

S c r e e n   s h o t s

YaSM<sup>®</sup> Process Map

## The YaSM<sup>®</sup> Process Map for Microsoft Visio<sup>®</sup>

Examples and overview of contents





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For more information on the YaSM® Process Map please visit [yasm.com](http://yasm.com).

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



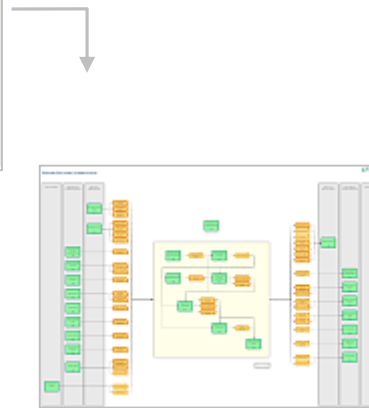
The core of the YaSM® Process Map is a set of process diagrams in three levels of detail

- 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, 99 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.

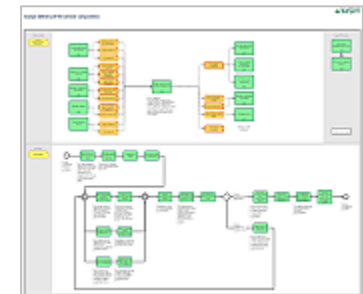
The following pages contain vector graphics - to see the process models in detail use your PDF viewer's zoom function.



**Level 1:**  
**Overview of YaSM  
service management  
processes**



**Level 2:**  
**YaSM main processes**



**Level 3:**  
**YaSM sub-processes**

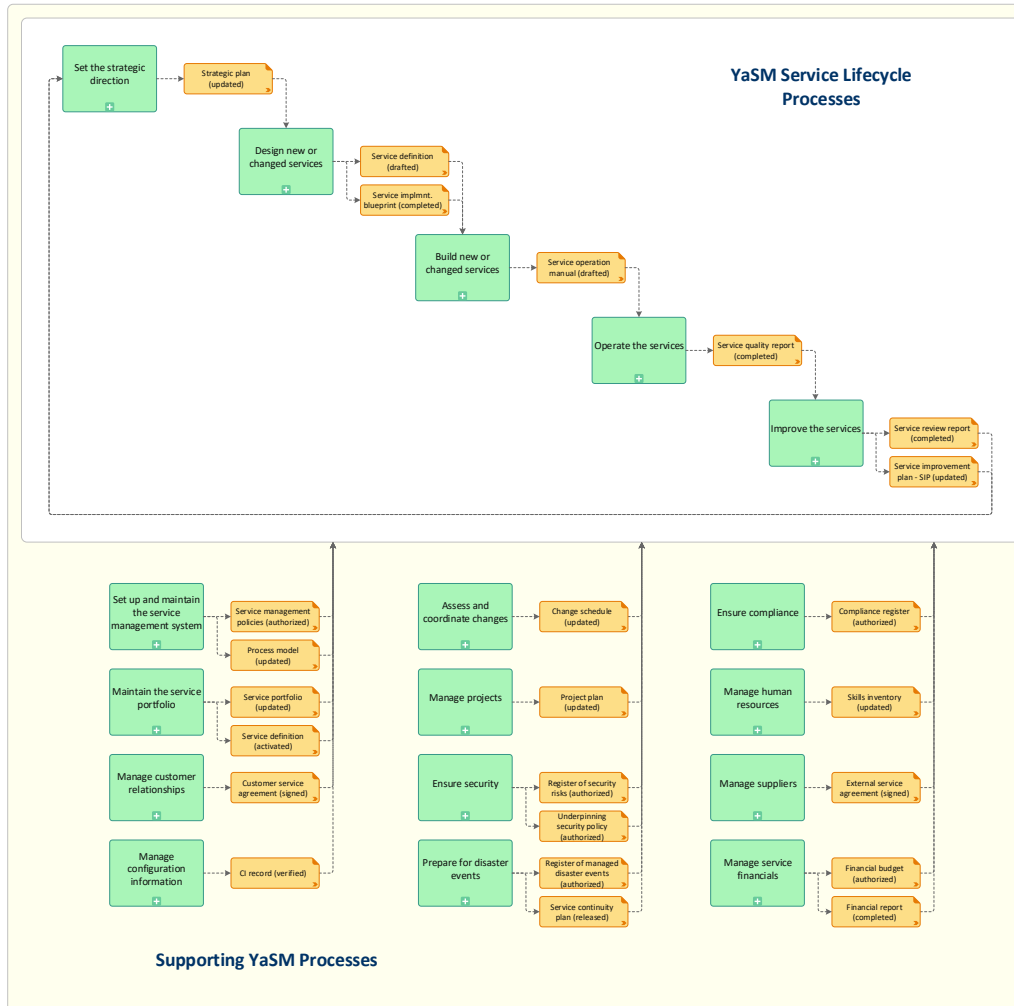
# Detail level 1: YaSM service management processes



Overview: YaSM service management processes



Zoom in using your PDF viewer's zoom function!



High-level view of the YaSM service management processes.

