

Screen shots

YaSM[®] Process Map

The YaSM[®] Process Map
for Microsoft Visio[®]

Examples and overview of contents



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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.



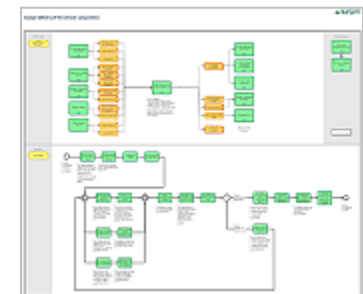
Level 1:

Overview of YaSM service management processes



Level 2:

YaSM main processes



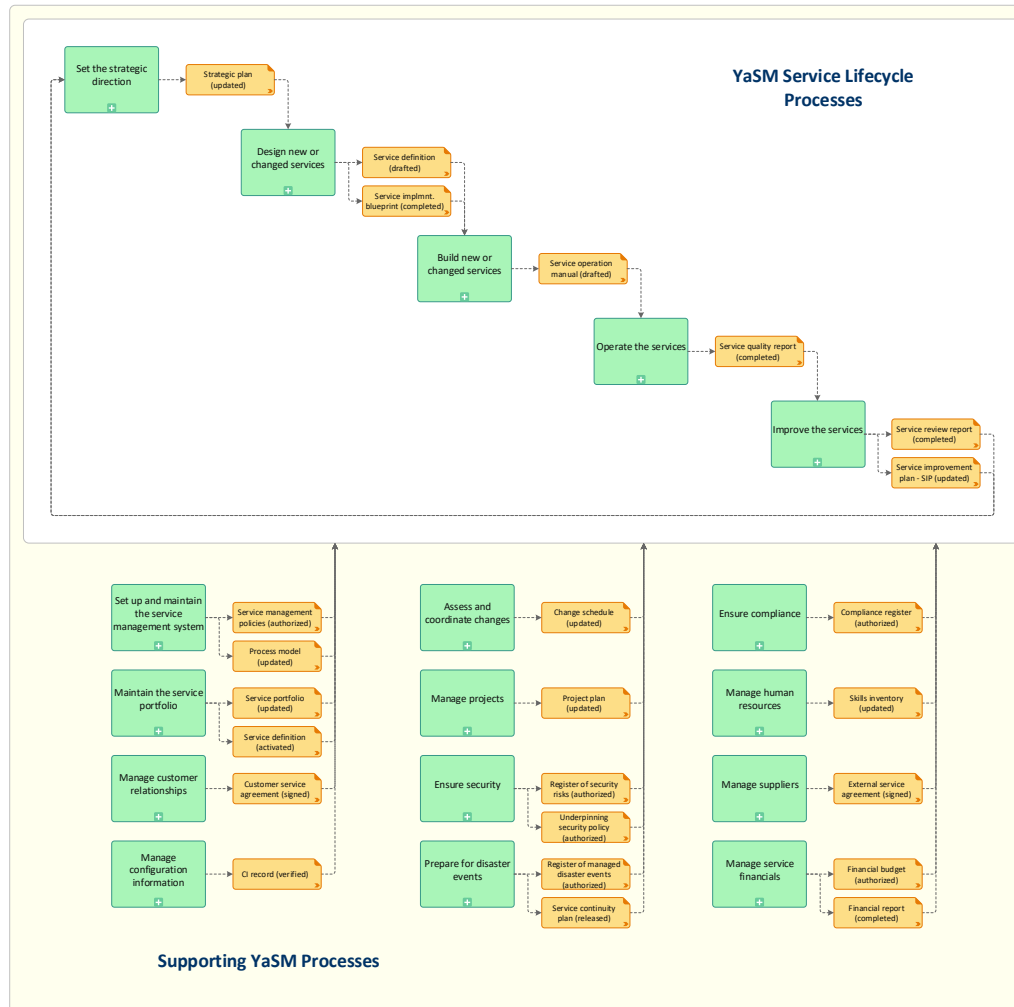
Level 3:

YaSM sub-processes

Detail level 1: YaSM service management processes



Overview: YaSM service management processes



Zoom in using your PDF viewer's zoom function!

YaSM top-level diagram.

