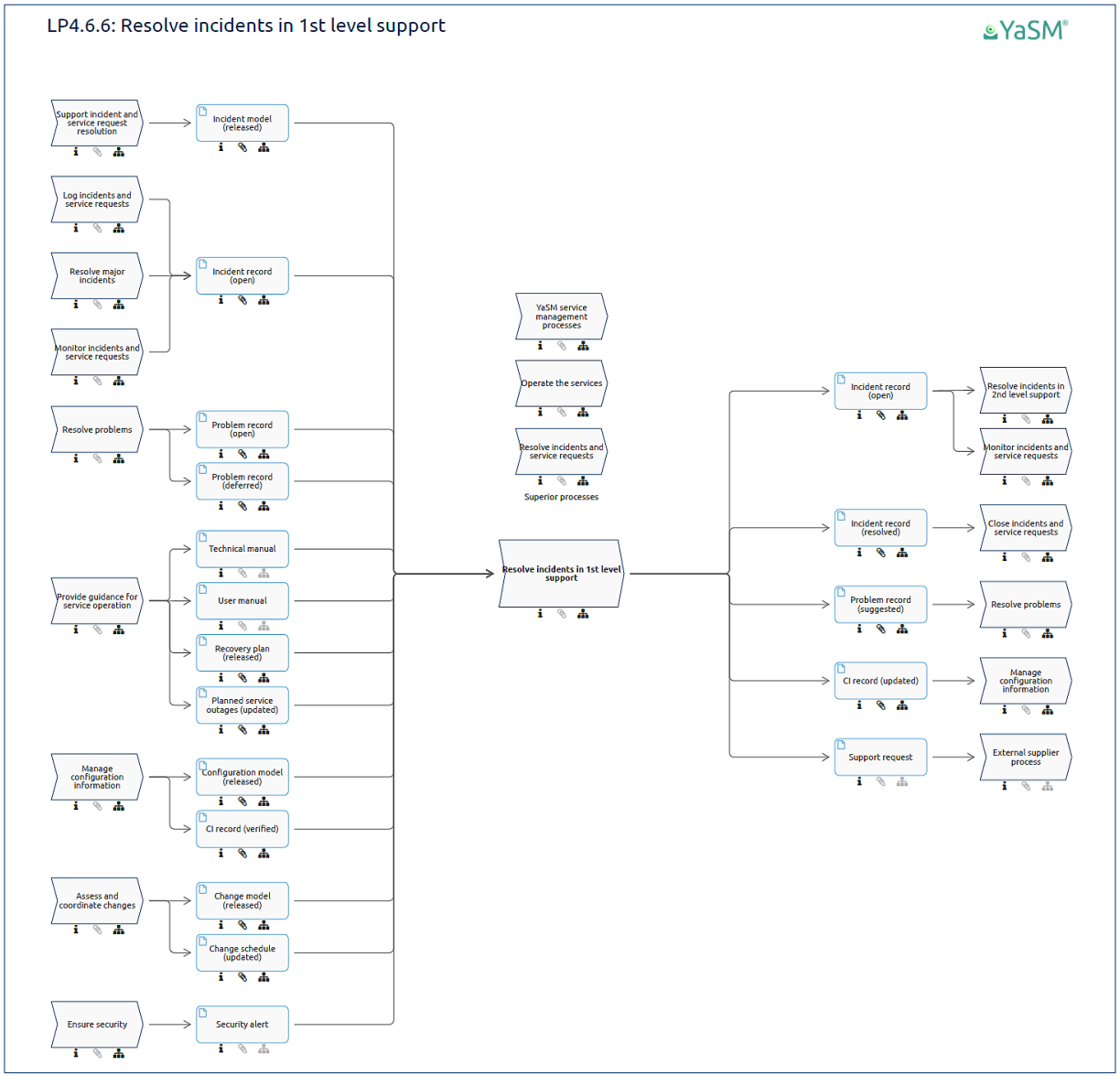
YaSM main processes.

There are 19 process models of this type on detail level 2.

Detail level 3: “Resolve incidents in 1st level support” (inputs / outputs)



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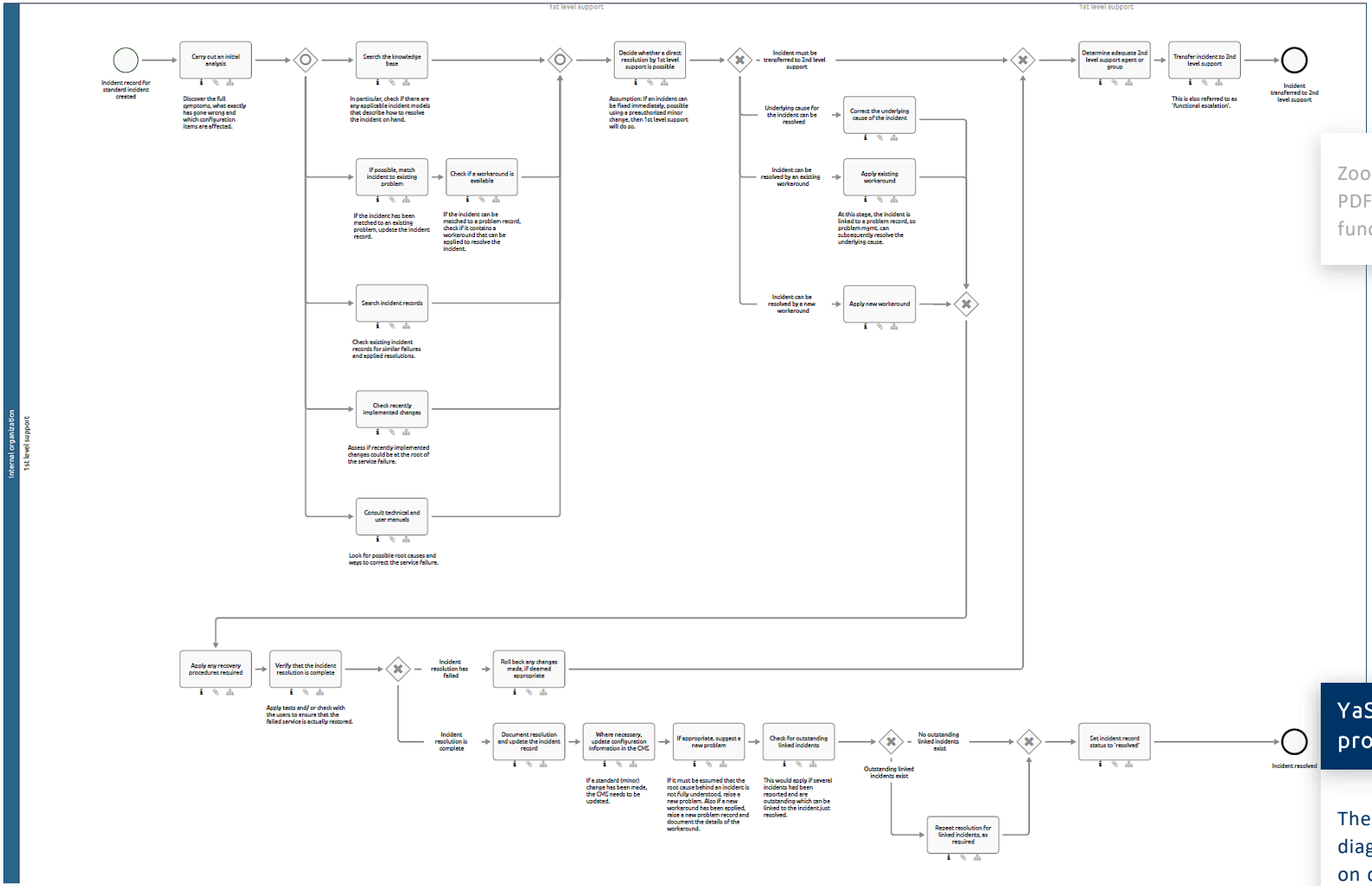
YaSM sub-processes.

There are 102 diagrams of this type on detail level 3.

