

Service Reference Model

Element ID	Element Name	Element Description
SRM	Service Component Reference Model (SRM)	A business-driven, functional framework that classifies Service Components with respect to how they support business and/or performance objectives. The SRM is structured across horizontal service areas that, independent of the business functions, can provide a leveragable foundation for reuse of applications, application capabilities, components, and business services.
SRM 1	Customer Services (SRM)	Defines the set of capabilities directly related to an internal or external customer, the business's interaction with the customer, and the customer-driven activities or functions. The Customer Services Domain represents those capabilities and services at the front end of a business and interface at varying levels with the customer.
SRM 1.1	Customer Relationship Management (SRM)	Capabilities are used to plan, schedule, and control the activities between the customer and the enterprise, both before and after a product or service is offered.
SRM 1.1.01	Customer Analytics (SRM)	Defines the set of capabilities to allow for the analysis of an organizations customers, as well as the scoring of third-party information as it relates to an organization's customers.
SRM 1.1.02	Call Center Management (SRM)	Defines the set of capabilities to handle telephone sales and/or service to the end customer.
SRM 1.1.03	Sales & Marketing (SRM)	Defines the set of capabilities to facilitate the promotion of a product or service and capture of new business.
SRM 1.1.04	Product Management (SRM)	Defines the set of capabilities to facilitate the creation and maintenance of products and services.
SRM 1.1.05	Brand Management (SRM)	Defines the set of capabilities to support the application of a trade name to a product or service as well as developing an awareness for the name.
SRM 1.1.06	Customer/Account Management (SRM)	Defines the set of capabilities to support the retention and delivery of a service or product to an organizations clients.
SRM 1.1.07	Contact and Profile Management (SRM)	Defines the set of capabilities to provide a comprehensive view of all customer interactions, including calls, e-mail, correspondence and meetings; also provides for the maintenance of a customer's account, business and personal information.

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SRM 1.1.08	Partner Relationship Management (SRM)	Defines the set of capabilities to framework to promote the effective collaboration between an organization and its business partners, particularly members of the distribution chain (e.g., channel and alliance partners, resellers, agents, brokers, and dealers) and other third parties that support operations and service delivery to an organization's customers; includes performance evaluation of partners, if necessary.
SRM 1.1.09	Customer Feedback (SRM)	Defines the set of capabilities to collect, analyze and handle comments and feedback from an organizations customers.
SRM 1.1.10	Surveys (SRM)	Defines the set of capabilities to collect useful information from an organizations customers.
SRM 1.2	Customer Preferences (SRM)	Capabilities allow an organizations customers to change a user interface and the way data is displayed.
SRM 1.2.1	Personalization (SRM)	Defines the set of capabilities to change a user interface and how data is displayed.
SRM 1.2.2	Subscriptions (SRM)	Defines the set of capabilities to allow a customer to join a forum, listserv, or mailing list.
SRM 1.2.3	Alerts and Notifications (SRM)	Defines the set of capabilities to allow a customer to be contacted in relation to a subscription or service of interest.
SRM 1.3	Customer Initiated Assistance (SRM)	Capabilities allow customers to proactively seek assistance and service from an organization.
SRM 1.3.1	Online Help (SRM)	Defines the set of capabilities to provide an electronic interface to customer assistance.
SRM 1.3.2	Online Tutorials (SRM)	Defines the set of capabilities to provide an electronic interface to educate and assist customers.
SRM 1.3.3	Self-Service (SRM)	Defines the set of capabilities to allow an organizations customers to sign up for a particular service at their own initiative.
SRM 1.3.4	Reservations/Registrations (SRM)	Defines the set of capabilities to allow electronic enrollment and confirmations for services.
SRM 1.3.5	Multi-Lingual Support (SRM)	Defines the set of capabilities to allow access to data and information in multiple languages.
SRM 1.3.6	Assistance Request (SRM)	Defines the set of capabilities to support the solicitation of support from a customer.
SRM 1.3.7	Scheduling (customer) (SRM)	Defines the set of capabilities that support the plan for performing work or service to meet the needs of an organization's customers.
SRM 2	Process Automation Services (SRM)	Defines the set of capabilities supporting the automation of process and management activities to assist in effectively managing the business. The Process Automation Services domain represents those services and capabilities serving to automate and facilitate the processes associated with tracking, monitoring, and maintaining liaison throughout the business cycle of an organization.