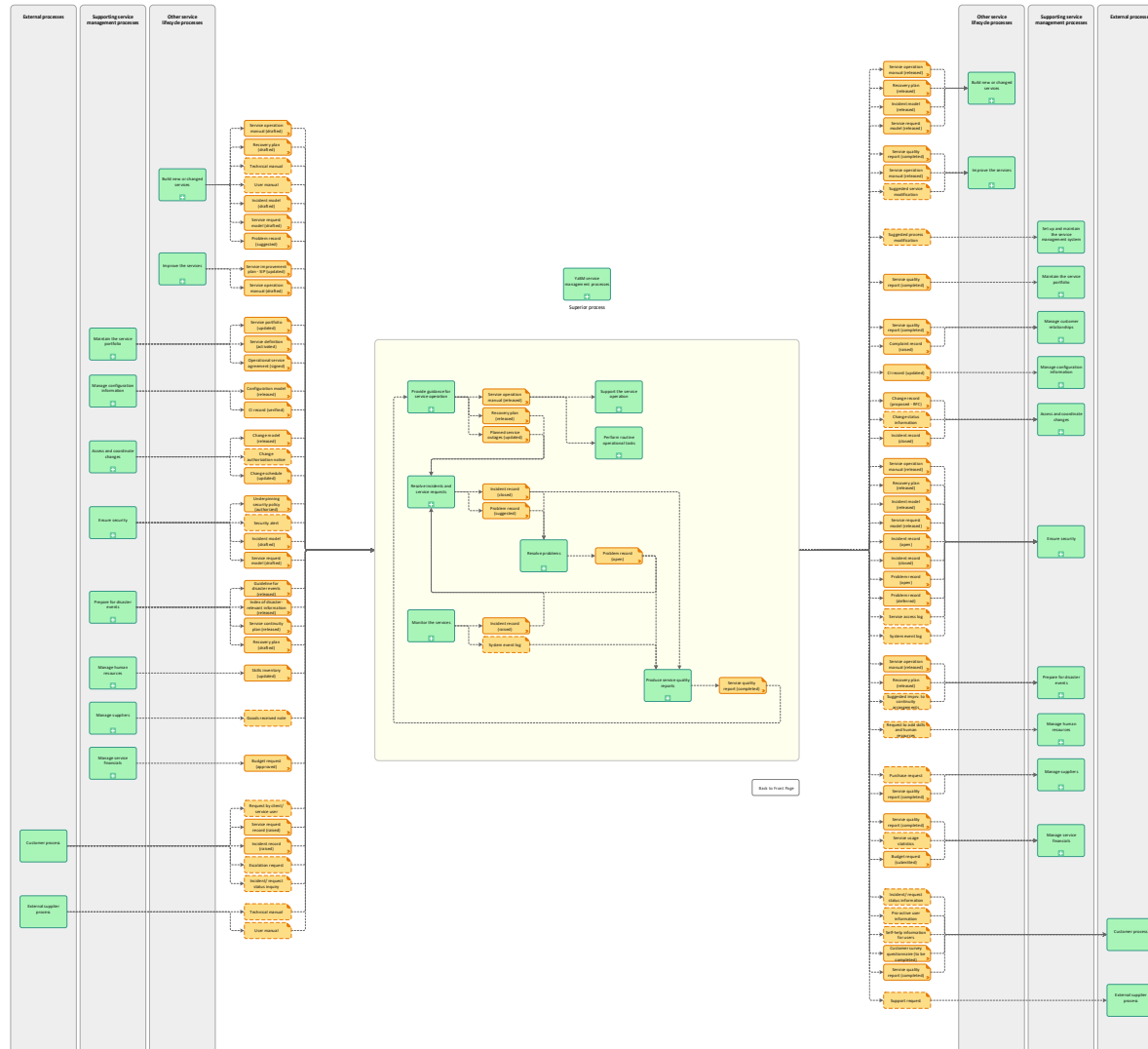
High-level view of the YaSM service management processes.



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.



