



# YaSM<sup>®</sup> Process Map

User Manual for the YaSM<sup>®</sup> Process  
Map (ARIS<sup>™</sup> Version)

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# Installation

This document provides instructions for the use of the YaSM<sup>®1</sup> Process Map for ARIS<sup>™2</sup>; prior knowledge of the ARIS Process Platform<sup>™</sup> is assumed.

## Folders and files contained in the ZIP archive

The YaSM<sup>®</sup> Process Map is delivered as a ZIP archive, containing all product components:

- Folder “*ARIS\_DB*”: YaSM<sup>®</sup> Process Map as ARIS database dump (in ADB format, personalized for the licensee), as well as ARIS filter (AMC) and template (ACT) files specially designed for the YaSM<sup>®</sup> Process Map
- Folder “*Checklists*”: Checklists in Microsoft Word<sup>™3</sup> format, specifying the YaSM objects in detail
- Folder “*Accompanying\_Documents*”: Introduction to YaSM<sup>®</sup>, user manual, implementation guide, Excel<sup>®</sup> table of process inputs and outputs, PDF quick references such as the YaSM<sup>®</sup> glossary, as well as suggested process metrics.
- Folder “*ISO\_20000\_Documents*”: Introduction to the YaSM<sup>®</sup> - ISO 20000 Bridge and table of ISO 20000 requirements in Excel<sup>®</sup> format (only available if the product license includes the “YaSM<sup>®</sup> - ISO 20000 Bridge”).

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<sup>2</sup> ARIS<sup>™</sup>, ARIS Process Platform<sup>™</sup> and IDS Scheer<sup>™</sup> are registered trademarks of Software AG.

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## Import of the database dump into ARIS

As the first step, load the database dump (the ADB file from your delivery archive) into your ARIS environment using the “Restore” command (right-click on a server in the ARIS explorer, then click on “Restore” in the context menu).

Next, import the ARIS filter (AMC) and template (ACT) files into the configuration area of your ARIS server (for example, open “Configuration/Conventions/Filter”, right-click on the white space, then click on “Import” in the context menu).

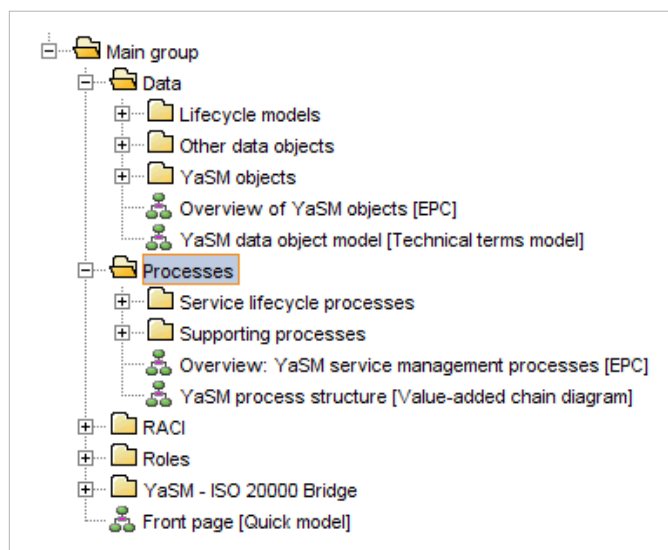
### User configuration

Upon delivery, the YaSM® Process Map database is configured with the ARIS standard user (User: “system”, Password: “manager”). After the first log-in you may change the user settings as appropriate.

## Folder structure in the ARIS explorer

After importing the database, the folder structure in the ARIS explorer presents itself as illustrated. The “Front page” model is located in the main group - it is the main entry point from where all other models can be reached via hyperlinks (“assignments” in ARIS terminology).

Of course, it is equally possible to open all models directly in the ARIS explorer, navigating through the folder structure.



## Modification of the process models

Users are free to modify the ARIS models provided as part of the YaSM® Process Map. Models and objects can be added, modified or deleted as required.

## Adaptation of document links

The YaSM® Process Map contains objects with external links, for example data objects (“technical terms”) with links to checklists, and quick objects on the front page with links to accompanying documents.