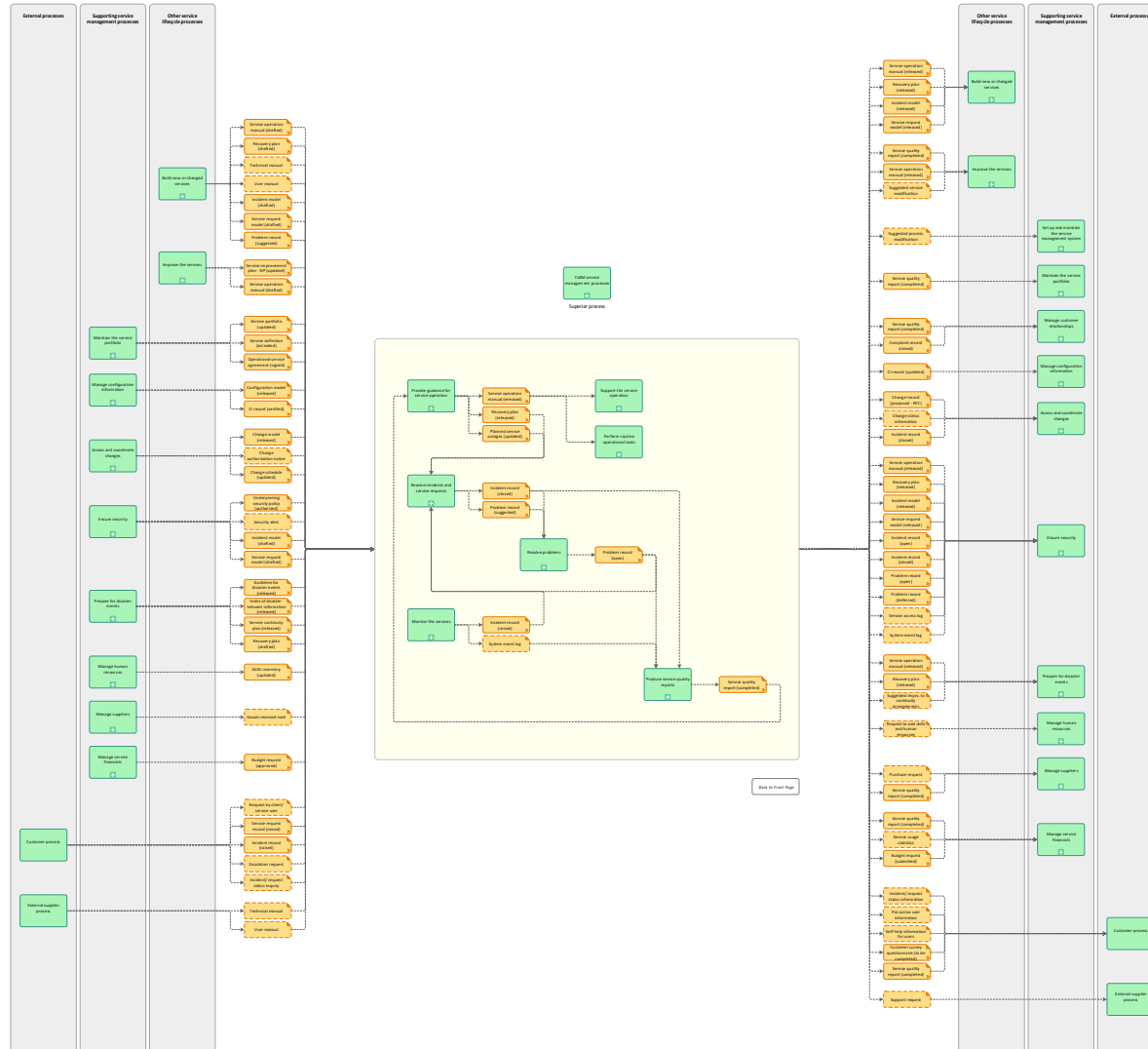
[Back to front page](#)

# Detail level 2: "Operate the services"



Overview: Operate the services

YaSM



Zoom in using your PDF viewer's zoom function!