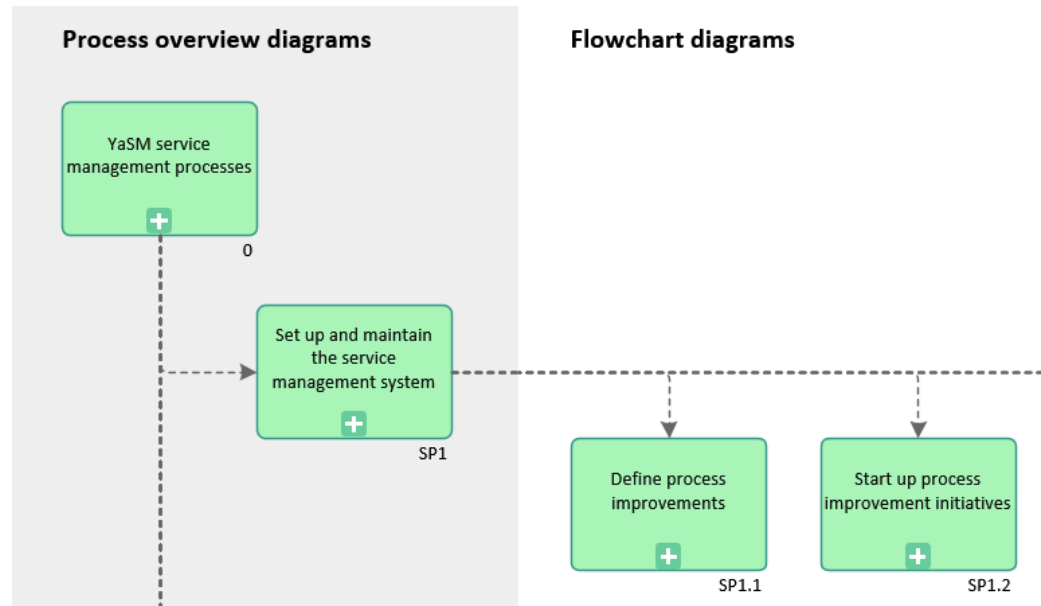
The YaSM process structure

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.