Detail level 3: “Resolve incidents in 1st level support” (BPMN)

LP4.6.6: Resolve incidents in 1st level support



Zoom in using your PDF viewer’s zoom function!

YaSM sub-processes.

There are 102 diagrams of this type on detail level 3.

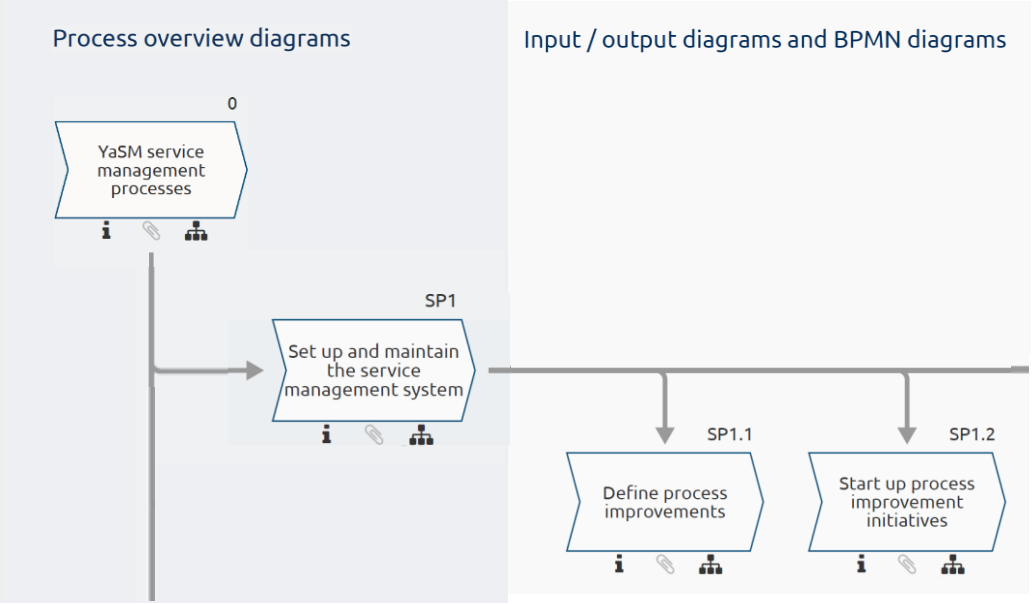
The YaSM process structure

The YaSM® Process Map offers complete coverage of the YaSM service management processes.

- The following pages provide a complete view of the process hierarchy contained in the YaSM® Process Map.
- Each of the processes on detail levels 1 and 2 is represented by a process overview diagram (see example on page 5).
- Each sub-process on detail level 3 is represented by an input/output (IO) diagram and a BPMN diagram with a detailed account of the process activities and interfaces (see examples on pages 6, 7).

The following pages contain vector graphics - to see the process models in detail use your PDF viewer's zoom function.

Detail: Process structure

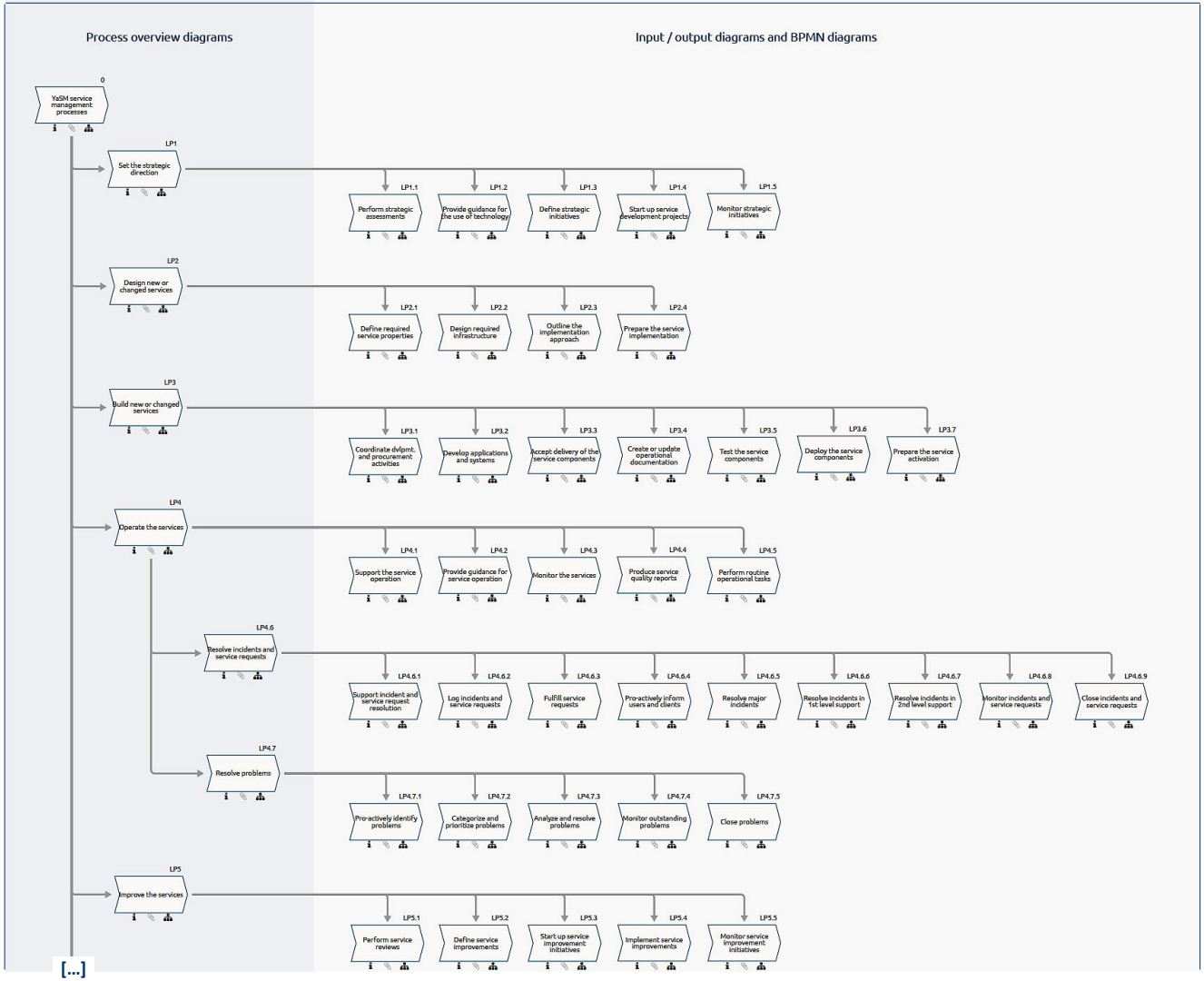


Processes on detail levels 1 and 2 linked to process overview diagrams.

Sub-processes (detail level 3) linked to IO and BPMN diagrams.