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SRM 2.1	Tracking and Workflow (SRM)	Capabilities provide automatic monitoring and routing of documents to the users responsible for working on them to support each step of the business cycle.
SRM 2.1.1	Process Tracking (SRM)	Defines the set of capabilities to allow the monitoring of activities within the business cycle.
SRM 2.1.2	Case Management (SRM)	Defines the set of capabilities to manage the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers.
SRM 2.1.3	Conflict Resolution (SRM)	Defines the set of capabilities to support the conclusion of contention or differences within the business cycle.
SRM 2.2	Routing and Scheduling (SRM)	Capabilities provide automatic directing, assignment, or allocation of time for a particular action or event.
SRM 2.2.1	Inbound Correspondence Management (SRM)	Defines the set of capabilities to manage externally initiated communication between an organization and its stakeholders.
SRM 2.2.2	Outbound Correspondence Management (SRM)	Defines the set of capabilities to manage internally initiated communication between an organization and its stakeholders.
SRM 3	Business Management Services (SRM)	Defines the set of capabilities supporting the management of business functions and organizational activities to maintain continuity across the business and value-chain participants. The Business Management Services Domain represents those capabilities and services necessary for projects, programs and planning within a business operation to be successfully managed.
SRM 3.1	Management of Process (SRM)	Capabilities regulate the activities surrounding the business cycle of an organization.
SRM 3.1.1	Change Management (SRM)	Defines a set of capabilities to control the process for updates or modifications to the existing documents, software or business processes of an organization.
SRM 3.1.2	Configuration Management (SRM)	Defines the set of capabilities to control the hardware and software environments, as well as documents of an organization.
SRM 3.1.3	Requirements Management (SRM)	Defines the set of capabilities to gather, analyze and fulfill the needs and prerequisites of an organizations efforts.
SRM 3.1.4	Program/Project Management (SRM)	Defines the set of capabilities to manage and control a particular effort of an organization.
SRM 3.1.5	Governance/Policy Management (SRM)	Defines the set of capabilities to influence and determine decisions, actions, business rules and other matters within an organization.
SRM 3.1.6	Quality Management (SRM)	Defines the set of capabilities to help determine the level that a product or service satisfies certain requirements.

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SRM 3.1.7	Business Rules Management (SRM)	Defines the set of capabilities to manage the enterprise processes that support an organization and its policies.
SRM 3.1.8	Risk Management (SRM)	Support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal; includes risk assessment and risk mitigation.
SRM 3.2	Investment Management (SRM)	Capabilities manage the financial assets and capital of an organization.
SRM 3.2.1	Strategic Planning and Management (SRM)	Defines the set of capabilities to support the determination of long-term goals and the identification of the best approach for achieving those goals.
SRM 3.2.2	Portfolio Management (SRM)	Defines the set of capabilities to support the administration of a group of investments held by an organization.
SRM 3.2.3	Performance Management (SRM)	Defines the set of capabilities to measure the effectiveness of an organizations financial assets and capital.
SRM 3.3	Organization Management (SRM)	Capabilities support both collaboration and communication within an organization.
SRM 3.3.1	Workgroup/Groupware (SRM)	Defines the set of capabilities to support multiple users working on related tasks.
SRM 3.3.2	Communication Management (SRM)	Defines the set of capabilities to monitor and maintain a communications network in order to diagnose problems, gather statistics and provide general usage.
SRM 3.4	Supply Chain Management (SRM)	Capabilities plan, schedule and control a supply chain and the sequence of organizations and functions to mine, make or assemble materials and products from manufacturer to wholesaler to retailer to consumer.
SRM 3.4.01	Procurement (SRM)	Defines the set of capabilities to support the ordering and purchasing of products and services.
SRM 3.4.02	Sourcing Management (SRM)	Defines the set of capabilities to support the supply of goods or services as well as the tracking and analysis of costs for these goods.
SRM 3.4.03	Inventory Management (SRM)	Defines the set of capabilities to provide for the balancing of customer service levels with inventory investment.
SRM 3.4.04	Catalog Management (SRM)	Defines the set of capabilities to support the listing of available products or services that an organization offers.
SRM 3.4.05	Ordering/Purchasing (SRM)	Defines the set of capabilities to allow the placement of request for a product.
SRM 3.4.06	Invoice/Requisition Tracking and Approval (SRM)	Defines the set of capabilities to support the identification of where a shipment or delivery is within the business cycle.