Detail: Process structure

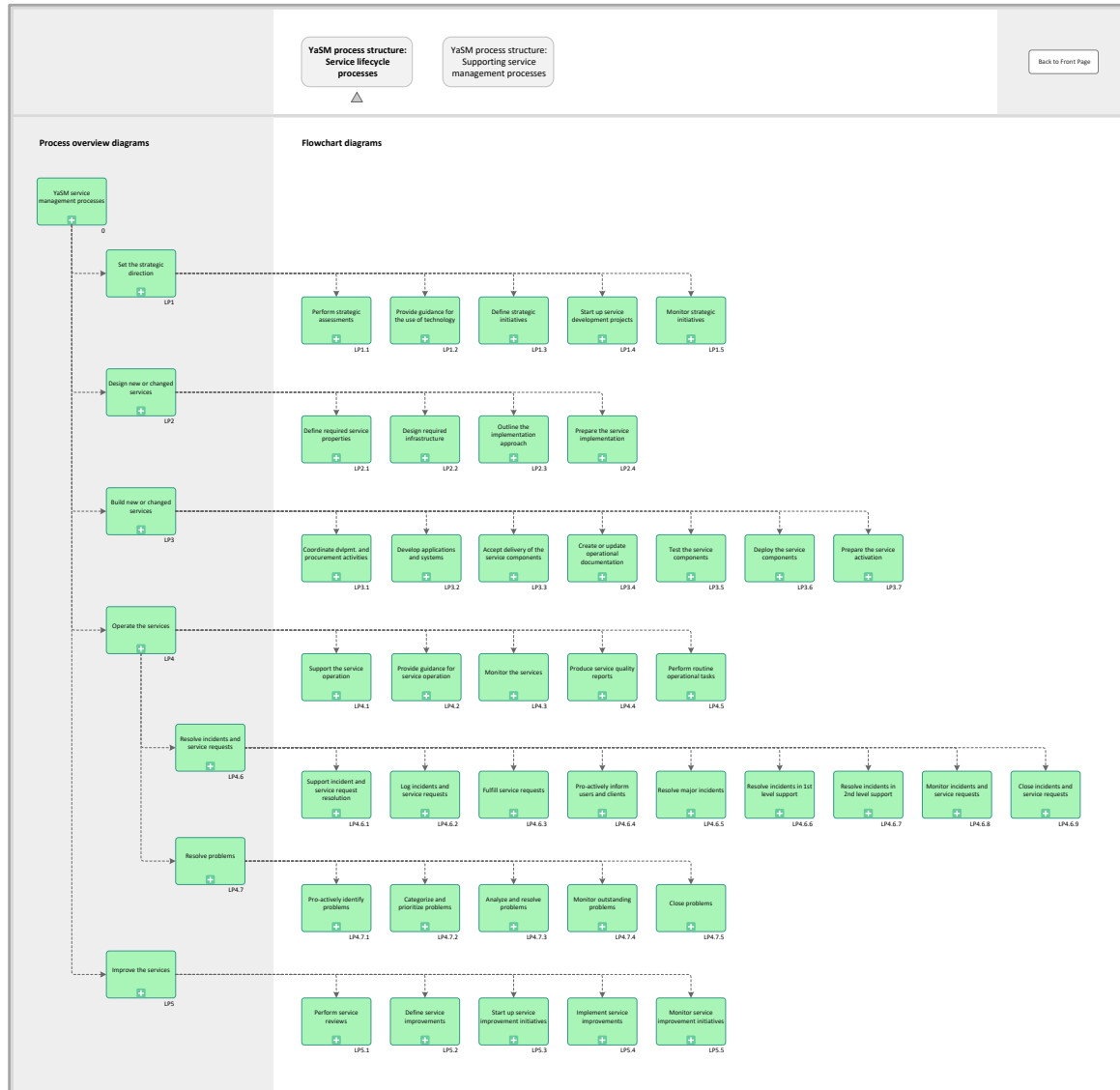


Processes on detail levels 1 and 2 linked to process overview diagrams.

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



YaSM process structure: Service lifecycle processes

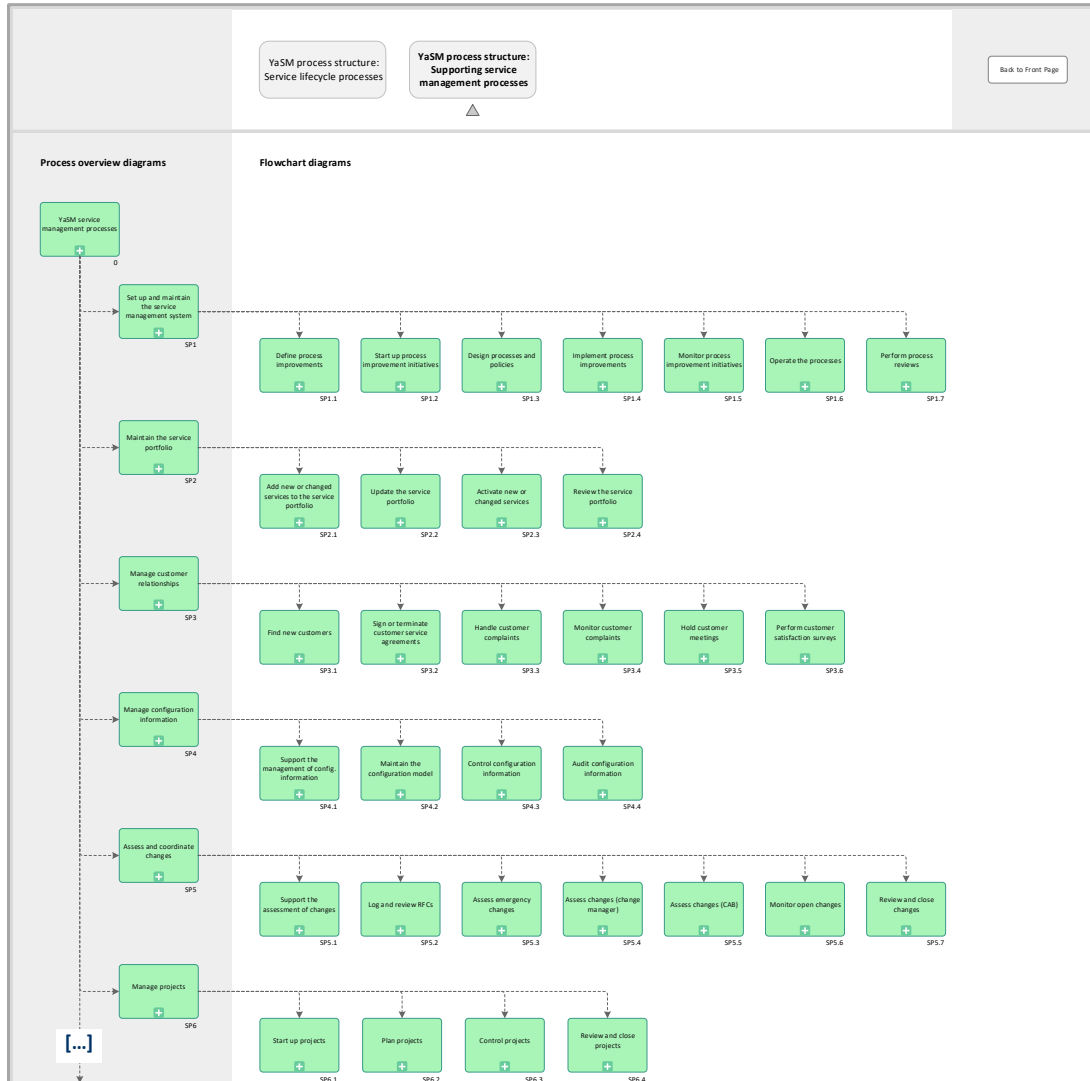


Zoom in using your PDF viewer's zoom function!