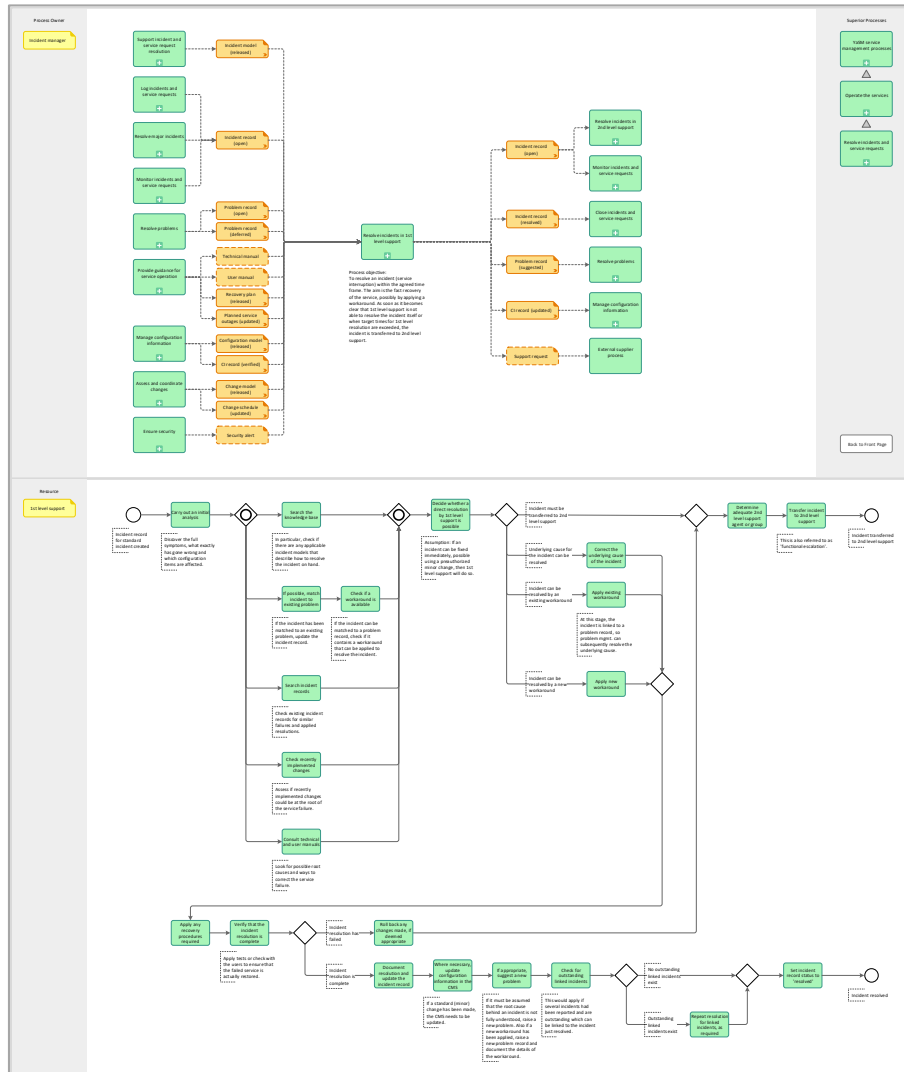
YaSM main processes. There are 19 process models of this type on detail level 2.

# Detail level 3: "Resolve incidents in 1st level support"



Resolve incidents in 1st level support

YaSM



Zoom in using your PDF viewer's zoom function!

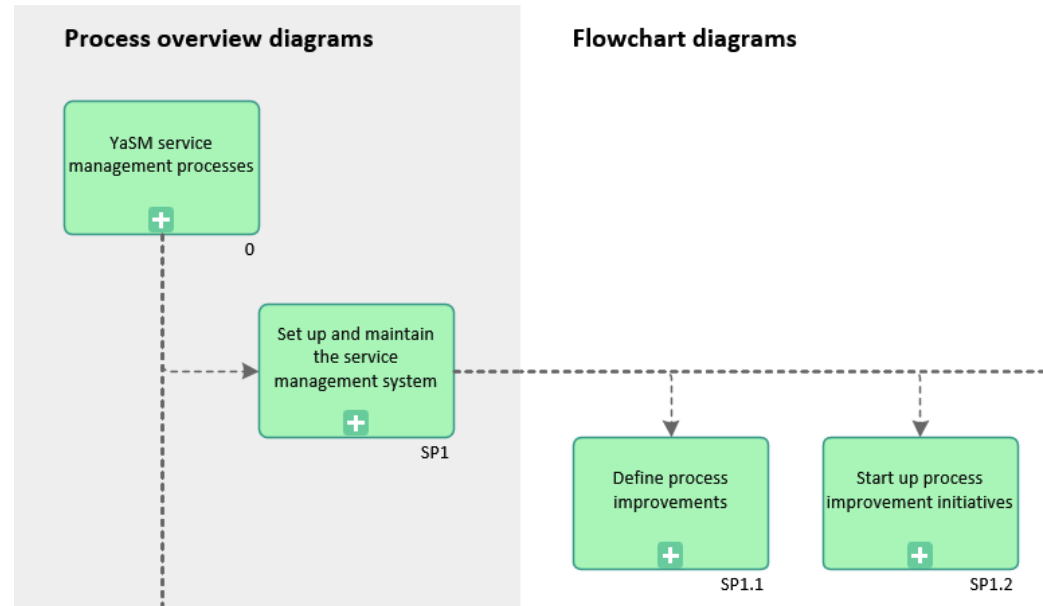
YaSM sub-processes. There are 99 diagrams of this type on detail level 3.



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).