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SRM 3.4.07	Storefront/Shopping Cart (SRM)	Defines the set of capabilities to support the online equivalent of the supermarket cart, where orders and merchandise are placed.
SRM 3.4.08	Warehouse Management (SRM)	Defines the set of capabilities to provide for the storage and movement of materials within a warehouse, including these processes: material receipt, order picking, packaging, labeling and shipping.
SRM 3.4.09	Returns Management (SRM)	Defines the set of capabilities to collect, analyze and resolve product returns or service cancellations.
SRM 3.4.10	Logistics and Transportation (SRM)	Defines the set of capabilities to provide for efficient freight and traffic management.
SRM 4	Digital Asset Services (SRM)	Defines the set of capabilities to support the generation, management, and distribution of intellectual capital and electronic media across the business and extended enterprise.
SRM 4.1	Content Management (SRM)	Capabilities manage the storage, maintenance and retrieval of documents and information of a system or website.
SRM 4.1.1	Content Authoring (SRM)	Defines the set of capabilities to allow for the creation of tutorials, CBT courseware, web sites, CD-ROMs and other interactive programs.
SRM 4.1.2	Content Review and Approval (SRM)	Defines the set of capabilities to allow for the approval of interactive programs.
SRM 4.1.3	Tagging and Aggregation (SRM)	Defines the set of capabilities to support the identification of specific content within a larger set of content for collection and summarization.
SRM 4.1.4	Content Publishing and Delivery (SRM)	Defines the set of capabilities to allow for the propagation of interactive programs.
SRM 4.1.5	Syndication Management (SRM)	Defines the set of capabilities to control and regulate an organizations brand.
SRM 4.2	Document Management (SRM)	Capabilities control the capture and maintenance of an organizations documents and files.
SRM 4.2.1	Document Imaging and OCR (SRM)	Defines the set of capabilities to support the scanning of documents.
SRM 4.2.2	Document Referencing (SRM)	Defines the set of capabilities to support the rapid retrieval of documents through a structured numbering construct.
SRM 4.2.3	Document Revisions (SRM)	Defines the set of capabilities to support document and data warehousing and archiving.
SRM 4.2.4	Library/Storage (SRM)	Defines the set of capabilities to support the editing and commendation of documents before releasing them.
SRM 4.2.5	Document Review and Approval (SRM)	Defines the set of capabilities to support the versioning and editing of content and documents.
SRM 4.2.6	Document Conversion (SRM)	Defines the set of capabilities to support the changing of files from one type of format to another.

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SRM 4.2.7	Indexing (SRM)	Defines the set of capabilities to support the redirection to other documents and information for related content.
SRM 4.2.8	Classification (Document) (SRM)	Defines the set of capabilities to support the categorization of documents.
SRM 4.3	Knowledge Management (SRM)	Capabilities identify, gather and transform documents, reports and other sources into meaningful information.
SRM 4.3.1	Information Retrieval (SRM)	Defines the set of capabilities to allow access to data and information for use by an organization and its stakeholders.
SRM 4.3.2	Information Mapping/Taxonomy (SRM)	Defines the set of capabilities to support the creation and maintenance of relationships between data entities, naming standards and categorization.
SRM 4.3.3	Information Sharing (SRM)	Relates to any method or function, for a given business area, facilitating: data being received in a usable medium by one or more departments or agencies as provided by a separate department or agency or other entity; and data being provided, disseminated or otherwise made available or accessible by one department or agency for use by one or more separate departments or agencies, or other entities, as appropriate.
SRM 4.3.4	Categorization (Knowledge) (SRM)	Defines the set of capabilities to allow classification of data and information into specific layers or types to support an organization.
SRM 4.3.5	Knowledge Engineering (SRM)	Defines the set of capabilities to support the translation of knowledge from an expert into the knowledge base of an expert system.
SRM 4.3.6	Knowledge Capture (SRM)	Defines the set of capabilities to facilitate collection of data and information.
SRM 4.3.7	Knowledge Distribution and Delivery (SRM)	Defines the set of capabilities to support the transfer of knowledge to the end customer.
SRM 4.3.8	Smart Documents (SRM)	Defines the set of capabilities to support the interaction of information and process (business logic) rules between users of the document. (i.e. the logic and use of the document is embedded within the document itself and is managed within the document parameters).
SRM 4.4	Records Management (SRM)	Capabilities store, protect, archive, classify and retire documents and information.
SRM 4.4.1	Record Linking/Association (SRM)	Defines the set of capabilities to support the correlation between logical data and information sets.
SRM 4.4.2	Document Classification (SRM)	Defines the set of capabilities to support the categorization of documents and artifacts, both electronic and physical.
SRM 4.4.3	Document Retirement (SRM)	Defines the set of capabilities to support the termination or cancellation of documents and artifacts used by an organization and its stakeholders.