Service lifecycle processes.



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

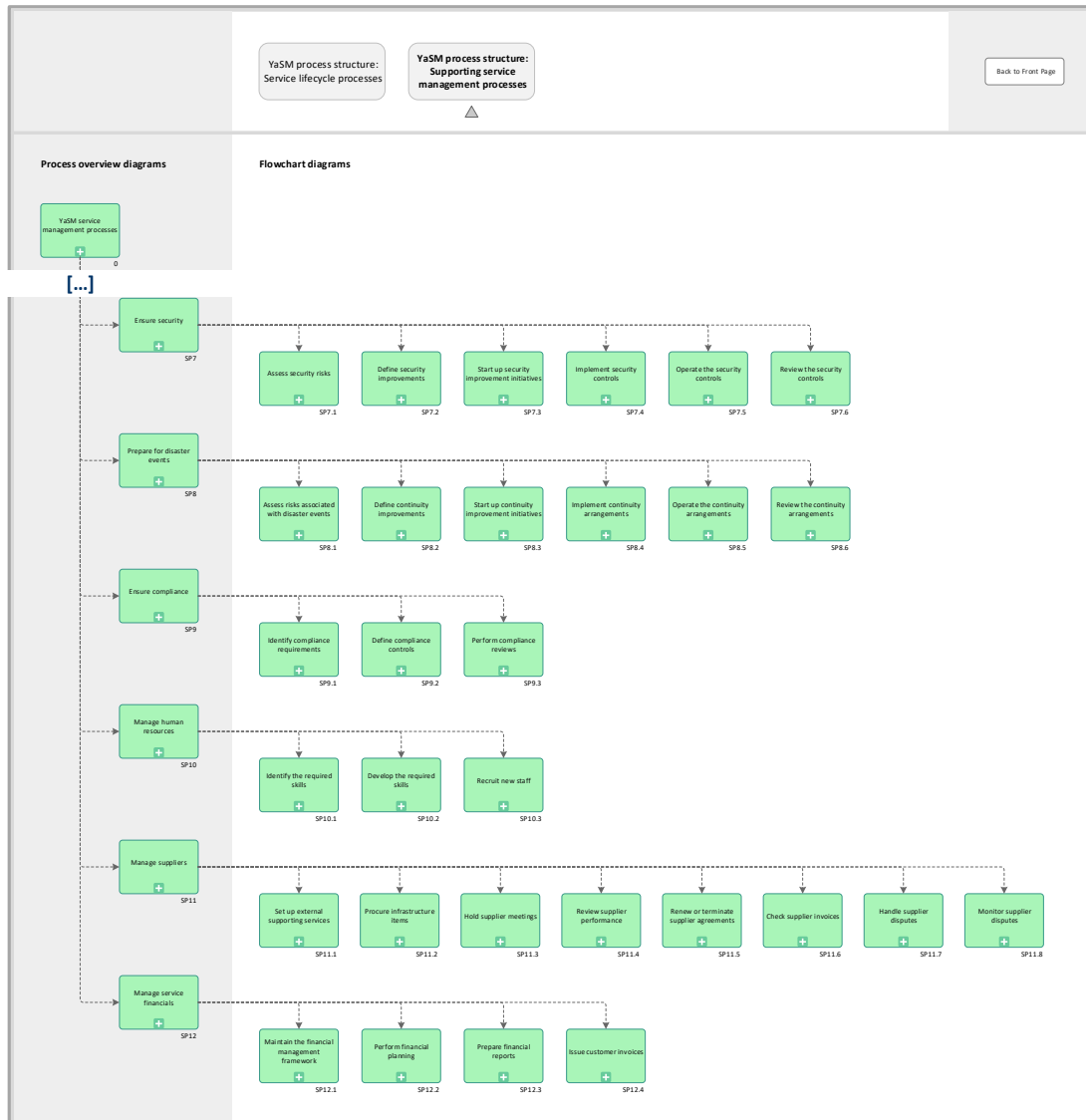


Zoom in using your PDF viewer's zoom function!

