YaSM® - ISO 20000 Bridge

The YaSM® - ISO 20000 Bridge

The "YaSM® - ISO 20000 Bridge" is an additional component to the YaSM® Process Map.

It specifically addresses the needs of organizations that wish to achieve certification against ISO/IEC 20000.

ISO 20000 and YaSM

ISO 20000 does not offer specific advice on how to design the processes of service provider organizations. It is rather a set of requirements which must be met in order to qualify for certification.

This is where YaSM comes into the picture:

YaSM is well aligned with ISO 20000 and offers a tightly focused set of processes, policies and document templates which provide a solution for every ISO 20000[1] requirement.

1) The YaSM® - ISO 20000 Bridge is based on ISO/IEC 20000:2011, Part 1.

Contents of the YaSM® - ISO 20000 Bridge

The YaSM® - ISO 20000 Bridge is designed to be used in combination with the YaSM process model (the "YaSM® Process Map").

The Bridge consists of a set of diagrams which relate the standard's 147 requirements to the YaSM processes and documents or records:

Next to every ISO 20000 requirement, the Bridge shows those YaSM processes and documents which should be in place to fulfill it.

The details of those processes and documents are described in the YaSM® Process Map, whose diagrams can be opened directly from the Bridge. It thus takes only a mouse-click to obtain specific suggestions for fulfilling every ISO 20000 requirement.

In addition, the YaSM® - ISO 20000 Bridge contains the original document ISO/IEC 20000: 2011, Part 1: Service Management System Requirements.
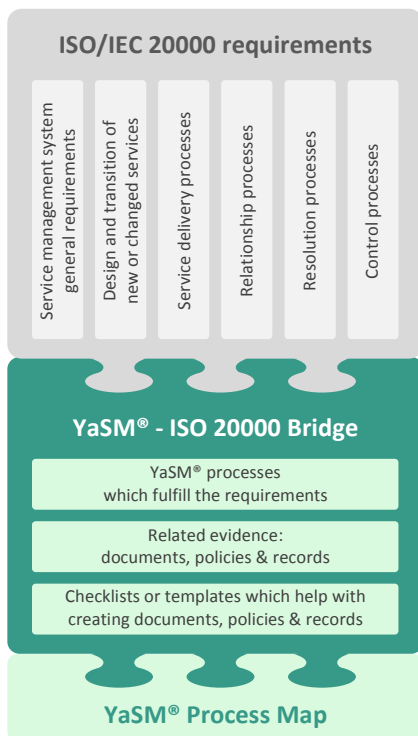
Benefits of using the YaSM® - ISO 20000 Bridge

With its unique combination of ISO 20000 requirements, process models and document templates, the YaSM® - ISO 20000 Bridge allows you to get started quickly and save time and effort:

– At the beginning of your ISO 20000 initiative, the Bridge enables you to understand what exactly it means for your organization to become ISO 20000 compliant (what should you aim for and how much change is needed?).

– The process templates make the huge task of designing ISO 20000 compliant processes for your organization manageable. Rather than starting with a blank page, you are able to modify existing process models.

– The checklists support the creation of ISO 20000 compliant documents, policies and records.

– The well-structured and professionally designed process models guide you on your way to creating high-quality process documentation which is able to stand up to your auditor's scrutiny.

Versions and platforms

The YaSM® - ISO 20000 Bridge is currently available in English or German for Microsoft Visio™ and the ARIS Process Platform™.

ISO/IEC 20000 requirements

- Service management system general requirements
- Design and transition of new or changed services
- Service delivery processes
- Relationship processes
- Resolution processes
- Control processes

YaSM® - ISO 20000 Bridge

YaSM® processes which fulfill the requirements

Related evidence: documents, policies & records

Checklists or templates which help with creating documents, policies & records

YaSM® Process Map

it process maps

YaSM® - ISO 20000 Bridge:

A summary of the features

Color-coding	Requirements	Processes	Documents and records	Comments
The **circles next to the requirements** can be used for color-coding: Green circles might, for example, indicate the requirements which are already fulfilled. You are ready for the certification audit once all circles are green.	The "**Requirements**" column contains all 147 ISO 20000:2011 requirements as an exact copy of the original standard (Part 1: Service management system requirements).	The "**Processes**" column states for each requirement which process(es) from the YaSM® Process Map - when implemented - fulfill the ISO 20000 requirement. A mouse-click takes you right into the process diagrams of the YaSM® Process Map where you can see what an ISO-20000-compatible process should be like:	The "**Documents and records**" column states which information items (typically, documents or records) can be used to demonstrate compliance with a requirement. Your certifier will look for those documents and records as evidence that a certain process is actually in use. The shapes are linked with checklists – documents which explain in more detail what your documents and records should be like. The checklists of the YaSM® Process Map can be opened with a mouse-click:	The "**Comments**" column contains notes on how the YaSM® processes and information objects relate to a requirement. You can also use it to insert your own comments - for example further explanations on how a specific requirement is fulfilled.

Mandatory ISO/IEC 20000:2011 requirements	Processes which fulfill the requirements	Related evidence (documents and records)	Comments
● The success or failure of releases shall be monitored and analysed. Measurements shall include incidents related to a release in the period following deployment of a release. Analysis shall include assessment of the impact of the release on the customer. The results and conclusions drawn from the analysis shall be recorded and reviewed to identify opportunities for improvement.	Design new or changed services Manage customer relationships	Service definition Customer service agreement	Service capacity and performance requirements are specified in the service definitions attached to customer service agreements.
○ Information about the success or failure of releases and future release dates shall be provided to the change management process, and incident and service request management process.	Improve the services Assess and coordinate changes	Service improvement plan Change record	YaSM does not stipulate a capacity plan but recommends managing service capacity upgrades like any other service improvements through the service improvement plans. Service improvement initiatives need to be approved through the budgeting process and typically entail RFCs to be submitted to the change assessment process.

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Where to learn more about YaSM

If you are looking for an introduction to YaSM in general, our free YaSM Wiki is the best place to start.

The Wiki includes an overview of the YaSM processes, a YaSM glossary, and details on how YaSM is related to other service management frameworks and standards, such as ITIL®, CMMI-SVC®, USMBOK™, COBIT®, and ISO /IEC 20000.

About IT Process Maps GbR

IT Process Maps GbR was founded in 2006 by Stefan and Andrea Kempter as a privately held company in Bavaria, Germany.

Its focus is on the provision of process know-how "out of a box" for service providers. The company's process models and their officially accredited „ITIL® Process Map" are used by leading businesses worldwide from all types of industries to successfully implement service management best practices and ISO 20000.

The company forged a number of partnerships in order to be closer to its customers from different parts of the world: USA/ Canada, Australia, Middle East, UK, Switzerland and Scandinavia.

More Information

At **yasm.com** you can learn more about us and the ways the YaSM® Process Map can be applied.

IT Process Maps GbR
Stefan Kempter & Dr. Andrea Kempter
Am Hörnle 7
87459 Pfronten
Germany
Tel. + 49 8363 92 73 96
Fax + 49 8363 92 77 03
info@yasm.com
yasm.com

Member of itSMF