k here	e to see the Legend	Yas	YaSM Roles																														
SM I	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 board (ECAB)	Financial manager	Human resources manager Incident manager	Majorincident team	Operations manager	Operator	Problem manager	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	letilikal tomanı expert
1	Set the strategic direction Perform strategic assessments Provide guidance for the use of technology																										R		AR AR		R R		R
	Define strategic initiatives Start up service development projects																									R			AR AR		R		
	Monitor strategic initiatives Design new or changed services Define acquired continuous reportation												D.										В	AR			R		AR			D	
2	Define required service properties Design required infrastructure Outline the implementation approach							R R					R						R			R R	R	AR AR		R R						R F	R
	Prepare the service implementation Build new or changed services																							AR		R						F	R R
2	Coordinate dylpmt, and procurement activities Develop applications and systems			AR																					AR								
3 1	Accept delivery of the service components Create or update operational documentation																								A AR	R						F	R
5	Test the service components Deploy the service components									R							R R								A AR								
	Prepare the service activation Operate the services Support the service operation															AR	D								AR	R							R
2	Provide guidance for service operation Monitor the services															AR A	R									R							R
	Produce service quality reports Perform routine operational tasks															Α	R R									R							
	Resolve incidents and service requests Support incident and service request resolution													А												R						F	R
.3	Log incidents and service requests Fulfill service requests	R R												F														R					
5.5	Pro-actively inform users and clients Resolve major incidents Resolve incidents in 1st level support	R R R							R					A	R																		
.7	Resolve incidents in 1st level support Resolve incidents in 2nd level support Monitor incidents and service requests	R	R						R					A A																		F	R
.9	Close incidents and service requests Resolve problems	R												ļ																			
.1	Pro-actively identify problems Categorize and prioritize problems																	AR AR															
.4	Analyze and resolve problems Monitor outstanding problems																	AR AR								R						F	R
	Close problems Improve the services																	AR															
	Perform service reviews Define service improvements							R		R	R											R	R		A	R R R R						F	R
	Start up service improvement initiatives Implement service improvements Monitor service improvement initiatives																R									R R						F	R
	Set up and maintain the service management system																																
	Define process improvements Start up process improvement initiatives							R											R R			R	R							AR AR			R R
4	Design processes and policies Implement process improvements							R									R		R R			R								AR AR		F	R
5	Monitor process improvement initiatives Operate the processes																R		R											AR A			
7	Perform process reviews Maintain the service portfolio																													AR			
	Add new or changed services to the service portfolio Update the service portfolio																									R	AR AR						
3	Activate new or changed services Review the service portfolio																									R							
L	Manage customer relationships Find new customers										AR																						
2	Sign or terminate customer service agreements Handle customer complaints										AR AR																						
	Monitor customer complaints Hold customer meetings									R	AR AR																						
	Perform customer satisfaction surveys Manage configuration information Support the management of config. information								AR	R	AR																						
2	Maintain the configuration model Control configuration information								AR AR																								
	Audit configuration information Assess and coordinate changes								AR																								
	Support the assessment of changes Log and review RFCs				R	AR AR	R																										
1	Assess emergency changes Assess changes (change manager)					AR AR			R			R																					
5	Assess changes (CAB) Monitor open changes					AR AR			R																								
	Review and close changes Manage projects Start up projects				К	AR	К													AR	D												
	Plan projects Control projects																		F	AR	R												
	Review and close projects Ensure security																			AR.													
	Assess security risks Define security improvements							R											R			AR AR	R			R							
ŀ	Start up security improvement initiatives Implement security controls																R					AR AR										F	R
,	Operate the security controls Review the security controls																R					AR AR											
	Prepare for disaster events Assess risks associated with disaster events Define continuity improvements							R											R			R	AR AR			R							
	Start up continuity improvement initiatives Implement continuity arrangements																R						AR AR									F	R
	Operate the continuity arrangements Review the continuity arrangements																R						AR AR										
L	Ensure compliance Identify compliance requirements							AR																									
2	Define compliance controls Perform compliance reviews							AR AR																									
.1	Manage human resources Identify the required skills													AR																			
.3	Develop the required skills Recruit new staff Magaze suppliers													AR AR																			
.1	Manage suppliers Set up external supporting services Procure infrastructure items												R R																			AR AR	
3	Hold supplier meetings Renew or terminate supplier agreements												**																			AR AR AR	
.5	Check supplier invoices Manage service financials																															AR	
.1	Maintain the financial management framework Perform financial planning											1	AR AR																		R		
	Prepare financial reports Issue customer invoices												AR AR																				