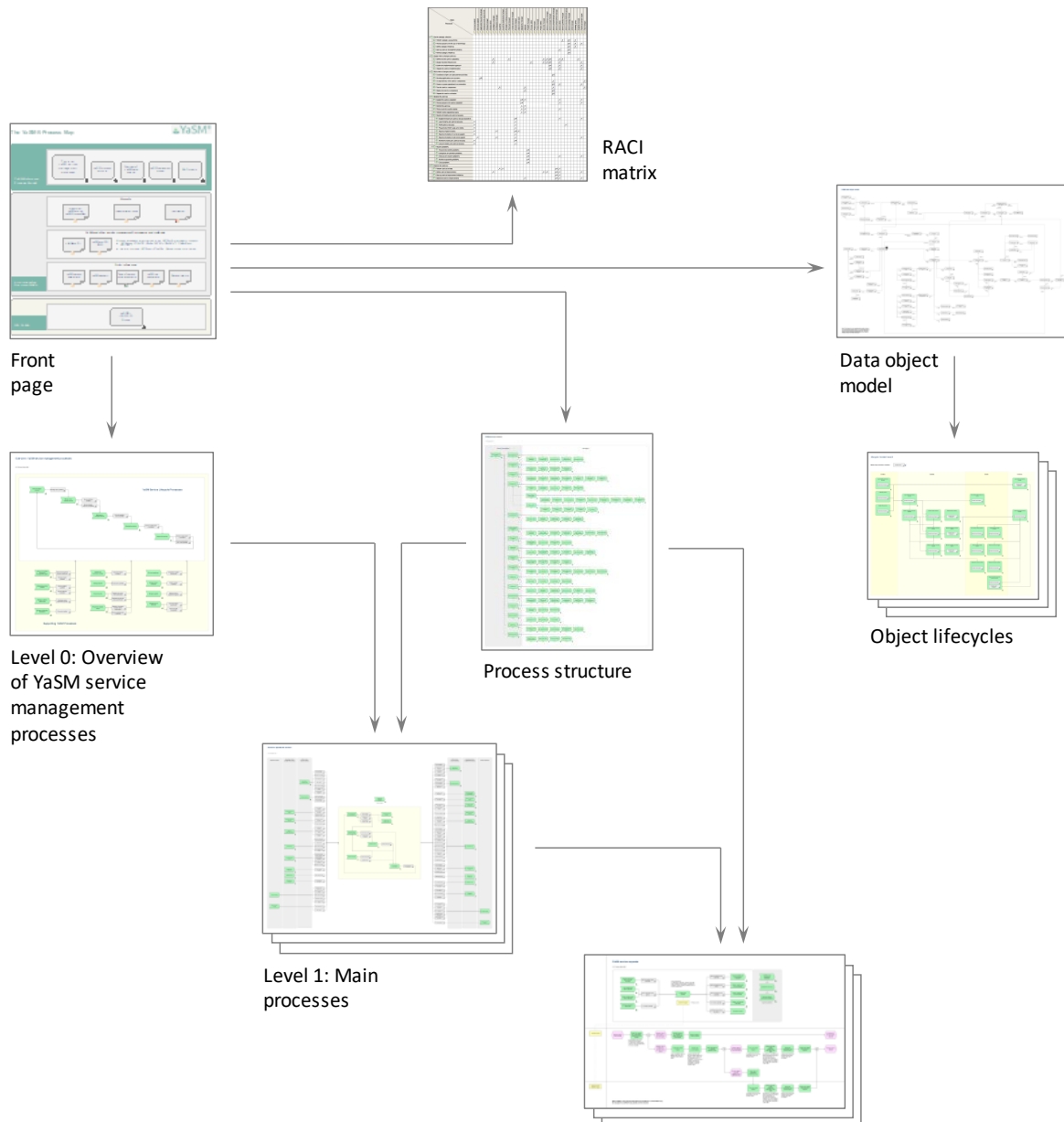
These links must be adjusted to the client’s environment, so that the objects’ link attributes contain the correct document paths - pointing, for example, to the exact locations of the documents on the local network.

One of ARIS’ in-built reports (“*Export attribute values for translation*”) can be helpful in this respect. For instance, it can be used for exporting the attribute values of all checklist objects, including their link information, into an Excel spreadsheet. In Excel, the links can be modified very easily using “*Search and Replace*”. Once the changes are done in Excel, the spreadsheet can be re-imported into ARIS using the “*Import translated attributes*” report.

# Navigating the YaSM® Process Map

The “Front page” diagram (in the main group) is the main entry-point into the YaSM® Process Map. The various process models and views can be reached from this diagram via hyperlinks (in ARIS referred to as “assignments”).