YaSM process structure: Service lifecycle processes

YaSM process structure

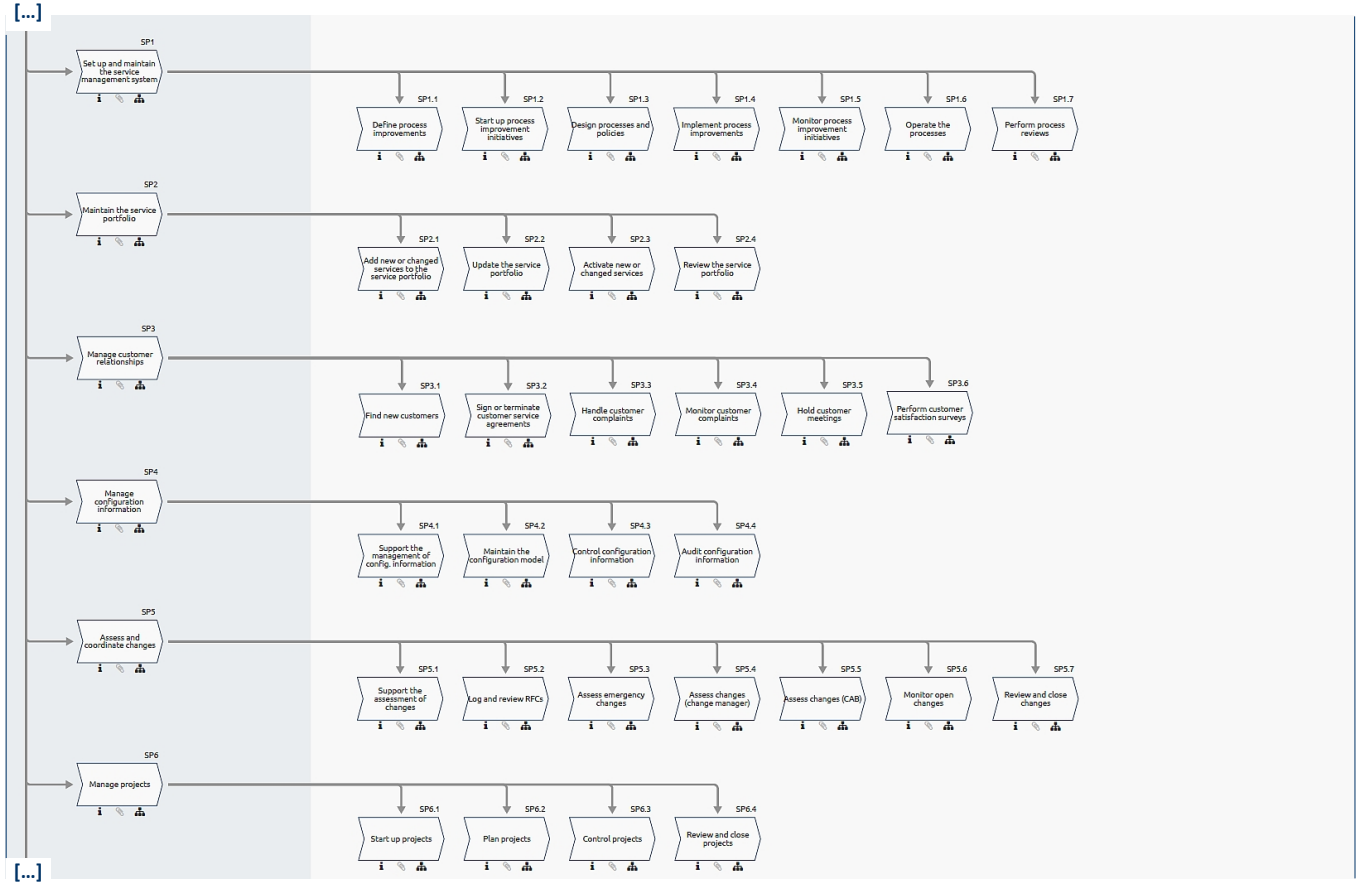


Zoom in using your PDF viewer's zoom function!

Service lifecycle processes.

YaSM process structure: Supporting service management processes [1/2]

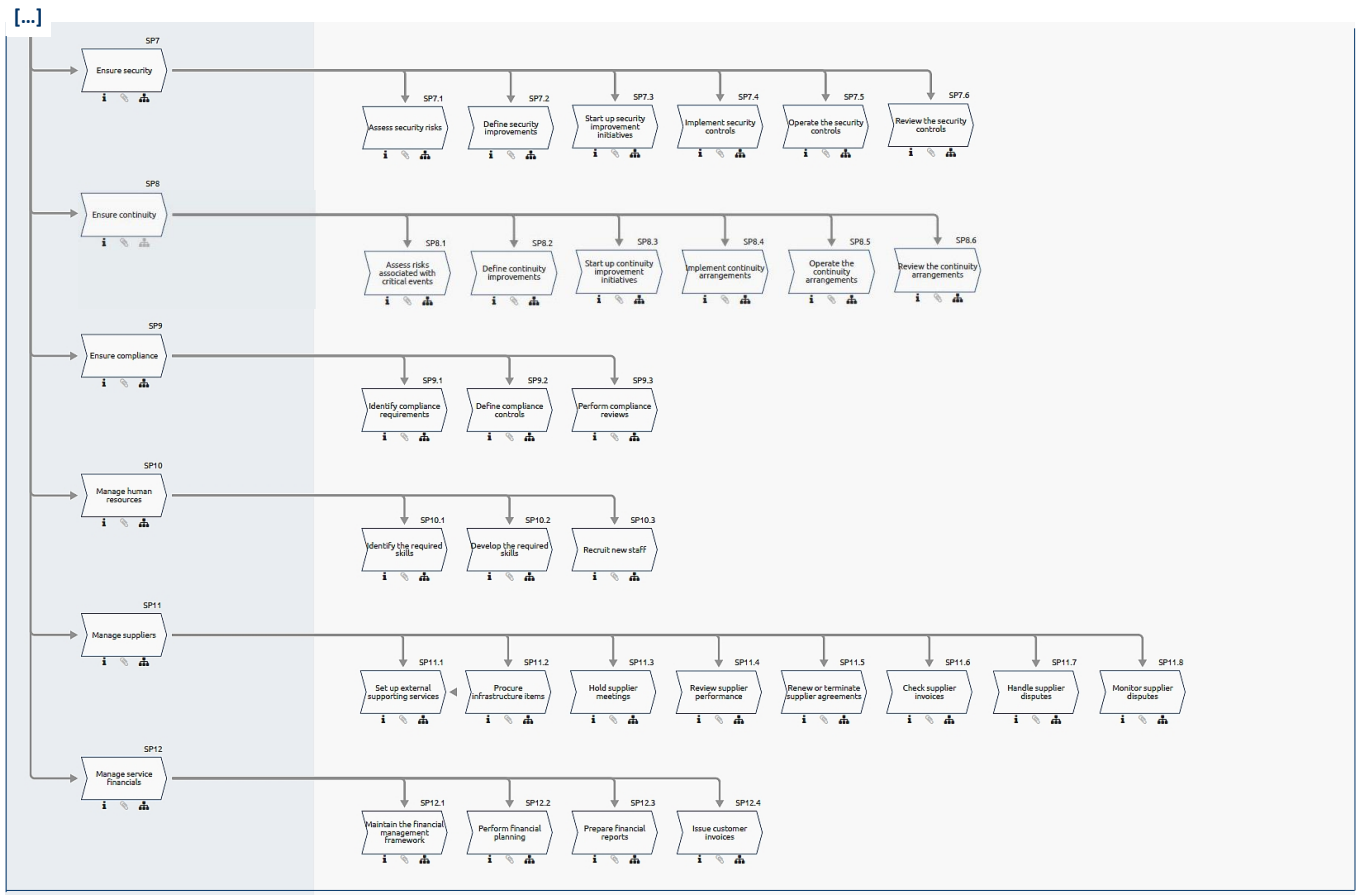
Zoom in using your PDF viewer's zoom function!



Supporting service management processes [1/2].

YaSM process structure: Supporting service management processes [2/2]

Zoom in using your PDF viewer's zoom function!