## Detail: Process structure

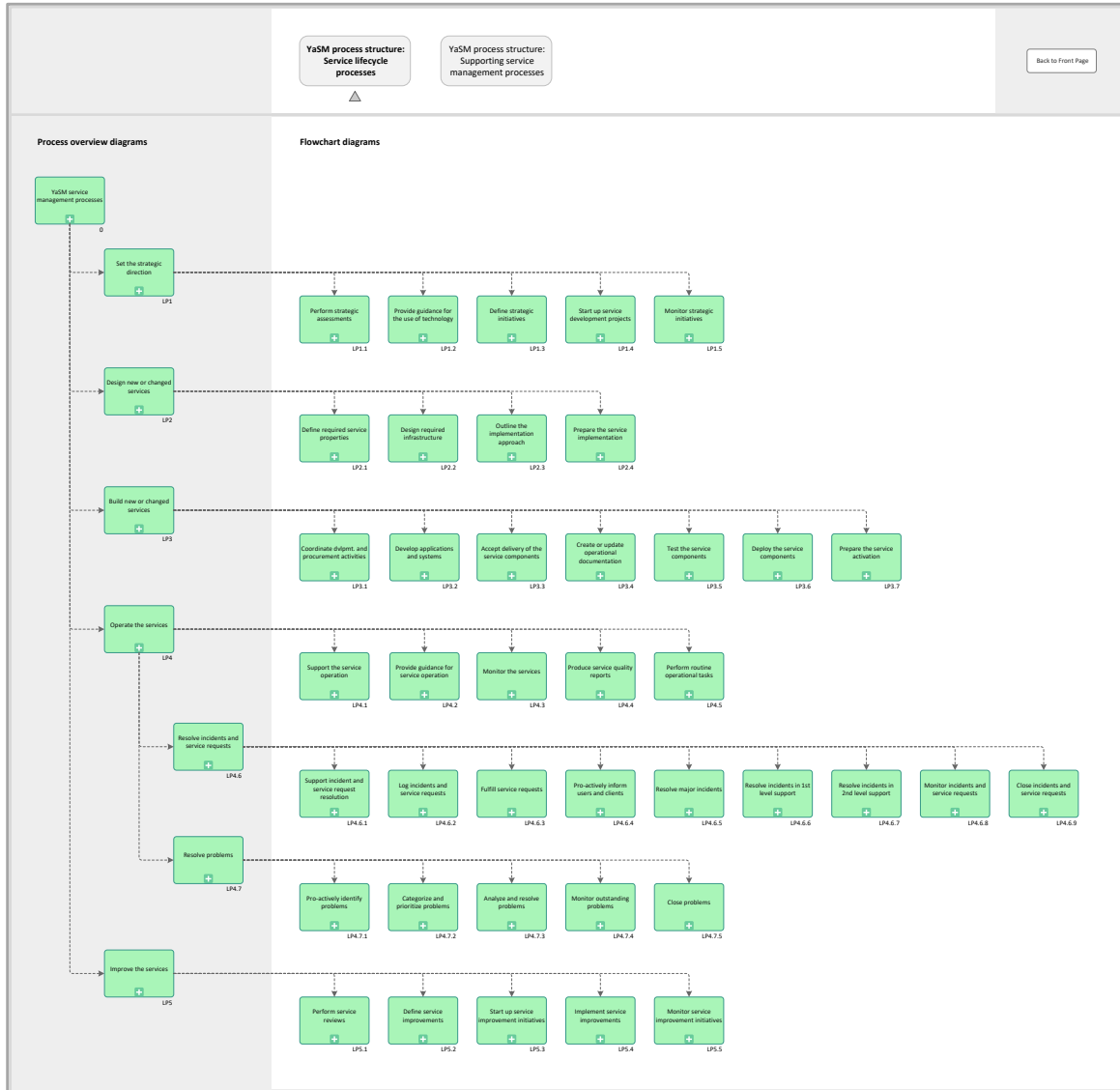


Processes on detail levels 1 and 2 linked to process overview diagrams.

Sub-processes (detail level 3) linked to flowchart diagrams.