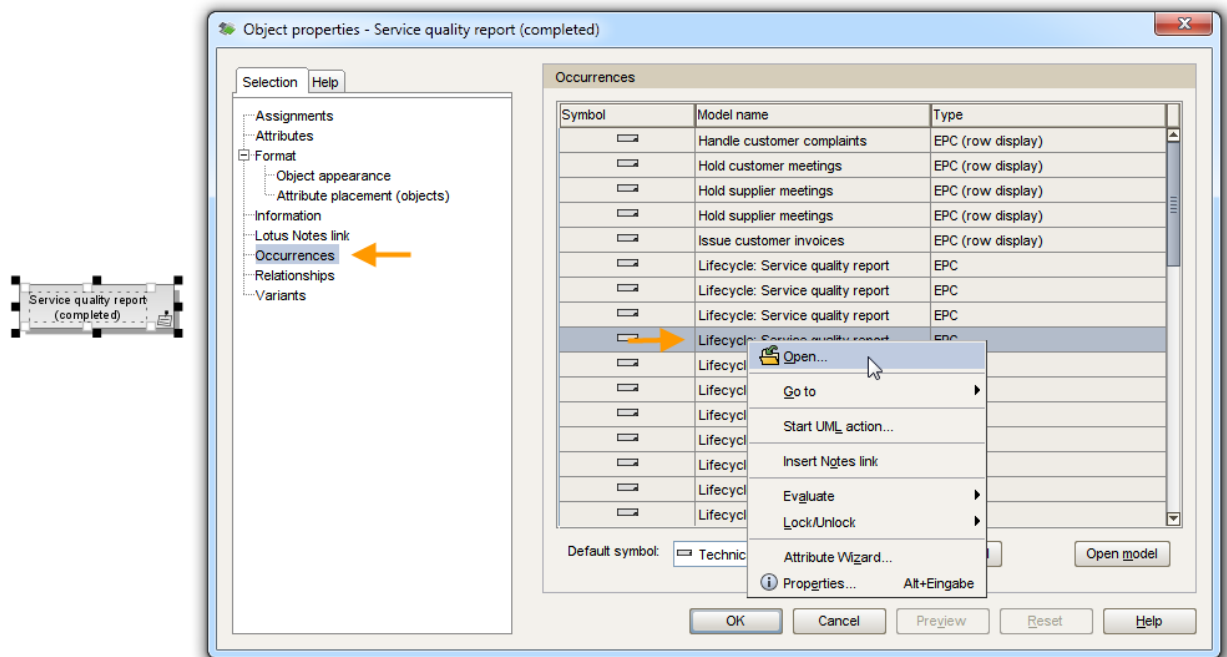
The most important navigation paths are illustrated below:



## How to open the lifecycle diagrams and checklists for YaSM data objects

Every YaSM data object, represented in the YaSM® Process Map by a “*Technical term*” symbol with a solid line, has an associated lifecycle diagram in ARIS and a checklist in Word format.

The lifecycle diagrams are of type “*EPC*”, and unfortunately it is not possible in most ARIS versions to assign EPC models to technical term symbols. Therefore, it is not possible to simply click on an assignment icon to open a YaSM data object’s lifecycle diagram. Instead, please open the properties dialog of any YaSM data object and look for the lifecycle diagram in the list of occurrences, then right-click on the lifecycle diagram to open it, as shown below:



In the lifecycle diagram you will find a link to the checklist associated with the YaSM data object (these links need to be adjusted to your specific environment before they work - see “Adaptation of document links” on page 6).



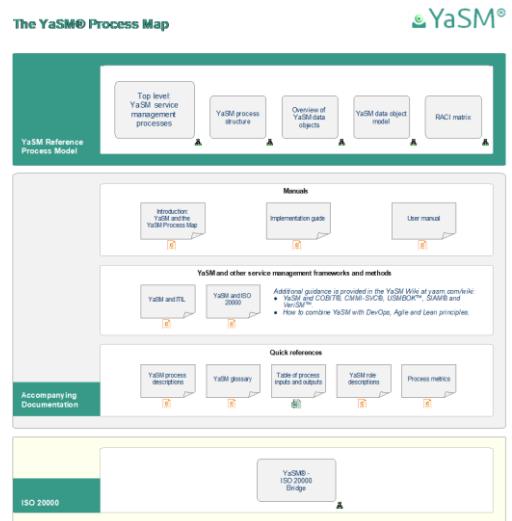
# Components of the YaSM® Process Map for ARIS

## ARIS diagrams

### Front page

The front page is a portal with links to the various components of the YaSM® Process Map. It is the main entry point into the process model.