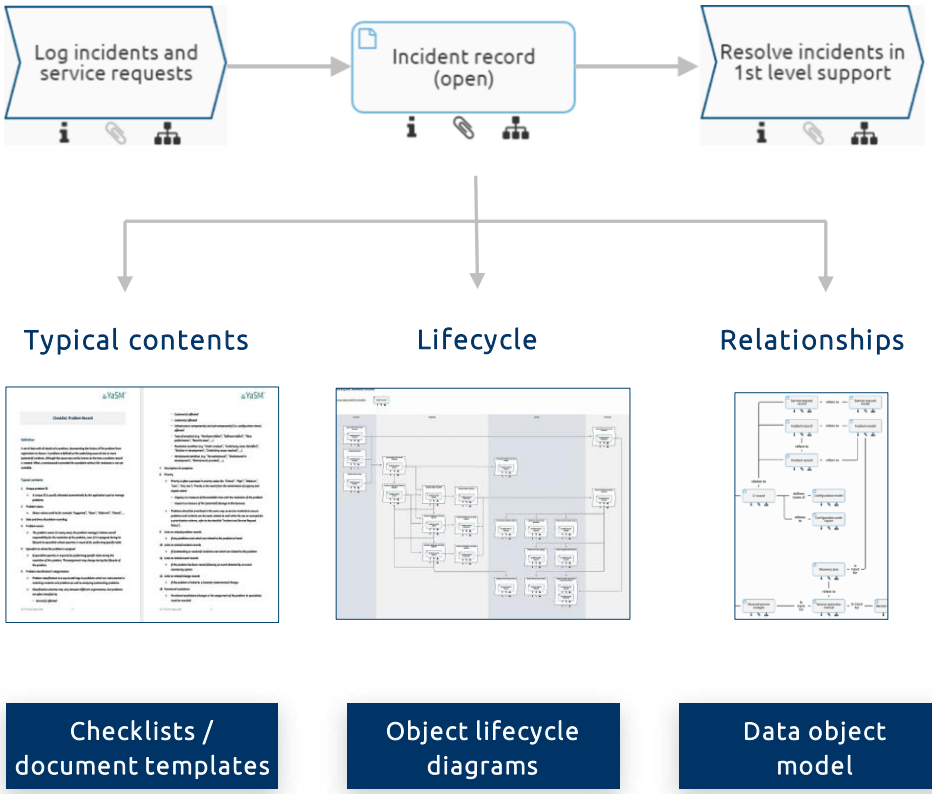


Supporting service management processes [2/2].

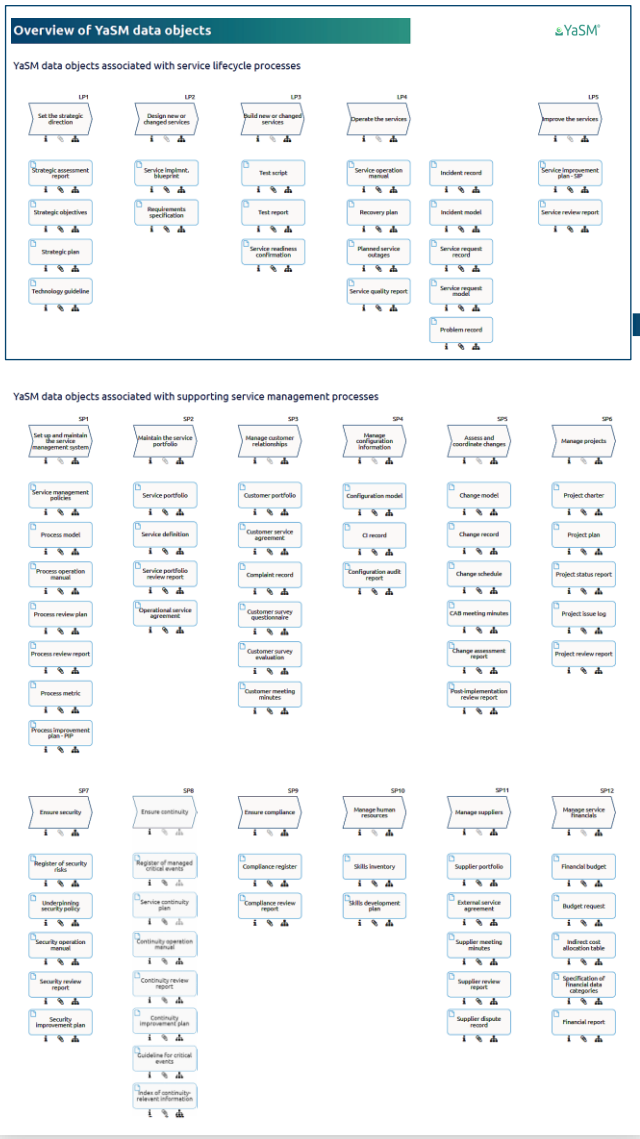
YaSM documents and records (“YaSM data objects”)

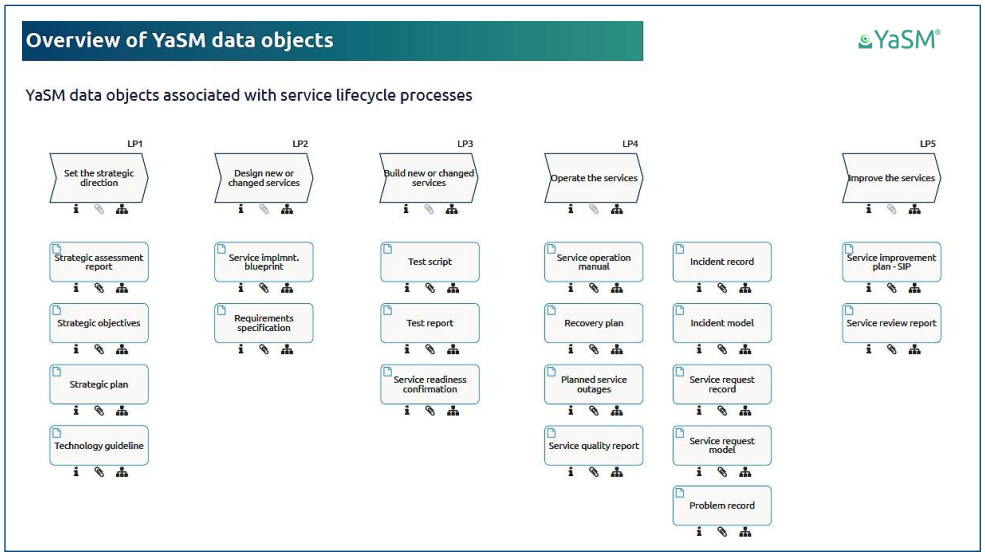
The YaSM processes require inputs and create outputs, typically in the form of documents or records.

- YaSM data objects (documents and records) are represented in the YaSM® Process Map as BIC document symbols.
- For each of the 77 YaSM objects, there is
  - A checklist or document template in Microsoft Word™ format to describe its contents
  - A lifecycle diagram to illustrate which YaSM processes create, update, read and archive the object, and how its status changes throughout its lifecycle.
- The YaSM data object model helps with understanding the purpose of each object in the YaSM model, by providing a complete overview of the YaSM objects and their key relationships.
- 19 additional checklists explain the typical contents of the service management policies (there is one policy for every YaSM process).