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SRM 4.4.4	Digital Rights Management (SRM)	Support the claim and ownership of intellectual capital and artifacts belonging to an organization.
SRM 5	Business Analytical Services (SRM)	Defines the set of capabilities supporting the extraction, aggregation, and presentation of information to facilitate decision analysis and business evaluation.
SRM 5.1	Analysis and Statistics (SRM)	Capabilities examine business issues, problems and their solutions.
SRM 5.1.1	Forensics (SRM)	Defines the set of capabilities to support the analysis of physical elements using science and technology for investigative and legal purposes.
SRM 5.1.2	Mathematical (SRM)	Defines the set of capabilities to support the formulation and mathematical analysis of probabilistic models for random phenomena and the development and investigation of methods and principles for statistical inference.
SRM 5.1.3	Radiological (SRM)	Defines the set of capabilities to support the use of radiation and x-ray technologies for analysis and scientific examination.
SRM 5.1.4	Structural/Thermal (SRM)	Defines the set of capabilities to support the use of data flow and data modeling diagrams for applying systematic analysis of data.
SRM 5.2	Visualization (SRM)	Capabilities convert data into graphical or picture form.
SRM 5.2.1	CAD (SRM)	Defines the set of capabilities to support the design of products with computers.
SRM 5.2.2	Graphing/Charting (SRM)	Defines the set of capabilities to support the presentation of information in the form of diagrams or tables.
SRM 5.2.3	Imagery (SRM)	Defines the set of capabilities to support the creation of film or electronic images from pictures or paper forms.
SRM 5.2.4	Mapping/Geospatial/Elevation/GPS (SRM)	Defines the set of capabilities to provide for the representation of position information through the use of attributes such as elevation, latitude, and longitude coordinates.
SRM 5.2.5	Multimedia (SRM)	Defines the set of capabilities to support the representation of information in more than one form to include text, audio, graphics, animated graphics and full motion video.
SRM 5.3	Knowledge Discovery (SRM)	Capabilities facilitate the identification of useful information from data.
SRM 5.3.1	Data Mining (SRM)	Defines the set of capabilities to provide for the efficient discovery of non-obvious, valuable patterns and relationships within a large collection of data.

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SRM 5.3.2	Modeling (SRM)	Defines the set of capabilities to develop descriptions to adequately explain relevant data for the purpose of prediction, pattern detection, exploration or general organization of data.
SRM 5.3.3	Simulation (SRM)	Defines the set of capabilities to utilize models to mimic real-world processes.
SRM 5.4	Business Intelligence (SRM)	Capabilities provide information pertaining to the history, current status or future projections of an organization.
SRM 5.4.1	Balanced Scorecard (SRM)	Defines the set of capabilities to support the listing and analyzing of both positive and negative impacts associated with a decision.
SRM 5.4.2	Demand Forecasting/Management (SRM)	Defines the set of capabilities to facilitate the prediction of sufficient production to meet an organizations sales of a product or service.
SRM 5.4.3	Decision Support and Planning (SRM)	Defines the set of capabilities to support the analysis of information and predict the impact of decisions before they are made.
SRM 5.5	Reporting (SRM)	Capabilities organize data into useful information.
SRM 5.5.1	Ad Hoc (SRM)	Defines the set of capabilities to support the use of dynamic reports on an as needed basis.
SRM 5.5.2	OLAP (SRM)	Defines the set of capabilities to support the analysis of information that has been summarized into multidimensional views and hierarchies.
SRM 5.5.3	Standardized/Canned (SRM)	Defines the set of capabilities to support the use of pre-conceived or pre-written reports.
SRM 6	Back-Office Services (SRM)	Defines the set of capabilities supporting the management of enterprise planning and transactional-based functions.
SRM 6.1	Data Management (SRM)	Defines the set of capabilities that support the usage, processing and general administration of unstructured information.
SRM 6.1.1	Data Cleansing (SRM)	Defines the set of capabilities to support the removal of incorrect or unnecessary characters and data from a data source.
SRM 6.1.2	Data Classification (SRM)	Defines the set of capabilities to allow the classification of data.
SRM 6.1.3	Data Mart (SRM)	Defines the set of capabilities to support a subset of a data warehouse for a single department or function within an organization.
SRM 6.1.4	Data Recovery (SRM)	Defines the set of capabilities to support the restoration and stabilization of data sets to a consistent, desired state.
SRM 6.1.5	Data Warehouse (SRM)	Defines the set of capabilities to support the archiving and storage of large volumes of data.
SRM 6.1.6	Extracting and Transformation (SRM)	Defines the set of capabilities to support the manipulation and change of data.