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

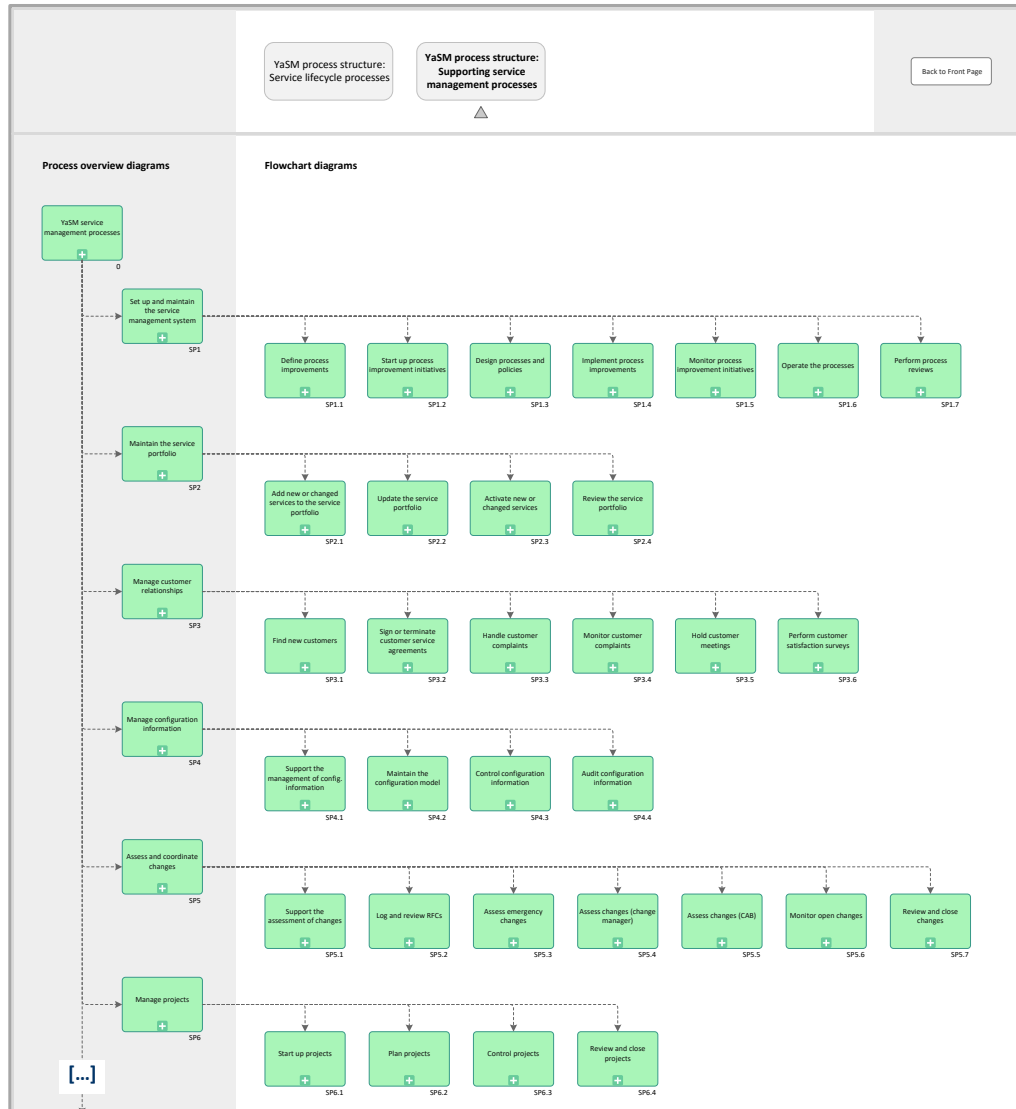


Zoom in using your PDF viewer's zoom function!

Service lifecycle processes.