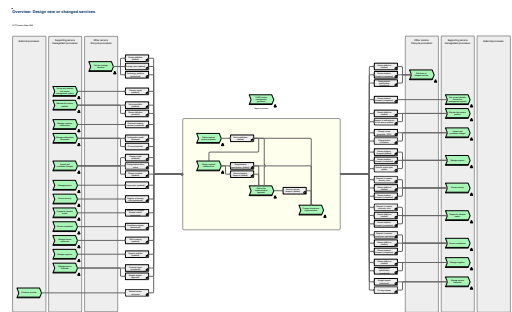
The front page is an ARIS model of type “Quick model”.



### Process overviews

Overview diagrams show for each main process how it is related to the other main processes and what sub-processes it contains.

These ARIS diagrams are of type “EPC”.

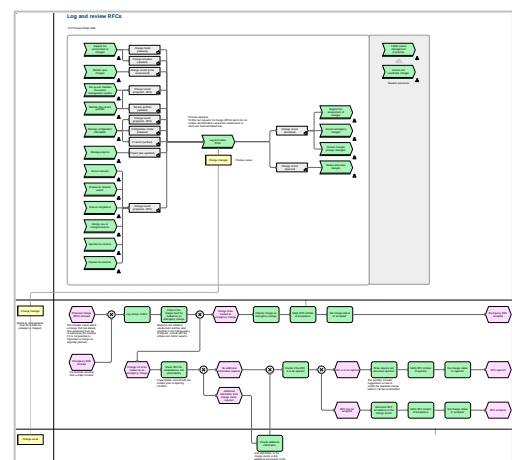


### Flowchart diagrams

The top areas of the flowchart diagrams illustrate the process interfaces in detail.

Underneath the top area, the flowchart diagrams contain one or several rows (“swim lanes”) with a detailed account of the process activities.

These ARIS diagrams are of type “EPC (row display)”.



## Process structure diagram

The process structure diagram provides a complete view of the YaSM process structure on a single page.

Every process symbol features a link which makes this diagram ideal for navigating directly to a specific YaSM process or sub-process.

This ARIS diagram is of type “Value-added chain diagram”.



## Overview of YaSM data objects (“YaSM objects”)

This diagram provides a list of all YaSM data objects (process inputs and outputs), sorted by the processes which are most closely associated with the objects.

Every YaSM data object has an associated checklist which describes the object in more detail, and an associated “object lifecycle” diagram.

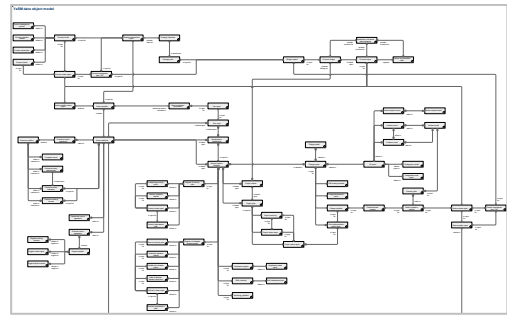
The overview of YaSM objects is an ARIS diagram of type “EPC”.



## YaSM data object model

The YaSM data object model provides a complete overview of the key relationships between the YaSM objects. Its purpose is to facilitate an understanding of each object's relevance within the YaSM framework.

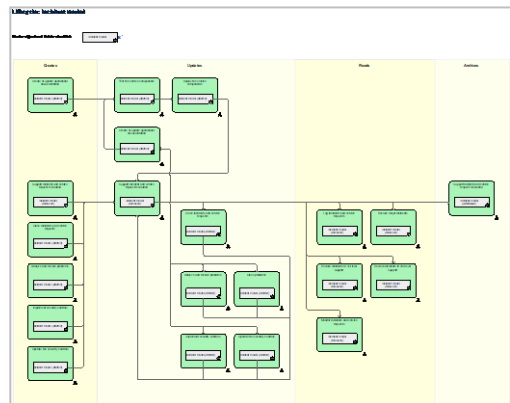
This ARIS diagram is of type “*Technical terms model*”.



## Object lifecycle diagrams

Object lifecycle diagrams are available for every YaSM data object. Their aim is to illustrate which YaSM processes create, update, read and archive particular YaSM objects, and how their status changes throughout their lifecycle.

These ARIS diagrams are of type “*EPC*”.