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SRM 6.1.7	Data Exchange (SRM)	Defines the set of capabilities to support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered.
SRM 6.1.8	Loading and Archiving (SRM)	Defines the set of capabilities to support the population of a data source with external data.
SRM 6.1.9	Meta Data Management (SRM)	Defines the set of capabilities to support the maintenance and administration of data that describes data.
SRM 6.2	Human Resources (SRM)	Capabilities provide for the recruitment and management of personnel.
SRM 6.2.01	Awards Management (SRM)	Defines the set of capabilities to support the recognition of achievement among employees of an organization.
SRM 6.2.02	Benefit Management (SRM)	Defines the set of capabilities to support the enrollment and participation in an organizations compensation and benefits programs.
SRM 6.2.03	Career Development and Retention (SRM)	Defines the set of capabilities to support the monitoring of performance as well as the professional growth, advancement, and retention of an organizations employees.
SRM 6.2.04	Education/Training (SRM)	Defines the set of capabilities to support the active building of employee competencies, to include the range of training from professional development to general awareness training.
SRM 6.2.05	Health and Safety (SRM)	Defines the set of capabilities to support the security and physical well-being of an organizations employees.
SRM 6.2.06	Personnel Administration (SRM)	Defines the set of capabilities to support the matching between an organization's employees and potential opportunities as well as the modification, addition and general upkeep of an organization's employee-specific information.
SRM 6.2.07	Recruiting (SRM)	Defines the set of capabilities to support the identification and hiring of employees for an organization.
SRM 6.2.08	Resume Management (SRM)	Defines the set of capabilities to support the maintenance and administration of ones professional or work experience and qualifications.
SRM 6.2.09	Retirement Management (SRM)	Defines the set of capabilities to support the payment of benefits to retirees.
SRM 6.2.10	Travel Management (SRM)	Defines the set of capabilities to support the transit and mobility of an organizations employees for business purposes.
SRM 6.2.11	Time Reporting (SRM)	Defines the set of capabilities to support the submission, approval and adjustment of an employees hours.