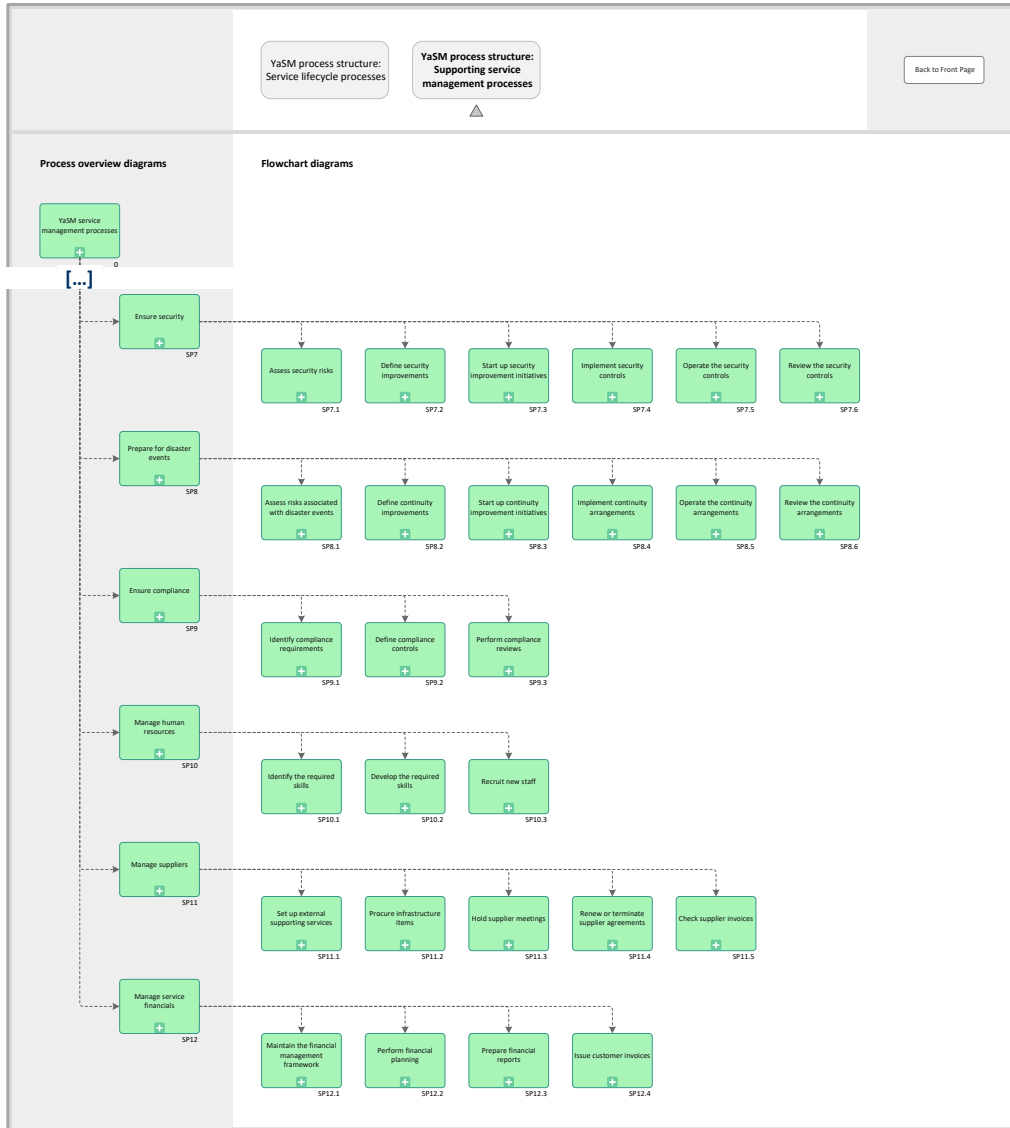


# YaSM process structure: Supporting service management processes [1/2]



Zoom in using your PDF viewer's zoom function!

Supporting service management processes [1/2]



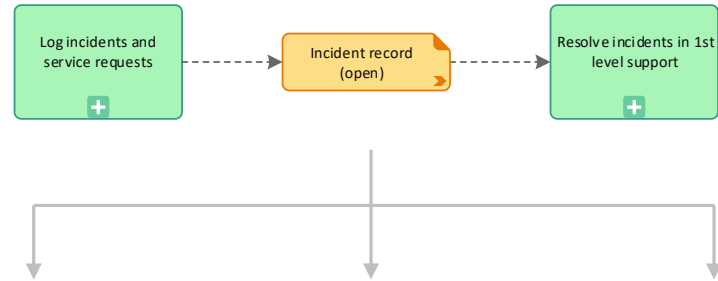
Zoom in using your PDF viewer's zoom function!

Supporting service management processes [2/2]

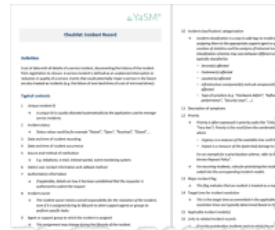


The YaSM processes require inputs and create outputs, typically in the form of documents or records.

- These documents and records are represented in the YaSM® Process Map as “YaSM data object” shapes.
- For each of the 75 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).