Overview of YaSM data objects



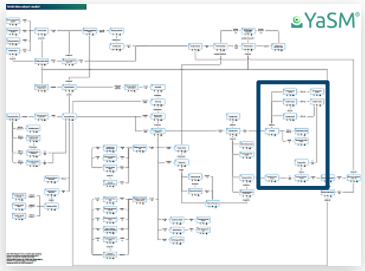


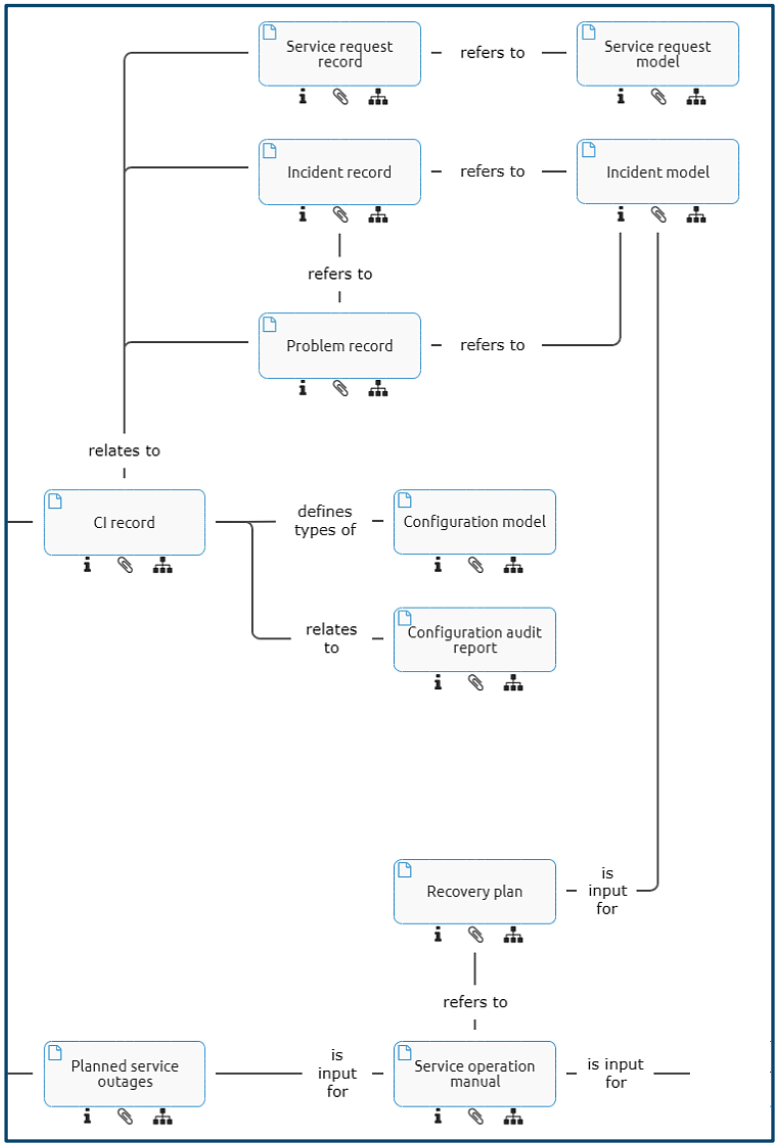
Zoom in using your PDF viewer's zoom function!

YaSM data objects.

This diagram provides a complete list of the documents and records ("data objects") used in the YaSM® Process Map.

YaSM data object model



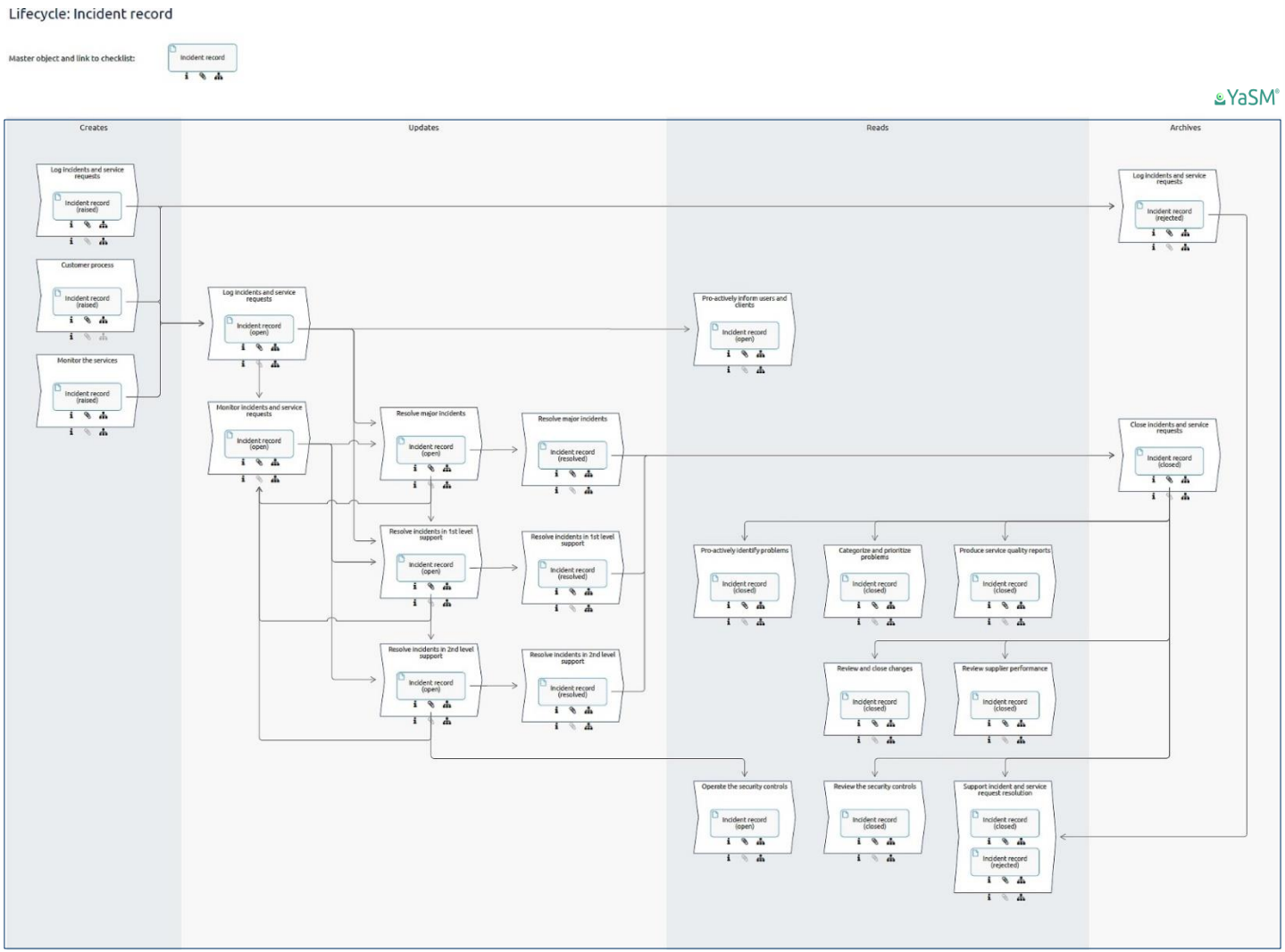


Zoom in using your PDF viewer's zoom function!

The YaSM data object model.

A complete overview of the key relationships between the YaSM documents and records.

YaSM object lifecycle diagram: “Incident record“

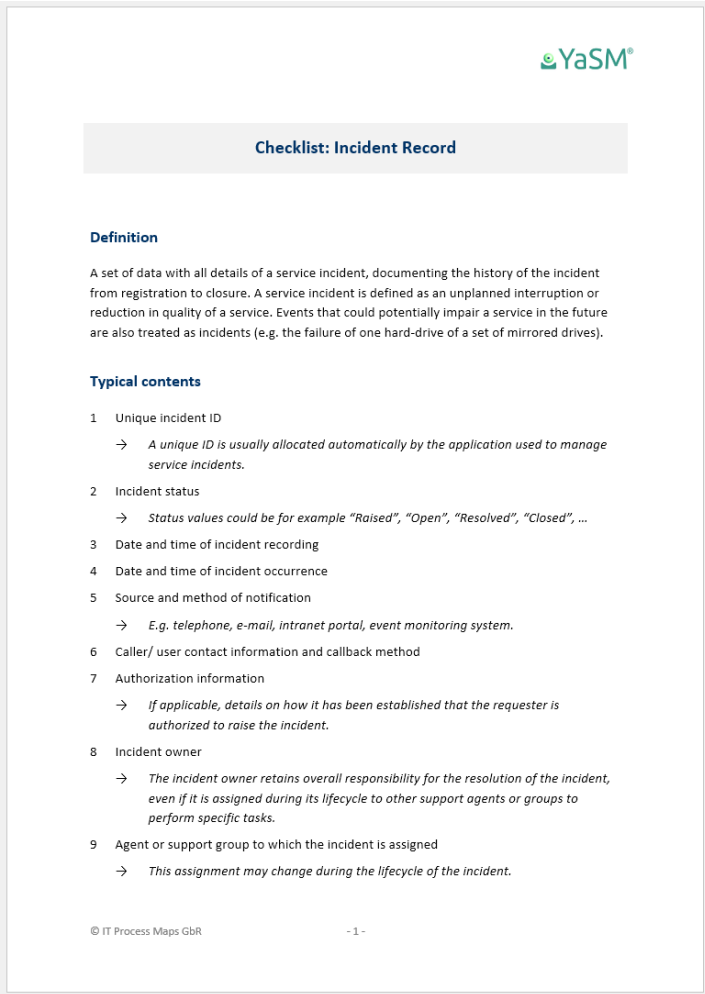


Zoom in using your PDF viewer’s zoom function!