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SRM 6.3	Financial Management (SRM)	Capabilities provide the accounting practices and procedures to allow for the handling of revenues, funding and expenditures.
SRM 6.3.01	Activity-Based Management (SRM)	Defines the set of capabilities to support a defined, specific set of finance-related tasks for a given objective.
SRM 6.3.02	Auditing (SRM)	Defines the set of capabilities to support the examination and verification of records for accuracy.
SRM 6.3.03	Billing and Accounting (SRM)	Defines the set of capabilities to support the charging, collection and reporting of an organizations accounts.
SRM 6.3.04	Credit/Change (SRM)	Defines the set of capabilities to support the use of credit cards or electronic funds transfers for payment and collection of products or services.
SRM 6.3.05	Currency Translation (SRM)	Defines the set of capabilities to support the calculations and difference between multiple mediums of exchange.
SRM 6.3.06	Debt Collection (SRM)	Defines the set of capabilities to support the process of accounts receivable.
SRM 6.3.07	Expense Management (SRM)	Defines the set of capabilities to support the management and reimbursement of costs paid by employees or an organization.
SRM 6.3.08	Internal Controls (SRM)	Defines the set of capabilities to support the methods and procedures used by the organization to safeguard its assets, produce accurate accounting data and reports, contribute to efficient operations, and encourage staff to adhere to management policies and mission requirements.
SRM 6.3.09	Payroll (SRM)	Defines the set of capabilities to involve the administration and determination of employees compensation.
SRM 6.3.10	Payments/Settlement (SRM)	Defines the set of capabilities to support the process of accounts payable.
SRM 6.3.11	Revenue Management (SRM)	Defines the set of capabilities to support the allocation and re-investment of earned net credit or capital within an organization.
SRM 6.4	Assets/Materials Management (SRM)	Capabilities support the acquisition, oversight and tracking of an organizations assets.
SRM 6.4.1	Computers/Automation Management (SRM)	Defines the set of capabilities to support the identification, upgrade, allocation and replacement of physical devices, including servers and desktops, used to facilitate production and process driven activities.
SRM 6.4.2	Property/Asset Management (SRM)	Defines the set of capabilities to support the identification, planning and allocation of an organizations physical capital and resources.
SRM 6.4.3	Facilities Management (SRM)	Defines the set of capabilities to support the construction, management and maintenance of facilities for an organization.

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SRM 6.4.4	Asset Cataloging/Identification (SRM)	Defines the set of capabilities to support the listing and specification of available assets.
SRM 6.4.5	Asset Transfer, Allocation, and Maintenance (SRM)	Defines the set of capabilities to support the movement, assignment, and replacement of assets.
SRM 6.5	Development and Integration (SRM)	Capabilities provide communication between hardware/software applications and the activities associated with deployment of software applications.
SRM 6.5.1	Data Integration (SRM)	Defines the set of capabilities to support organization of data from separate data sources into a single source using middleware or application integration as well as the modification of system data models to capture new information within a single system.
SRM 6.5.2	Enterprise Application Integration (SRM)	Defines the set of capabilities to support redesigning of disparate information systems into one system that uses a common set of data structures and rules.
SRM 6.5.3	Instrumentation and Testing (SRM)	Defines the set of capabilities to support the validation of application or system capabilities and requirements.
SRM 6.5.4	Legacy Integration (SRM)	Defines the set of capabilities to support the communication between newer generation hardware/software applications and the previous, major generation of hardware/software applications.
SRM 6.5.5	Software Development (SRM)	Defines the set of capabilities to support the creation of both graphical and process application or system software.
SRM 6.7	Human Capital/Workforce Management (SRM)	Capabilities provide for the planning and supervision of an organization's personnel.
SRM 6.7.1	Contingent Workforce Management (SRM)	Defines the set of capabilities to support the continuity of operations for an organizations business through the identification of alternative organization personnel.
SRM 6.7.2	Team/Organization Management (SRM)	Defines the set of capabilities to support the hierarchy structure and identification of employees within the various sub-groups of an organization.
SRM 6.7.3	Resource Planning and Allocation (SRM)	Defines the set of capabilities to support the determination of strategic direction, the identification and establishment of programs and processes, and the allocation of resources (capital and labor) among those programs and processes.
SRM 6.7.4	Skills Management (SRM)	Defines the set of capabilities to support the proficiency of employees in the delivery of an organizations products or services.
SRM 6.7.5	Work Acquisition/Optimization (SRM)	Defines the set of capabilities to support the hiring and restructuring of employees and their roles within an organization.
SRM 6.7.6	Workforce Directory/Locator (SRM)	Defines the set of capabilities to support the listing of employees and their whereabouts.