Supporting service management processes [1/2].



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



Zoom in using your PDF viewer's zoom function!

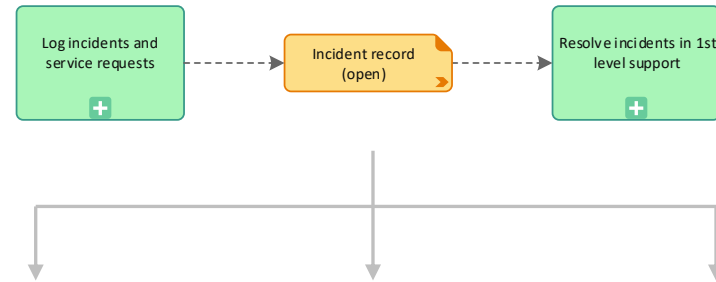
Supporting service management processes [2/2].



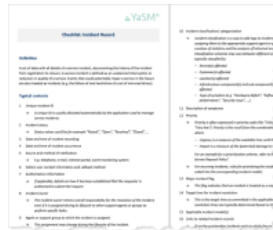
YaSM documents and records (“YaSM data objects”)

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 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).

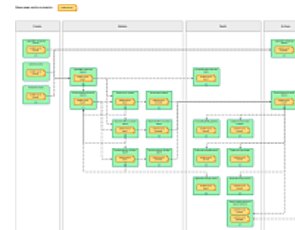


Typical contents



Checklists/
document templates

Lifecycle



Object lifecycle
diagrams