YaSM object lifecycle diagrams.

The YaSM® Process Map contains 77 diagrams of this type, one for each YaSM data object.

YaSM checklists / document templates



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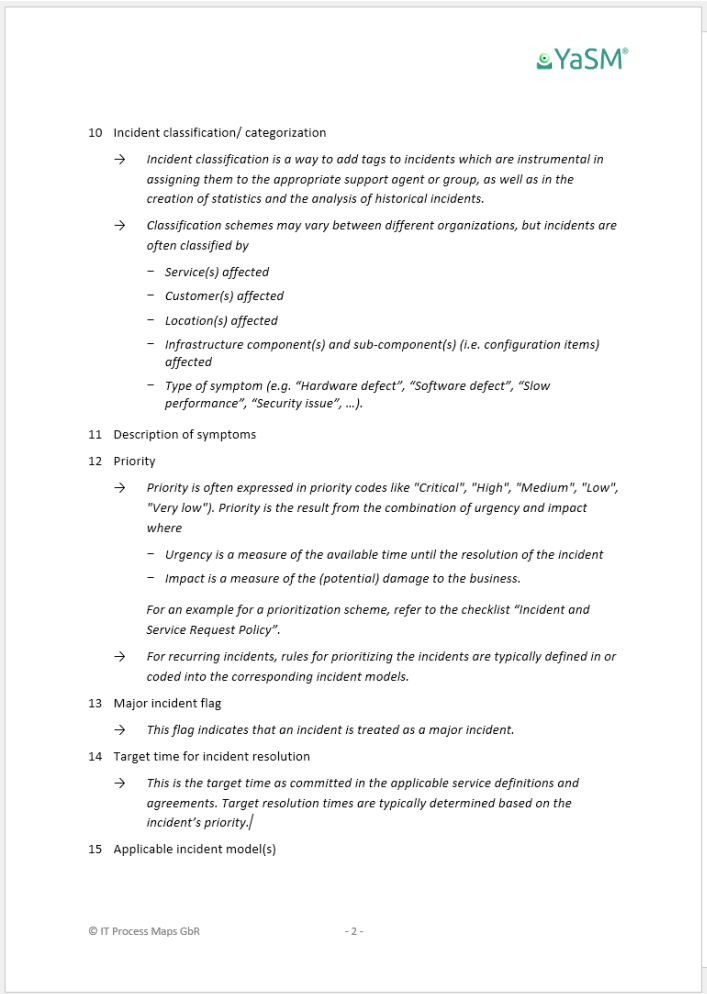
Checklist: Incident Record

Definition

A set of data with all details of a service incident, documenting the history of the incident from registration to closure. A service incident is defined as an unplanned interruption or reduction in quality of a service. Events that could potentially impair a service in the future are also treated as incidents (e.g. the failure of one hard-drive of a set of mirrored drives).

Typical contents

1 Unique incident ID
   → *A unique ID is usually allocated automatically by the application used to manage service incidents.*
2 Incident status
   → *Status values could be for example "Raised", "Open", "Resolved", "Closed", ...*
3 Date and time of incident recording
4 Date and time of incident occurrence
5 Source and method of notification
   → *E.g. telephone, e-mail, intranet portal, event monitoring system.*
6 Caller/ user contact information and callback method
7 Authorization information
   → *If applicable, details on how it has been established that the requester is authorized to raise the incident.*
8 Incident owner
   → *The incident owner retains overall responsibility for the resolution of the incident, even if it is assigned during its lifecycle to other support agents or groups to perform specific tasks.*
9 Agent or support group to which the incident is assigned
   → *This assignment may change during the lifecycle of the incident.*



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10 Incident classification/ categorization
   → *Incident classification is a way to add tags to incidents which are instrumental in assigning them to the appropriate support agent or group, as well as in the creation of statistics and the analysis of historical incidents.*
   → *Classification schemes may vary between different organizations, but incidents are often classified by*
      – *Service(s) affected*
      – *Customer(s) affected*
      – *Location(s) affected*
      – *Infrastructure component(s) and sub-component(s) (i.e. configuration items) affected*
      – *Type of symptom (e.g. "Hardware defect", "Software defect", "Slow performance", "Security issue", ...).*
11 Description of symptoms
12 Priority
   → *Priority is often expressed in priority codes like "Critical", "High", "Medium", "Low", "Very low"). Priority is the result from the combination of urgency and impact where*
      – *Urgency is a measure of the available time until the resolution of the incident*
      – *Impact is a measure of the (potential) damage to the business.*

   For an example for a prioritization scheme, refer to the checklist "Incident and Service Request Policy".
   → *For recurring incidents, rules for prioritizing the incidents are typically defined in or coded into the corresponding incident models.*
13 Major incident flag
   → *This flag indicates that an incident is treated as a major incident.*
14 Target time for incident resolution
   → *This is the target time as committed in the applicable service definitions and agreements. Target resolution times are typically determined based on the incident's priority.*
15 Applicable incident model(s)

Checklists / document templates

The YaSM® Process Map contains 95 checklists in Word™ format, describing the typical contents of the YaSM data objects (documents and records).

Overview of YaSM roles

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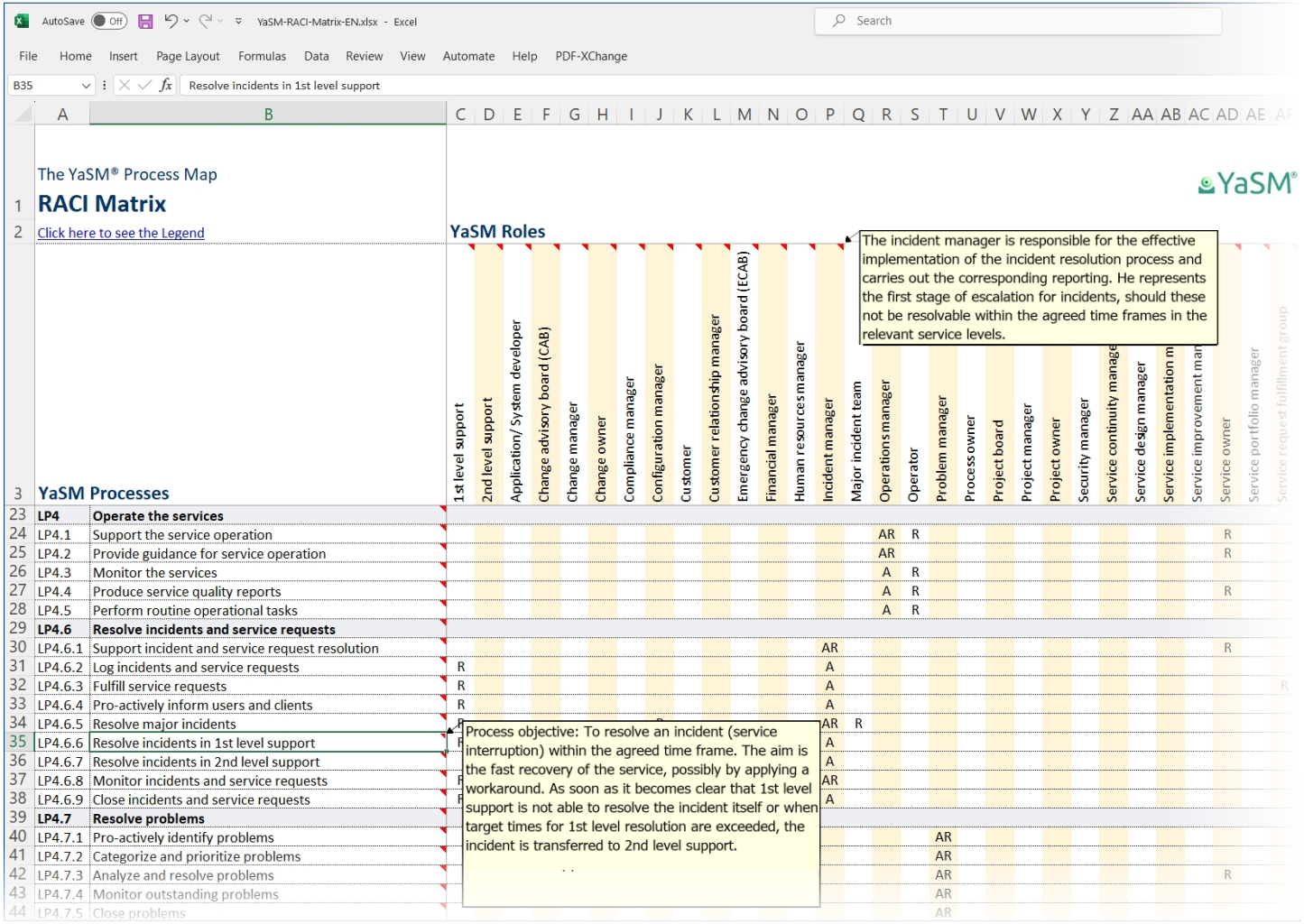
YaSM roles / responsibilities.