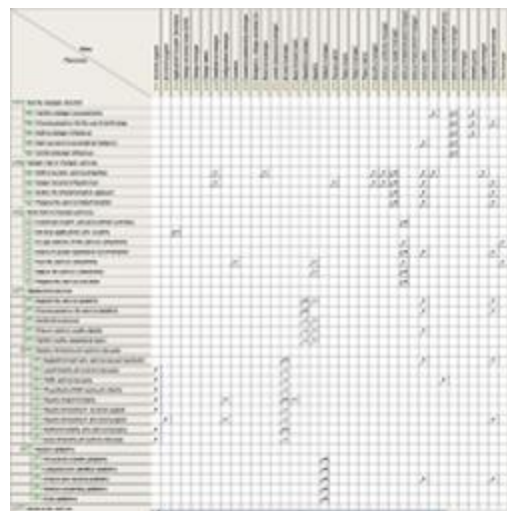


## RACI matrix

The RACI or responsibility matrix provides a summary of the YaSM roles' responsibilities in the various YaSM processes.

The RACI matrix is an ARIS model of type “*Matrix model*”.

For more details on the RACI matrix, see section “*RACI Matrix*” from page 19.

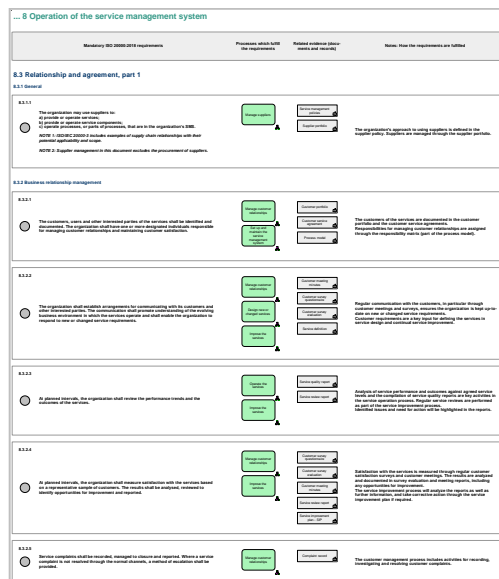


## Diagrams of the YaSM® - ISO 20000 Bridge

The diagrams of the YaSM® - ISO 20000 Bridge provide a cross reference between all ISO 20000 requirements and the YaSM processes and objects.

These ARIS diagrams are of type “Requirement allocation diagram”.

*Note: These diagrams are included in the ARIS model only if the customer has purchased a license for the YaSM® - ISO 20000 Bridge.*



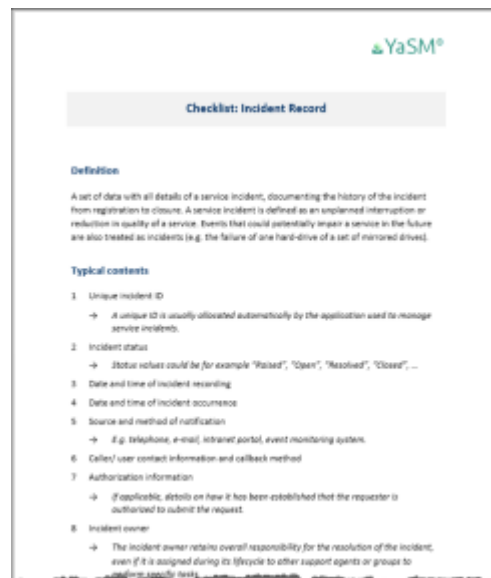
## Checklists/ document templates

The checklists in Microsoft Word format explain the YaSM key terms in detail. Typically, a YaSM checklist exemplifies the structure of the data or information contained in a document or record.

Example: The checklist for the incident record explains what information is typically maintained for service incidents.

Checklists are available for every YaSM data object and are generic, i.e. applicable to most organizations.

Many checklists can be used as templates during your YaSM initiative. For instance, the checklists for service agreements can serve as a starting point when you need to create such agreements for your organization.



## Quick references

“Quick references” provide overviews of the different types of objects used in the process model in printer-friendly format:

### YaSM process descriptions

This PDF quick reference provides a list of all YaSM processes defined in the YaSM process model, complete with brief descriptions of the process objectives.

### YaSM glossary

The YaSM glossary in PDF format contains definitions or short descriptions of the YaSM key terms.

Many of those terms correspond to “YaSM data objects” in the YaSM® Process Map, which are used to describe the information flows between the YaSM processes. For each YaSM data object there is a checklist with more detailed information.

### Process inputs/ outputs

This Excel workbook (“*process\_inputs\_outputs.xls*”) contains two tables, providing a complete list of inputs and outputs for each process. Filtering and sorting can be applied to create specific views, focusing on particular processes, inputs or outputs.

### YaSM role descriptions

This PDF document contains short descriptions or definitions of all YaSM roles. Role objects are used in the YaSM® Process Map to illustrate the responsibilities for whole processes or single process activities.