Relationships

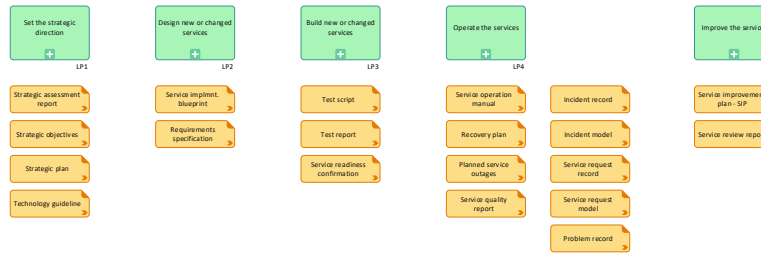


Data object
model

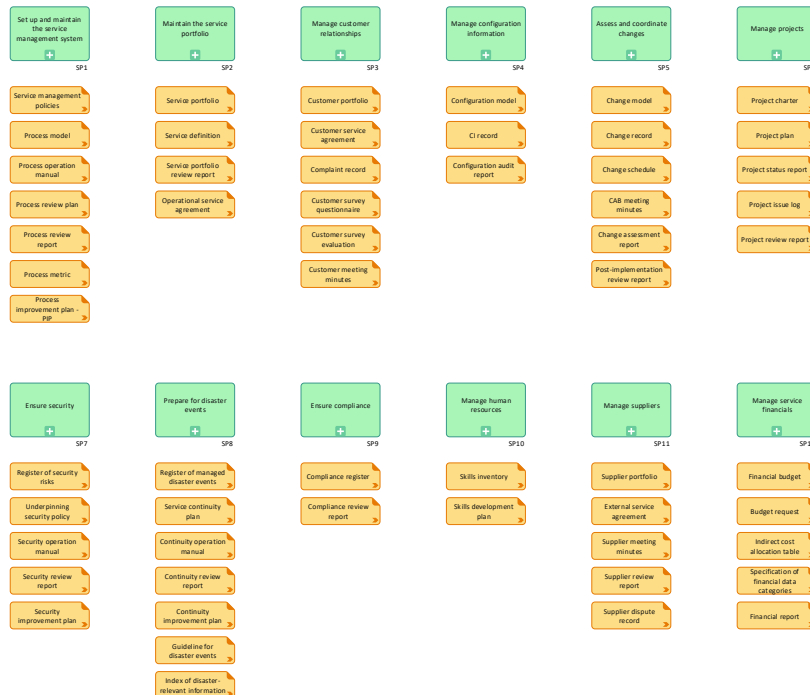


Overview of YaSM data objects

YaSM data objects associated with service lifecycle processes



YaSM data objects associated with supporting service management processes



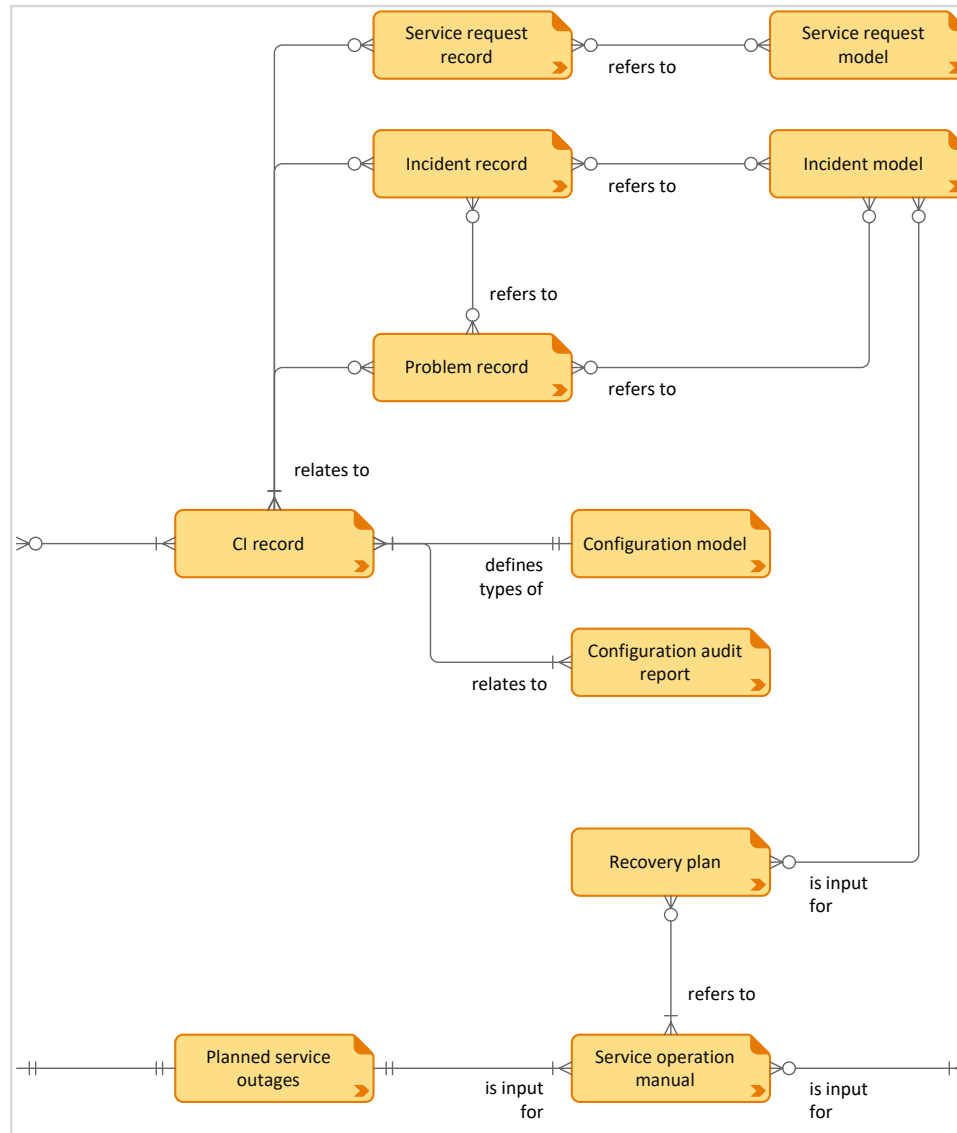
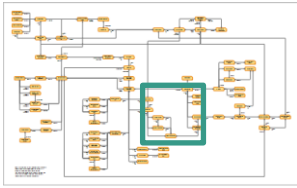
Zoom in using your PDF viewer's zoom function!

YaSM data objects.

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



YaSM data object model



Zoom in using your PDF viewer's zoom function!