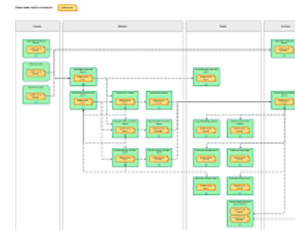


## Typical contents



Checklists/  
document  
templates

## Lifecycle



Object lifecycle  
diagrams

## Relationships

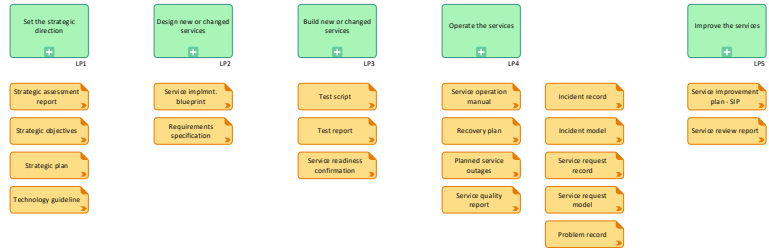


Data object  
model

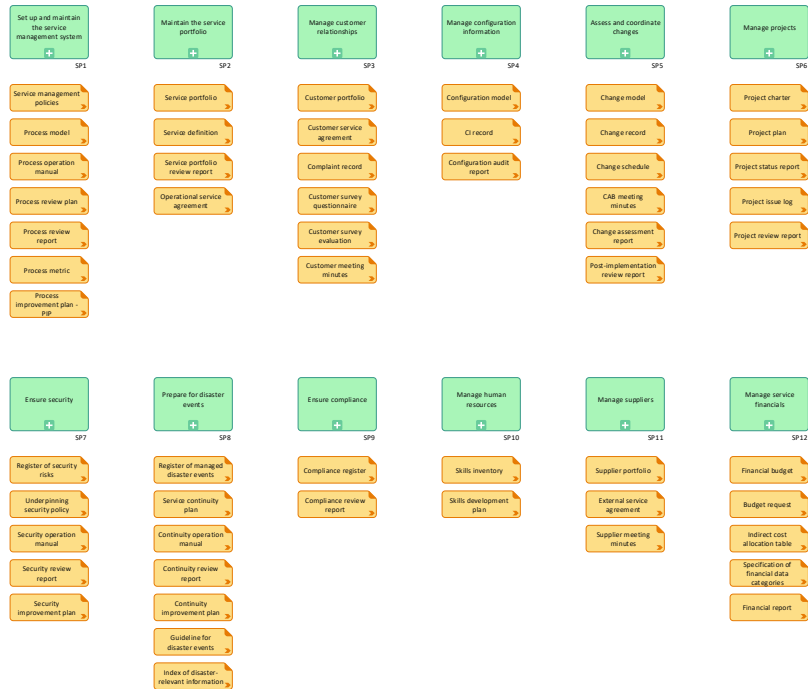
# Overview of YaSM data objects



## YaSM data objects associated with service lifecycle processes

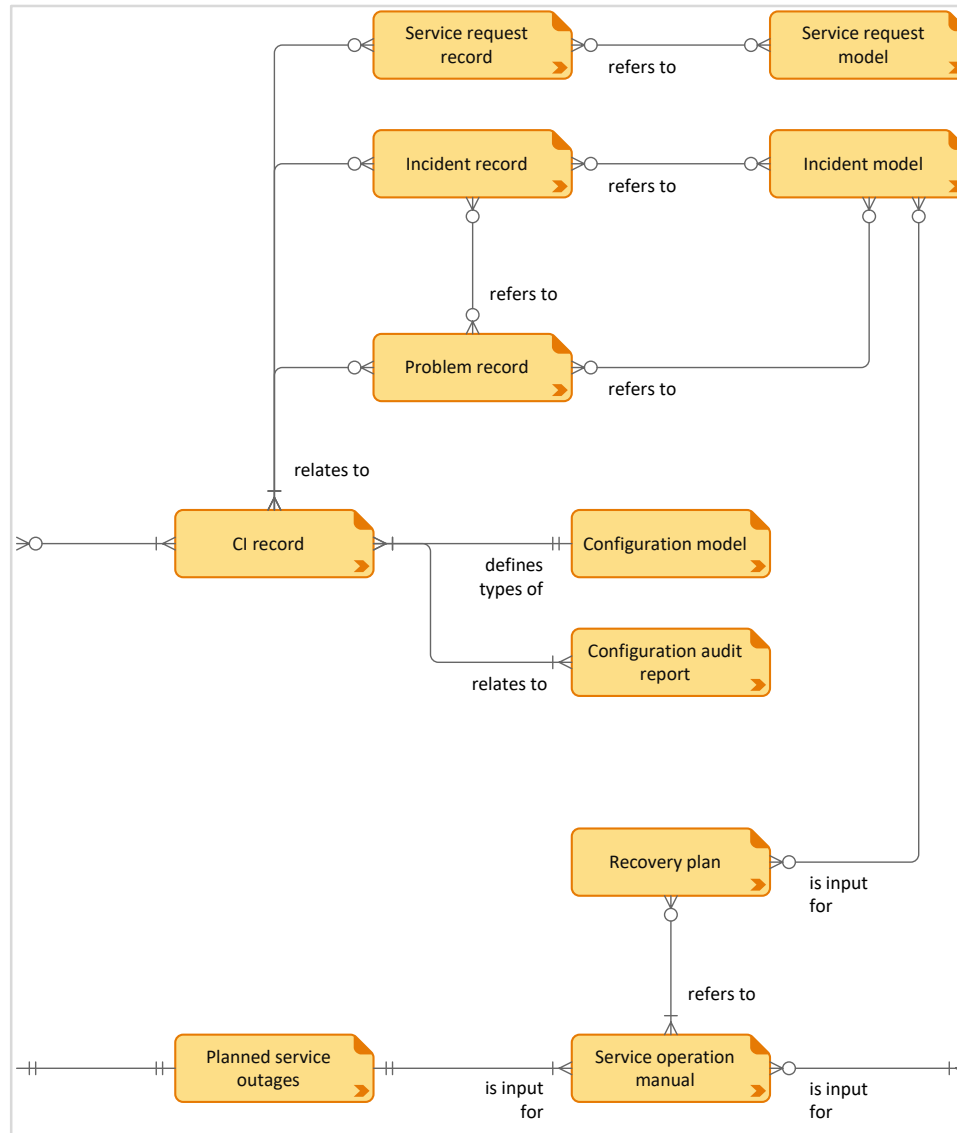
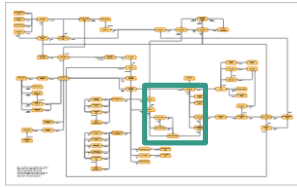


## YaSM data objects associated with supporting service management processes



Zoom in using your PDF viewer's zoom function!