### Process metrics

To support the selection of suitable process metrics, the YaSM® Process Map contains for each process a list of widely used metrics with brief definitions in PDF format.

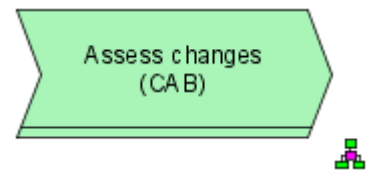
# ARIS object types used in the process diagrams

## Process objects

A process object (an ARIS symbol of type “*Function*”) represents a whole YaSM process or sub-process. A double-click on the “assignment” symbol next to the process object will open a diagram with more details on the process.

Three attributes are maintained for this object type:

- “*Name*” (name of the process)
- “*Identifier*” (reference or outline number of the process)
- “*Description/ Definition*” (short summary of the process objectives).

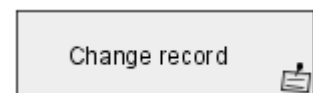


## YaSM data objects (“YaSM objects”)

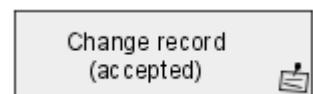
YaSM data objects (ARIS objects of type “*Technical term*”) represent process inputs and outputs. Their main purpose is to illustrate the information flows between the YaSM processes.

For every YaSM object, the YaSM® Process Map contains one “master object”, and one or several variants which represent specific states of the object. The states are indicated in brackets after the object name.

The purpose of using variants representing different states is easily understood when looking at the lifecycle diagram for a YaSM data object: The variants make it possible to show how an object’s state changes as it is created, updated, read and archived by different YaSM processes.

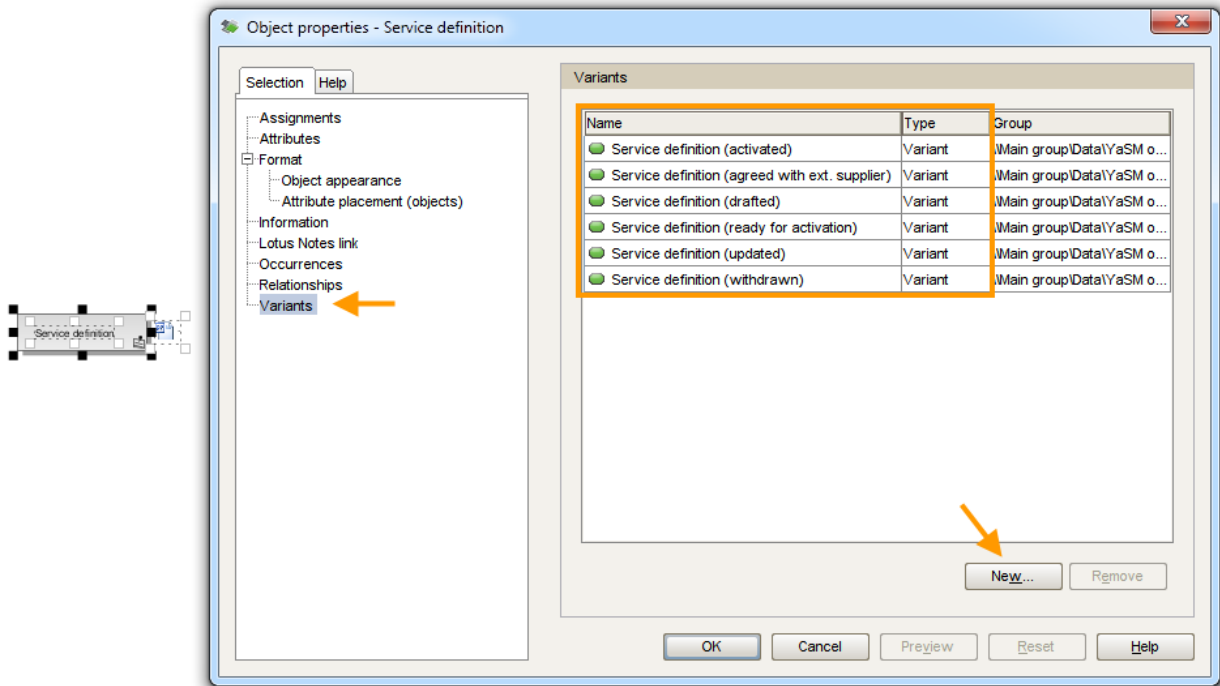


Master object



Object variant representing a specific state of a YaSM data object

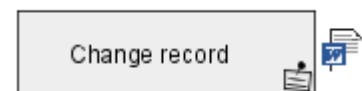
Variants are essentially normal ARIS objects, but ARIS maintains variant information as a special type of relationship between the master and its variants. This can be seen in the properties dialog, as in the example below which shows the variants of the *service definition* object:



The variants section in the properties dialog is also the place where new variants of an object can be defined (these can be either new or existing ARIS objects).