This diagram provides an overview of the YaSM roles used in the YaSM® Process Map for BIC.

RACI matrix: Participation of the YaSM roles in the YaSM processes

Zoom in using your PDF viewer's zoom function!



The YaSM® Process Map

RACI Matrix

Click here to see the Legend

YaSM Roles

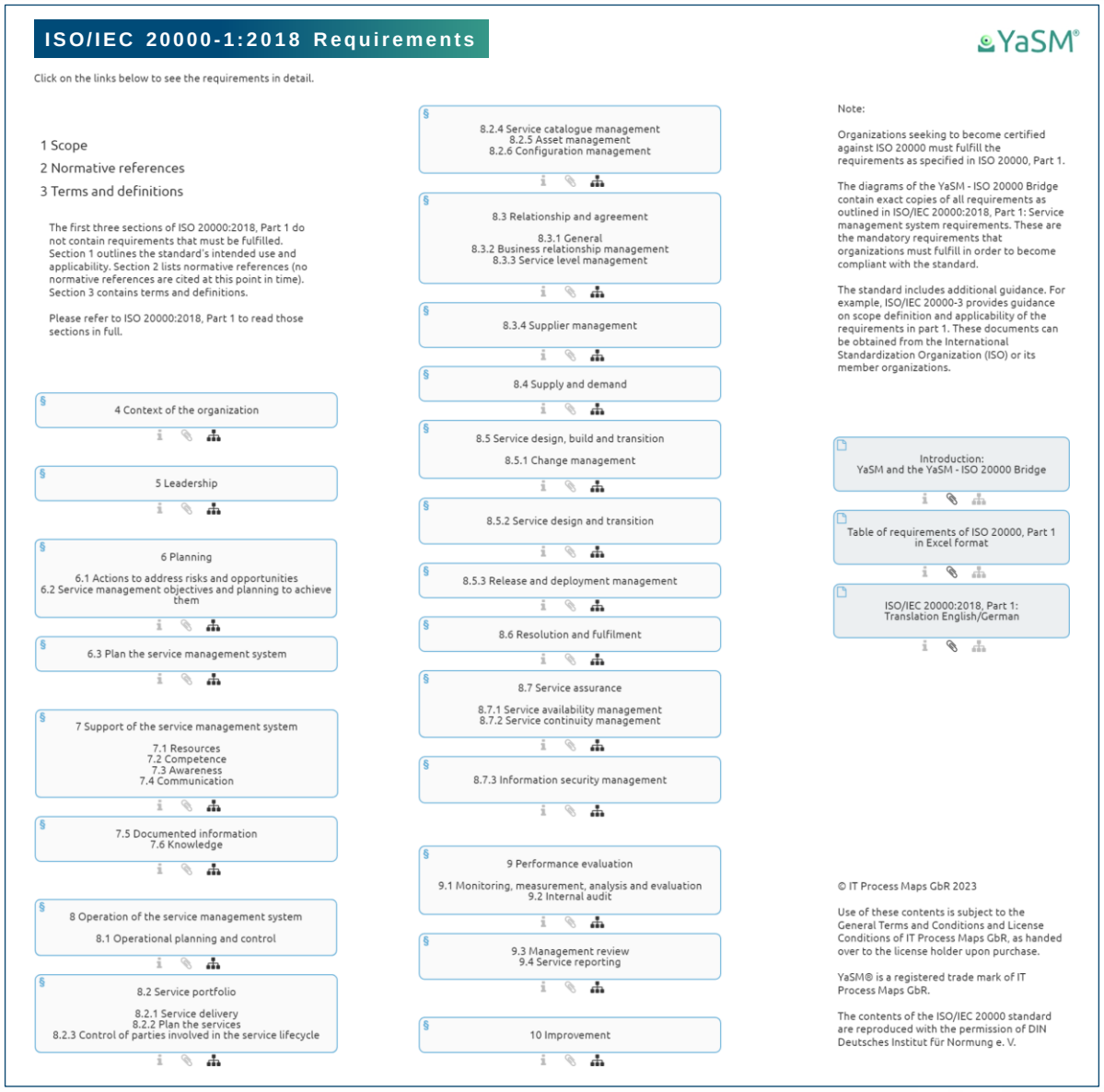
The incident manager is responsible for the effective implementation of the incident resolution process and carries out the corresponding reporting. He represents the first stage of escalation for incidents, should these not be resolvable within the agreed time frames in the relevant service levels.

Process objective: To resolve an incident (service interruption) within the agreed time frame. The aim is the fast recovery of the service, possibly by applying a workaround. As soon as it becomes clear that 1st level support is not able to resolve the incident itself or when target times for 1st level resolution are exceeded, the incident is transferred to 2nd level support.

	YaSM Processes	1st level support	2nd level support	Application/ System developer	Change advisory board (CAB)	Change manager	Change owner	Compliance manager	Configuration manager	Customer	Customer relationship manager	Emergency change advisory board (ECAB)	Financial manager	Human resources manager	Incident manager	Major incident team	Operations manager	Operator	Problem manager	Process owner	Project board	Project manager	Project owner	Security manager	Service continuity manage	Service design manager	Service implementation m	Service improvement mar	Service owner	Service portfolio manager	Service request fulfillment group
LP4	**Operate the services**																													
LP4.1	Support the service operation																AR	R										R		
LP4.2	Provide guidance for service operation																AR											R		
LP4.3	Monitor the services																A	R												
LP4.4	Produce service quality reports																A	R										R		
LP4.5	Perform routine operational tasks																A	R												
LP4.6	**Resolve incidents and service requests**																													
LP4.6.1	Support incident and service request resolution														AR													R		
LP4.6.2	Log incidents and service requests	R													A															
LP4.6.3	Fulfill service requests	R													A															R
LP4.6.4	Pro-actively inform users and clients	R													A															
LP4.6.5	Resolve major incidents														AR	R														
LP4.6.6	Resolve incidents in 1st level support	R													A															
LP4.6.7	Resolve incidents in 2nd level support														A															
LP4.6.8	Monitor incidents and service requests	R													AR															
LP4.6.9	Close incidents and service requests	R													A															
LP4.7	**Resolve problems**																													
LP4.7.1	Pro-actively identify problems																		AR											
LP4.7.2	Categorize and prioritize problems																		AR											
LP4.7.3	Analyze and resolve problems																		AR									R		
LP4.7.4	Monitor outstanding problems																		AR											
LP4.7.5	Close problems																		AR											

The YaSM® Process Map for BIC includes a RACI matrix in MS Excel® format.

The YaSM® - ISO 20000 Bridge: Front page



ISO/IEC 20000-1:2018 Requirements

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Click on the links below to see the requirements in detail.

1 Scope
2 Normative references
3 Terms and definitions

The first three sections of ISO 20000:2018, Part 1 do not contain requirements that must be fulfilled. Section 1 outlines the standard's intended use and applicability. Section 2 lists normative references (no normative references are cited at this point in time). Section 3 contains terms and definitions.

Please refer to ISO 20000:2018, Part 1 to read those sections in full.

