The YaSM® Process Map for Microsoft Visio®

Examples and overview of contents
Contents

YaSM processes
  Overview and flowchart diagrams in three levels of detail
  Process structure

YaSM documents and records ("YaSM data objects")
  Overview of the YaSM data objects
  YaSM data object model
  Object lifecycle diagrams
  YaSM checklists/ document templates

RACI matrix

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, 105 flowchart 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.
Overview: YaSM service management processes
Detail level 2: “Operate the services”
Detail level 3: “Resolve incidents in 1st level support”

The YaSM® Process Map for Visio®

[Diagram of Resolve incidents in 1st level support process]

YaSM sub-processes:
There are 105 diagrams of this type on detail level 3.
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 a process flowchart diagram in BPMN format with a detailed account of the process activities and interfaces (see example on page 6).

The following pages contain vector graphics - to see the process models in detail use your PDF viewer’s zoom function.
YaSM process structure: Service lifecycle processes

Service lifecycle processes.

- Set the strategic direction
- Build new or changed services
- Design new or changed services
- Deploy the service components
- Operate the services
- Improve the services
- Fulfill service requests
- Provide guidance for service operation
- Support incident and service request resolution
- Resolve problems
- Close incidents and service requests
- Close problems
- Implement service improvements
- Proactively identify problems
- Proactively inform users and clients
- Produce service quality reports
- Prepare the service implementation
- Prepare the service activation
- Test the service components
- Prepare the service documentation
- Outline the implementation approach
- Perform routine operational tasks
- Perform service reviews
- Perform strategic assessments
- Monitor the services
- Monitor service improvement initiatives
- Monitor strategic initiatives
- Monitor outstanding problems
- Monitor incidents and service requests
- Log incidents and service requests
- Analyze and resolve problems
- Build required infrastructure
- Develop applications and systems
- Define required service properties
- Define strategic initiatives
- Design required infrastructure
- Develop applications and systems
- Define service improvements
- Define service properties
- Devise service implementations
- Devise service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
- Devise the service activation plan
- Devise the service components
- Devise the service delivery process
YaSM process structure: Supporting service management processes [1/2]

[Diagram showing YaSM process structure with various processes and activities labeled, such as Activate new or changed services, Add new or changed services to the service portfolio, Assess and coordinate changes, etc.]

Supporting service management processes [1/2]
YaSM process structure: Supporting service management processes [2/2]
YaSM documents and records ("YaSM data objects")

- These documents and records are represented in the YaSM® Process Map as "YaSM data object" shapes.
- For each of the 77 YaSM objects, there is
  - A checklist or document template in Microsoft Word™ format to describe its contents
  - An object 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

YaSM data objects associated with service lifecycle processes

- Service improvement plan
- Strategic objectives
- Strategic plan
- Strategy
- Strategy objectives
- Strategy overview

YaSM data objects associated with supporting service management processes

- Project charter
- Project issue log
- Project plan
- Project execution report
- Project risk register

YaSM data objects associated with service lifecycle processes

- Change assessment report
- Change model
- Change record
- Change schedule

YaSM data objects associated with supporting service management processes

- Schedule for disaster events
- Service continuity plan
- Service resilience plan
- Service security plan

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

The YaSM data object model:
A complete overview of the key relationships between the YaSM documents and records.
YaSM object lifecycle diagram: „Incident record“

Master object and link to checklist:

<table>
<thead>
<tr>
<th>Creates</th>
<th>Updates</th>
<th>Reads</th>
<th>Archives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log incidents and service requests</td>
<td>Incident record [raised]</td>
<td>Pre-activity inform users and clients</td>
<td>Incident record [rejected]</td>
</tr>
<tr>
<td>Customer processes</td>
<td>Incident record [open]</td>
<td>Monitor incidents to 2nd level support</td>
<td>Incident record [rejected]</td>
</tr>
<tr>
<td>Monitor the services</td>
<td>Incident record [open]</td>
<td>Resolve incidents to 2nd level support</td>
<td>Incident record [rejected]</td>
</tr>
<tr>
<td></td>
<td>Incident record [open]</td>
<td>Resolve incidents to 2nd level support</td>
<td>Incident record [rejected]</td>
</tr>
<tr>
<td></td>
<td>Incident record [open]</td>
<td>Resolve incidents to 2nd level support</td>
<td>Incident record [rejected]</td>
</tr>
</tbody>
</table>

The YaSM® Process Map contains 75 diagrams of this type, one for each YaSM data object.
YaSM checklists/ document templates

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 systems.

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 submit the request.

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.

10. Incident classification/ categorization
    - Incident classification is a way to add tags to incident, assigning them to the appropriate support agent or group, creation of statistics and the analysis of historical incidents. Classification schemes may vary between different or typically classified by:
      - Service(s) affected
      - Customer(s) affected
      - Location(s) affected
      - Infrastructure component(s) and sub-component(s) affected
      - Type of symptom (e.g. "Hardware defect", "Software performance", "Security issue", ...)

11. Description of symptoms

12. Priority
    - Priority is often expressed in priority codes like "Critical", "Very low". Priority is the result from the combination where:
      - Urgency is a measure of the available time until the
      - Impact is a measure of the (potential) damage to the
      - For an example for a prioritization scheme, refer to the Service Request Policy.
      - For recurring incidents, rules for prioritizing the incidents are considered 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 level agreements. Resolution times are typically determined based on the

15. Applicable incident model(s)

16. Links to related Incident records
    - If similar outstanding incidents exist to which the re...
RACI matrix: Participation of the YaSM roles in the YaSM processes

Pop-up hints show the process objectives.

Process diagrams can be opened directly from the matrix by clicking on a process name.
Contact

Dipl.-Ing. Stefan Kempter &
Dr. Andrea Kempter
Schönauer Str. 57
88131 Lindau (Bodensee)
Germany
Tel. +49 8382 2809303
Fax +49 8382 2809305
E-Mail: info@it-processmaps.com
it-processmaps.com | yasm.com

Member of itSMF

© IT Process Maps GbR, 2019

YaSM® is a registered trade mark of IT Process Maps GbR.
Microsoft®, Visio®, Excel®, SharePoint® and Word™ are registered trademarks of Microsoft Corp.