Factsheet

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 Service Management

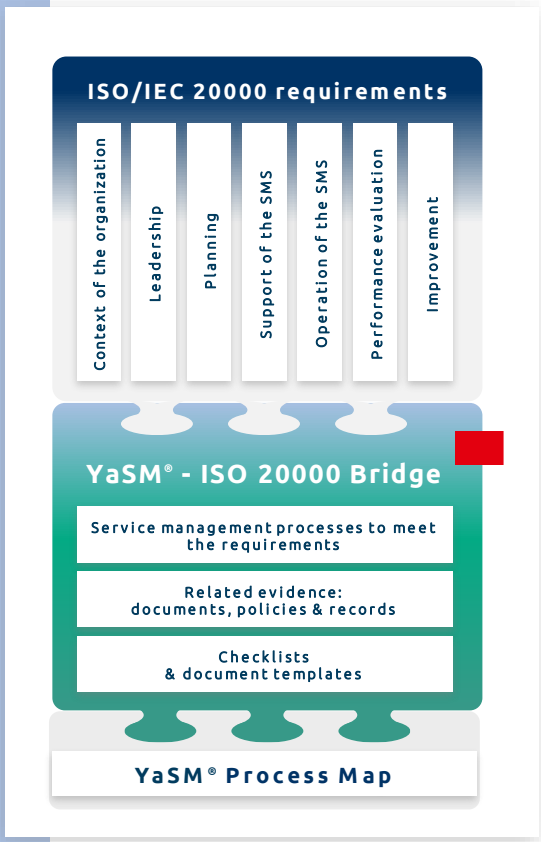
ISO 20000 is the internationally acknowledged standard for service management. It sets out “requirements for establishing, implementing, maintaining and continually improving a service management system (SMS)”.

To meet these requirements, organizations typically have to define and implement a set of service management processes that comply with the standard. But ISO 20000 does not prescribe specific processes, nor does it provide detailed descriptions that organizations could use as guidance.

This is where YaSM service management comes into the picture:

The YaSM model is well aligned with ISO 20000 and offers a complete 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 20000:2018, Part 1.



Contents of the YaSM® - ISO 20000 Bridge

A set of detailed diagrams relates the standard's 149 requirements to the 125 process diagrams and 95 document templates of the YaSM® Process Map.

You are thus able to start from the ISO 20000 requirements, and to open the corresponding process and document templates with a mouse-click.

So for every ISO 20000 requirement you will find a specific suggestion on how it can be fulfilled.

In addition, the YaSM® - ISO 20000 Bridge contains the complete set of ISO 20000 requirements as a sortable and filterable Excel worksheet.

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 from nothing, you are able to modify existing process models.
- The YaSM 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 the key to successfully completing your certification audit.

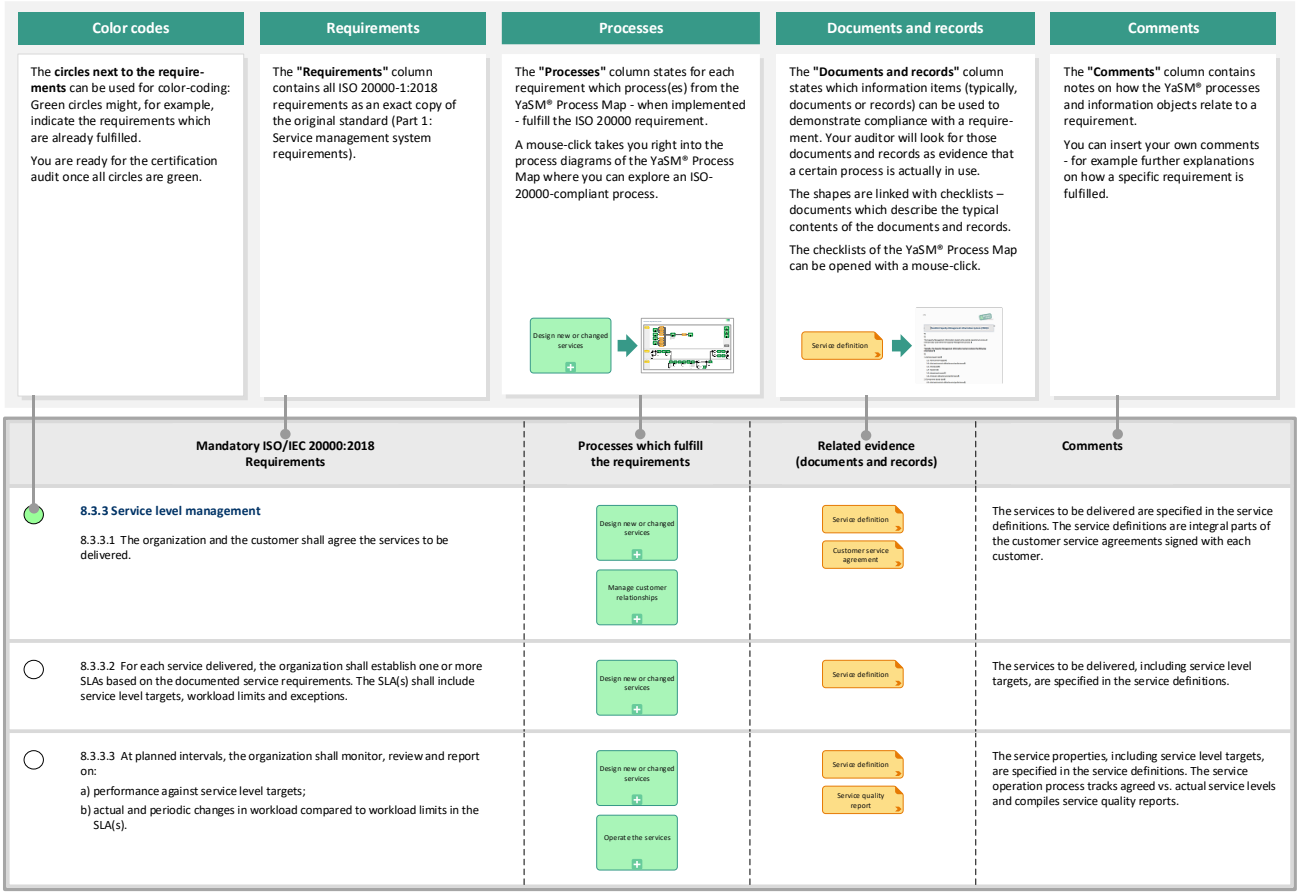
Versions and platforms

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

it process maps

YaSM® - ISO 20000 Bridge:

A summary of the features



Where to learn more about YaSM

If you are looking for an introduction to YaSM in general, our free YaSM Service Management 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®, ISO 20000, COBIT®, FitSM, VeriSM™ and SIAM®.

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 partner-ships in order to be closer to its customers from different parts of the world:

USA/ Canada, 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
Schönauer Str. 57
88131 Lindau (Bodensee)
Germany
Tel. +49 8382 2809303
info@yasm.com
yasm.com
Member of itSMF

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