§ 4 Context of the organization

§ 5 Leadership

§ 6 Planning
6.1 Actions to address risks and opportunities
6.2 Service management objectives and planning to achieve them

§ 6.3 Plan the service management system

§ 7 Support of the service management system
7.1 Resources
7.2 Competence
7.3 Awareness
7.4 Communication

§ 7.5 Documented information
7.6 Knowledge

§ 8 Operation of the service management system
8.1 Operational planning and control

§ 8.2 Service portfolio
8.2.1 Service delivery
8.2.2 Plan the services
8.2.3 Control of parties involved in the service lifecycle

§ 8.2.4 Service catalogue management
8.2.5 Asset management
8.2.6 Configuration management

§ 8.3 Relationship and agreement
8.3.1 General
8.3.2 Business relationship management
8.3.3 Service level management

§ 8.3.4 Supplier management

§ 8.4 Supply and demand

§ 8.5 Service design, build and transition
8.5.1 Change management

§ 8.5.2 Service design and transition

§ 8.5.3 Release and deployment management

§ 8.6 Resolution and fulfilment

§ 8.7 Service assurance
8.7.1 Service availability management
8.7.2 Service continuity management

§ 8.7.3 Information security management

§ 9 Performance evaluation
9.1 Monitoring, measurement, analysis and evaluation
9.2 Internal audit

§ 9.3 Management review
9.4 Service reporting

§ 10 Improvement

Note:

Organizations seeking to become certified against ISO 20000 must fulfill the requirements as specified in ISO 20000, Part 1.

The diagrams of the YaSM - ISO 20000 Bridge contain exact copies of all requirements as outlined in ISO/IEC 20000:2018, Part 1: Service management system requirements. These are the mandatory requirements that organizations must fulfill in order to become compliant with the standard.

The standard includes additional guidance. For example, ISO/IEC 20000-3 provides guidance on scope definition and applicability of the requirements in part 1. These documents can be obtained from the International Standardization Organization (ISO) or its member organizations.

Introduction:
YaSM and the YaSM - ISO 20000 Bridge

Table of requirements of ISO 20000, Part 1 in Excel format

ISO/IEC 20000:2018, Part 1: Translation English/German

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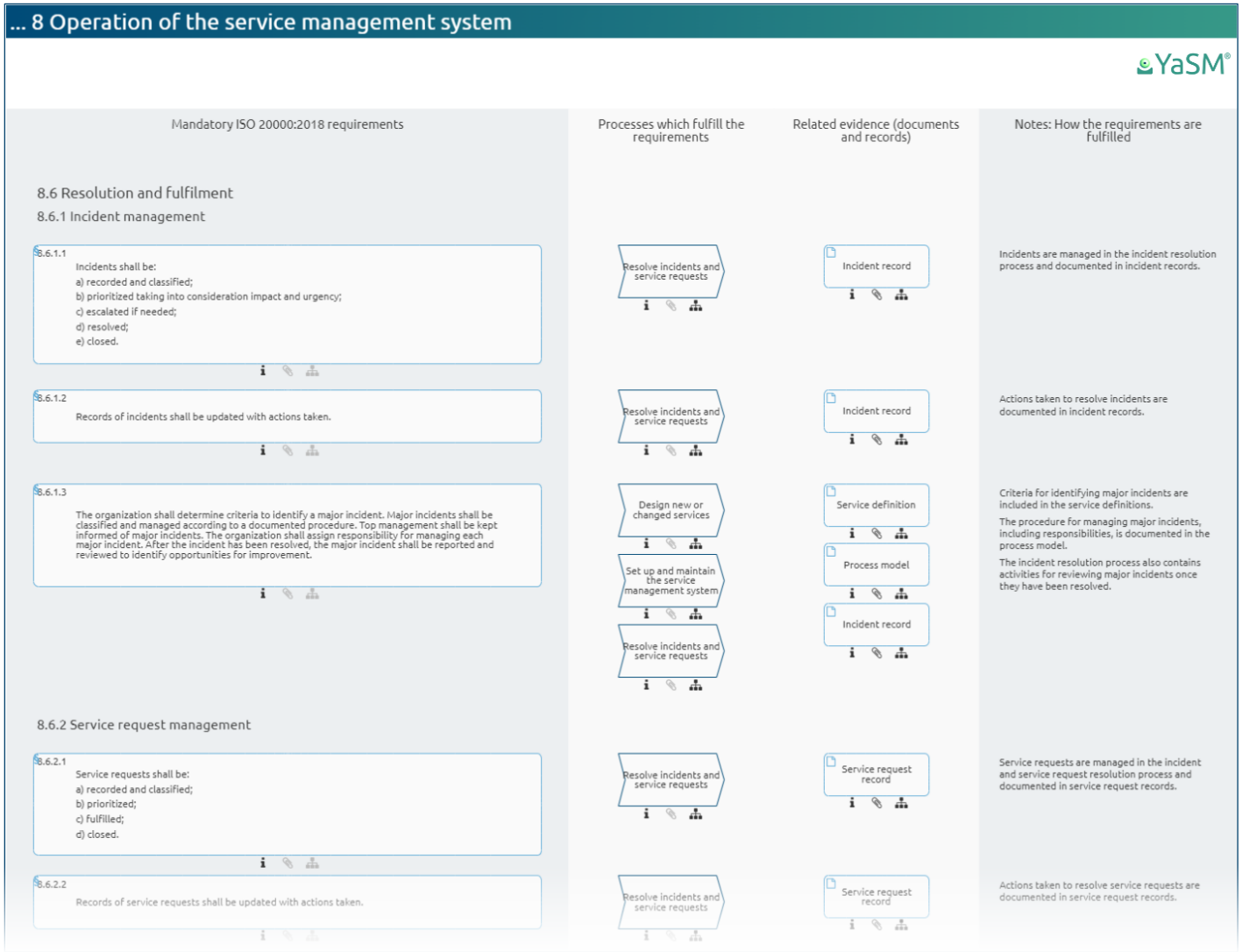
The YaSM® - ISO 200000 Bridge is available as an **additional component** to the YaSM® Process Map for BIC.

The YaSM® - ISO 20000 Bridge: Example “Resolution and fulfilment”



... 8 Operation of the service management system

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Mandatory ISO 20000:2018 requirements	Processes which fulfill the requirements	Related evidence (documents and records)	Notes: How the requirements are fulfilled
8.6 Resolution and fulfilment			
8.6.1 Incident management			
8.6.1.1 Incidents shall be: a) recorded and classified; b) prioritized taking into consideration impact and urgency; c) escalated if needed; d) resolved; e) closed.	Resolve incidents and service requests	Incident record	Incidents are managed in the incident resolution process and documented in incident records.
8.6.1.2 Records of incidents shall be updated with actions taken.	Resolve incidents and service requests	Incident record	Actions taken to resolve incidents are documented in incident records.
8.6.1.3 The organization shall determine criteria to identify a major incident. Major incidents shall be classified and managed according to a documented procedure. Top management shall be kept informed of major incidents. The organization shall assign responsibility for managing each major incident. After the incident has been resolved, the major incident shall be reported and reviewed to identify opportunities for improvement.	Design new or changed services Set up and maintain the service management system Resolve incidents and service requests	Service definition Process model Incident record	Criteria for identifying major incidents are included in the service definitions. The procedure for managing major incidents, including responsibilities, is documented in the process model. The incident resolution process also contains activities for reviewing major incidents once they have been resolved.
8.6.2 Service request management			
8.6.2.1 Service requests shall be: a) recorded and classified; b) prioritized; c) fulfilled; d) closed.	Resolve incidents and service requests	Service request record	Service requests are managed in the incident and service request resolution process and documented in service request records.
8.6.2.2 Records of service requests shall be updated with actions taken.	Resolve incidents and service requests	Service request record	Actions taken to resolve service requests are documented in service request records.

Zoom in using your PDF viewer’s zoom function!

The diagrams in the YaSM® - ISO 20000 Bridge relate the standard‘s requirements to the process diagrams and checklists of the YaSM® Process Map.

Contact

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