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




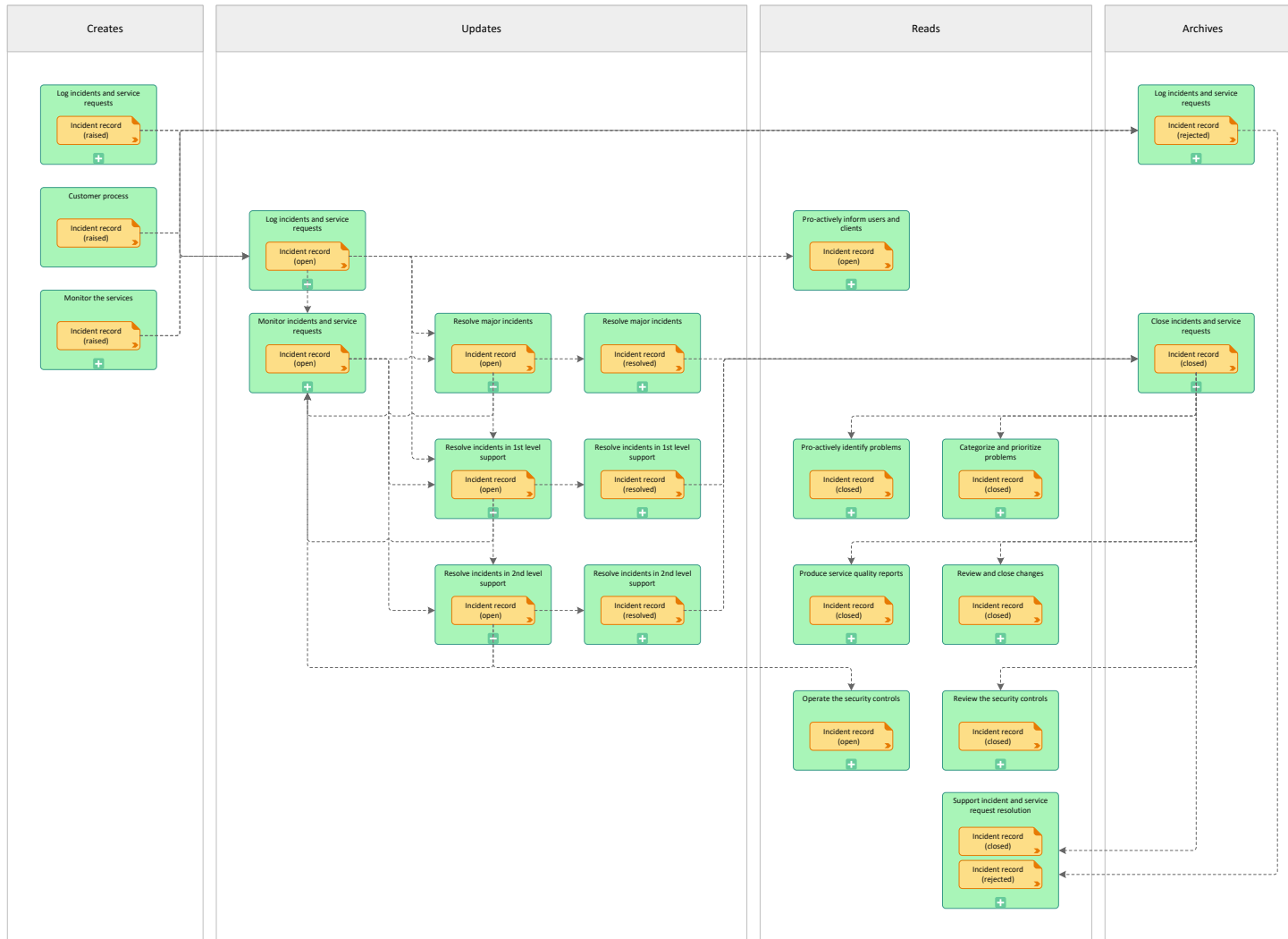
Zoom in using your PDF viewer's zoom function!

**The YaSM data object model:**  
A complete overview of the key relationships between the YaSM documents and records.

# YaSM object lifecycle diagram: „Incident record“



Master object and link to checklist: 



Zoom in using your PDF viewer's zoom function!

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



## 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 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 of urgency and impact, where
  - Urgency is a measure of the available time until the incident must be resolved.
  - Impact is a measure of the (potential) damage to the business.For an example for a prioritization scheme, refer to the "Service Request Policy".
- For recurring incidents, rules for prioritizing the incidents 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 level agreement. Resolution times are typically determined based on the incident classification.

### 15 Applicable incident model(s)

### 16 Links to related incident records

- If similar outstanding incidents exist to which the new incident is related.

Zoom in using your PDF viewer's zoom function!

The YaSM® Process Map contains 93 checklists in Word™ format, describing the typical contents of the YaSM data objects (documents and records).

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



The YaSM® Process Map

1 **RACI Matrix**

2 [Click here to see the Legend](#)

3 **YaSM Processes**

**YaSM Roles**

	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	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 manager	Service design manager	Service implementation manager	Service improvement manager	Service owner	Service portfolio manager	Service request fulfillment group	
23 LP4 Operate the services																															
24 LP4.1 Support the service operation																															
25 LP4.2 Provide guidance for service operation																															
26 LP4.3 Monitor the services																															
27 LP4.4 Produce service quality reports																															
28 LP4.5 Perform routine operational tasks																															
29 LP4.6 Resolve incidents and service requests																															
30 LP4.6.1 Support incident and service request resolution																															
31 LP4.6.2 Log incidents and service requests																															
32 LP4.6.3 Fulfill service requests	R																														
33 LP4.6.4 Pro-actively inform users and clients	R																														
34 LP4.6.5 Resolve major incidents	R																														
35 LP4.6.6 Resolve incidents in 1st level support	R																														
36 LP4.6.7 Resolve incidents in 2nd level support	R																														
37 LP4.6.8 Monitor incidents and service requests	R																														
38 LP4.6.9 Close incidents and service requests	R																														
39 LP4.7 Resolve problems																															
40 LP4.7.1 Pro-actively identify problems																															
41 LP4.7.2 Categorize and prioritize problems																															
42 LP4.7.3 Analyse and search for problems																															
43 LP4.7.4 Implement solutions for problems																															
44 LP4.7.5 Monitor and evaluate solutions																															

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.

Pop-up hints show the process objectives.

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





## IT Process Maps GbR

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