



The YaSM® Process Map:

The complete YaSM process model for your service management or ISO/IEC 20000 initiative: In Microsoft Visio® or ARIS™.

From the YaSM® Process Map:
„YaSM data object model“

For more information refer to the YaSM wiki: yasm.com/wiki/en/index.php/YaSM_Data_Model

Online demo, webinars & information:

yasm.com
info@yasm.com | Tel.: +49 8382 2809303
© IT Process Maps GBR