Five attributes are maintained for YaSM objects:

- “Name” (name of the object)
- “Description/ Definition” (short description of the object)
- “Remark/ Example” (an indication that the object is a “YaSM object”, complete with a lifecycle diagram and a checklist)
- “Title 1” (contains “.” as a workaround - if this attribute is left empty, the full hyperlink path may be displayed next to the Word icon in ARIS models)
- “Link 1” (a link to the object’s associated checklist)  
If this attribute is “placed” next to the object shape in an ARIS diagram, a Word icon will be shown next to the shape that can be clicked to open the linked checklist; an example are the master objects located at the top of the lifecycle diagrams.

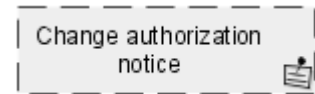


## “Other data objects”

Just like YaSM data objects, “other data objects” (ARIS objects of type “*Technical term*”, shown with a dashed line) represent information flowing from one process to another. But unlike the YaSM data objects, where YaSM has strong views about their content, such objects are mostly informal data or information. There are no associated lifecycle diagrams or checklists.

Two attributes are maintained for this object type:

- “*Name*” (name of the object)
- “*Description/ Definition*” (short description of the object).

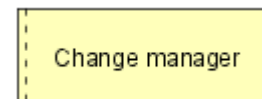


## Roles

Role objects (ARIS objects of type “*Person type*”) are used to indicate who is accountable for a process or responsible for carrying out certain process activities.

Two attributes are maintained for this object type:

- “*Name*” (name of the role)
- “*Description/ Definition*” (brief role description)

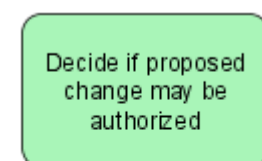


## Activities

A task (an ARIS object of type “*Function*”) is used to depict single activities in a process.

Two attributes are maintained for this object type:

- “*Name*” (name of the task)
- “*Description/ Definition*” (additional notes, if applicable):  
If a process activity requires additional explanations, these are stored in the object’s “*Description/ Definition*” attribute. This attribute is then “placed” below the object so that the explanations are displayed underneath the task.



If appropriate, consult with the change owner prior to rejecting the RFC.



## Events

Events represent the start and end points of processes, and are also used in combination with operators to define which outgoing paths are applicable at decision points.

Two attributes are maintained for this object type:

- “Name” (name of the event)
- “Description/ Definition” (additional notes, if applicable)

If an event requires additional explanations, these are stored in the object’s “Description/ Definition” attribute. This attribute is then “placed” below the object so that the explanations are displayed underneath the event.



For example resulting from a major incident.

## Operators

Operators are used to control the flow of activities as it diverges and converges in a process. The YaSM® Process Map uses three types of operators:

The *XOR* operator routes the sequence flow to *exactly one* of the outgoing branches. Events on the outgoing paths determine which of the outgoing branches is to be chosen under which conditions. If no explicit conditions are given, the most appropriate outgoing branch is to be selected.

The *AND* operator indicates a split in the process flow into two or more branches where *all* of the outgoing branches are to be taken.

The *OR* operator indicates a split in the process flow into two or more paths where *one or more* of the outgoing paths shall be taken. If no explicit conditions are given, the most appropriate outgoing paths are to be selected.



XOR operator

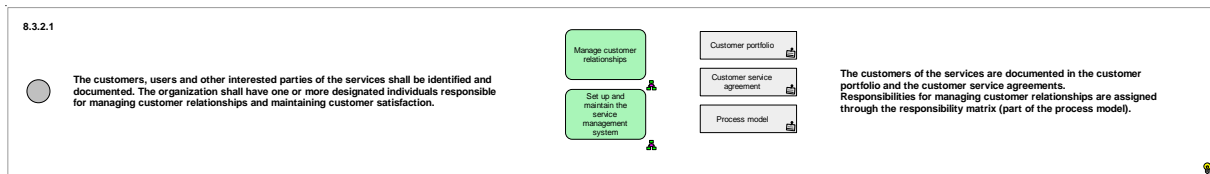


AND operator



OR operator

## ISO 20000 Requirements



ARIS objects of type “*Requirement*” are used in the diagrams of the YaSM® - ISO 20000 Bridge to represent ISO 20000 requirements.