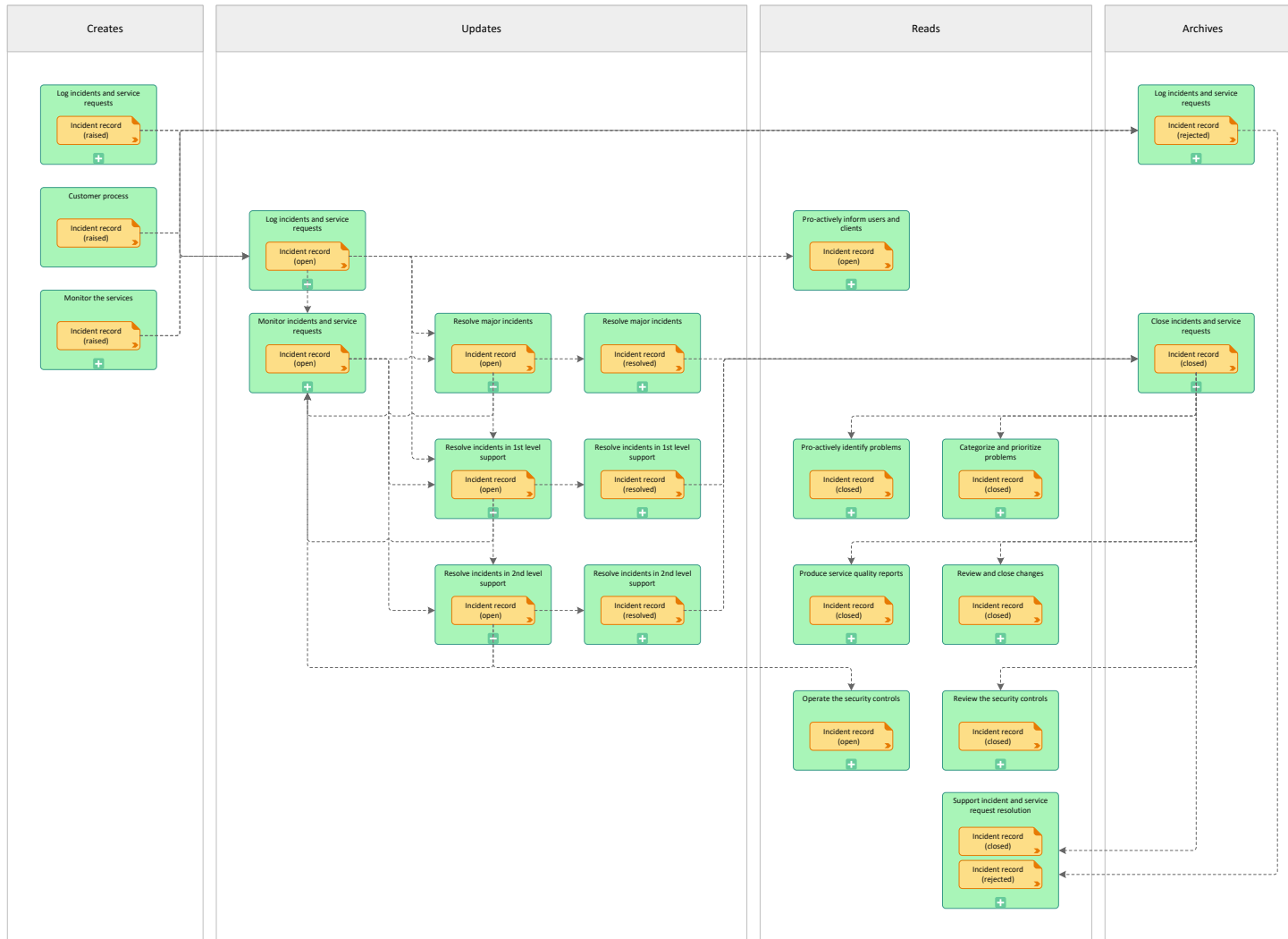
The YaSM data object model.

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!

YaSM object lifecycle diagrams.

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", "High", "Medium", "Low", "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 request policy. 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.

Checklists / document templates

The YaSM® Process Map contains 95 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

YaSM_RACI_Matrix.xls [Compatibility Mode] - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z AA AB AC AD AE AF

The YaSM® Process Map

1 **RACI Matrix**

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

3 **YaSM Processes**

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](#)

33 LP4.6.4 [Pro-actively inform users and clients](#)

34 LP4.6.5 [Resolve major incidents](#)

35 LP4.6.6 [Resolve incidents in 1st level support](#)

36 LP4.6.7 [Resolve incidents in 2nd level support](#)

37 LP4.6.8 [Monitor incidents and service requests](#)

38 LP4.6.9 [Close incidents and service requests](#)

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 resolve problems](#)

43 LP4.7.4 [Monitor and resolve problems](#)

44 LP4.7.5 [Close problems](#)

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

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.

R A R A A AR AR AR A A A AR A AR AR AR AR AR AR AR AR AR

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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