

YASM RACI Matrix

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YaSM Roles

YaSM Processes	1st level support	2nd level support	Application/ System developer	Change advisory board (CAB)	Change manager	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 manager	Service design manager	Service implementation manager	Service improvement manager	Service owner	Service portfolio manager	Service request fulfillment group	Service strategy manager	SMS manager	Steering group	Supplier manager	Technical domain expert	Test manager
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The YaSM® Process Map:

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

From the YaSM® Process Map:
„YaSM RACI matrix“

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

Online demo, webinars & information:

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