Four attributes are maintained for this object type:

- “*Name*” (reference number of the requirement, starting with the ISO 20000 section number)
- “*Description/ Definition*” (details of the requirement, as per the original ISO 20000 document)
- “*Remark/ Example*” (further notes on how the YaSM processes and objects contribute to fulfill a requirement; this attribute can also be used to enter additional information on how the organization fulfills a specific requirement)
- “*Realization status*” (this attribute may be used, for example, to indicate that a requirement is fulfilled).

The requirement objects are linked to the processes and data objects placed inside the shapes via implicit relationships for overlapping symbols.

*Note: These objects are included in the ARIS model only if the customer has purchased a license for the YaSM® - ISO 20000 Bridge.*

# RACI Matrix

The RACI matrix of the YaSM® Process Map is an ARIS model of type “Matrix model”<sup>4</sup>.

The RACI matrix shows the various levels of responsibility assumed by the YaSM roles in the YaSM processes, using abbreviations as defined in the RACI model:

- *R - Responsible* - Those who do the work to achieve a task. There is typically one role with a participation type of “Responsible” for every task in a YaSM process. It is also possible that several roles cooperate to execute a task.
- *A - Accountable* - Those who are ultimately accountable for the correct and thorough completion of a YaSM process, and the one to whom “Responsible” reports. Typically, there is exactly one “Accountable” specified for each process.

Some RACI matrices also show two other levels of responsibility:

- *C - Consulted* - Those who are not directly involved in a process but provide inputs and whose opinions are sought.
- *I - Informed* - Those who receive outputs from a process or are kept up-to-date on progress, often on completion of a task or deliverable.

The RACI matrix contained in the YaSM® Process Map does not contain “Consulted” and “Informed” entries, as in our experience most organizations prefer a simple form or responsibility matrix which is easier to maintain. Furthermore, the process diagrams and data object lifecycle diagrams of the YaSM model are better suited to describe the information flows between the processes than a RACI matrix.

This notwithstanding, users of the YaSM® Process Map are free to add “Consulted” and “Informed” to the RACI matrix if the need arises.

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<sup>4</sup> Matrix models are only available in ARIS version 7.0 or above.

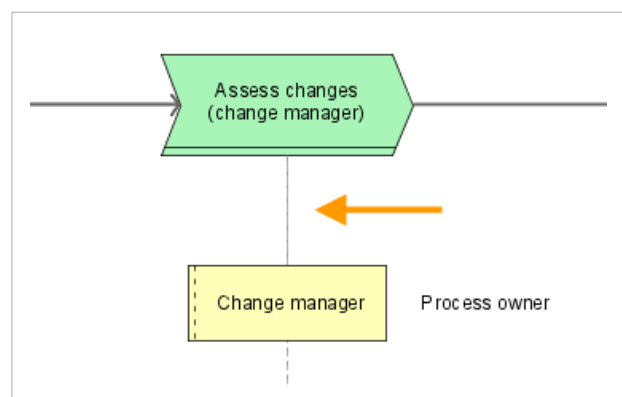
## ARIS relationship types used in the RACI matrix

As all matrix models in ARIS, the RACI matrix is based on relationships between ARIS objects: Every entry in the matrix corresponds to a relationship between a role and a process object.

The YaSM® Process Map uses two pre-defined ARIS relationship types between roles and processes in its RACI matrix:

Pre-defined ARIS relationship types	RACI levels of responsibility
Carries out	R - Responsible
Is IT responsible for	A - Accountable

The responsibilities of the various YaSM roles in the YaSM processes are defined in the process models: The dotted line in the figure on the right represents a relationship of type “*Is IT responsible for*” between the change manager role and a process. Its purpose is to establish that the change manager is the process owner for this process.



Once such relationships are established in the process diagrams, they can be shown in the RACI matrix. In the case of the above example, the RACI matrix will show an “A” for “Accountable”:

Roles 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 bo...
Assess and coordinate changes												
Support the assessment of changes				R	AR							
Log and review RFCs					AR	R						
Assess emergency changes					AR							R
Assess changes (change manager)					AR			R				
Assess changes (CAB)				R	AR			R				
Monitor open changes					AR							
Review and close changes				R	AR	R						

The RACI matrix will update itself as the responsibilities are changed in the ARIS process diagrams.

IT Process Maps GbR

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