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SRM 7	Support Services (SRM)	Defines the set of cross-functional capabilities able to be leveraged independent of Service Domain objective and/or mission.
SRM 7.1	Security Management (SRM)	Capabilities protect an organizations information and information systems.
SRM 7.1.01	Identification and Automation (SRM)	Defines the set of capabilities to support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.
SRM 7.1.02	Access Control (SRM)	Defines the set of capabilities to support the management of permissions for logging onto a computer, application, service, or network; includes user management and role/privilege management.
SRM 7.1.03	Cryptography (SRM)	Defines the set of capabilities to support the use and management of ciphers, including encryption and decryption processes, to ensure confidentiality and integrity of data.
SRM 7.1.04	Digital Signature Management (SRM)	Defines the set of capabilities to support the use and management of electronic signatures to support authentication and data integrity; includes public key infrastructure (PKI).
SRM 7.1.05	Intrusion Prevention (SRM)	Defines the set of capabilities to perform penetration testing and other measures to prevent unauthorized access to a government information system.
SRM 7.1.06	Intrusion Detection (SRM)	Defines the set of capabilities to support the detection of unauthorized access to a government information system.
SRM 7.1.07	Incident Response (SRM)	Defines the set of capabilities to provide active response and remediation to a security incident that has allowed unauthorized access to a government information system.
SRM 7.1.08	Audit Trail Capture and Analysis (SRM)	Defines the set of capabilities to support the identification and monitoring of activities within an application, system, or network.
SRM 7.1.09	Certification and Accreditation (SRM)	Defines the set of capabilities to support the certification and accreditation (C&A) of federal information systems, as described in NIST SP800-37.
SRM 7.1.10	FISMA Management and Reporting (SRM)	Defines the set of capabilities to support management and reporting of compliance with the Federal Information Security Management Act of 2002.
SRM 7.1.11	Virus Protection (SRM)	Defines the set of capabilities to provide anti-virus service to prevent, detect, and remediate infection of government computing assets.
SRM 7.2	Collaboration (SRM)	Capabilities allow for the concurrent, simultaneous communication and sharing of content, schedules, messages and ideas within an organization.

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SRM 7.2.1	E-mail (SRM)	Defines the set of capabilities to support the transmission of memos and messages over a network.
SRM 7.2.2	Threaded Discussions (SRM)	Defines the set of capabilities to support the running log of remarks and opinions about a given topic or subject.
SRM 7.2.3	Document Library (SRM)	Defines the set of capabilities to support the grouping and archiving of files and records on a server.
SRM 7.2.4	Shared Calendaring (SRM)	Defines the set of capabilities to allow an entire team as well as individuals to view, add and modify each other's schedules, meetings and activities.
SRM 7.2.5	Task Management (SRM)	Defines the set of capabilities to support a specific undertaking or function assigned to an employee.
SRM 7.3	Search (SRM)	Capabilities provide for the probing and lookup of specific data from a data source.
SRM 7.3.1	Query (SRM)	Defines the set of capabilities to support retrieval of records that satisfy specific query selection criteria.
SRM 7.3.2	Precision/Recall Ranking (SRM)	Defines the set of capabilities to support selection and retrieval of records ranked to optimize precision against recall.
SRM 7.3.3	Classification (Search) (SRM)	Defines the set of capabilities to support selection and retrieval of records organized by shared characteristics in content or context.
SRM 7.3.4	Pattern Matching (SRM)	Defines the set of capabilities to support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context.
SRM 7.4	Communication (SRM)	Capabilities transmit data, messages and information in multiple formats and protocols.
SRM 7.4.1	Real Time/Chat (SRM)	Defines the set of capabilities to support the conferencing capability between two or more users on a local area network or the internet.
SRM 7.4.2	Instant Messaging (SRM)	Defines the set of capabilities to support keyboard conferencing over a Local Area Network or the internet between two or more people.
SRM 7.4.3	Audio Conferencing (SRM)	Defines the set of capabilities to support audio communications sessions among people who are geographically dispersed.
SRM 7.4.4	Video Conferencing (SRM)	Defines the set of capabilities to support video communications sessions among people who are geographically dispersed.
SRM 7.4.5	Event/News Management (SRM)	Defines the set of capabilities to monitor servers, workstations and network devices for routine and non-routine events.
SRM 7.4.6	Community Management (SRM)	Defines the set of capabilities to support the administration of online groups that share common interests.

Service Reference Model

Element ID	Element Name	Element Description
SRM 7.4.7	Computer/Telephony Integration (SRM)	Defines the set of capabilities to support the connectivity between server hardware, software and telecommunications equipment into a single logical system.
SRM 7.4.8	Voice Communications (SRM)	Defines the set of capabilities to provide telephony or other voice communications.
SRM 7.5	Systems Management (SRM)	Capabilities support the administration and upkeep of an organization's technology assets, including the hardware, software, infrastructure, licenses, and components that comprise those assets.
SRM 7.5.1	License Management (SRM)	Defines the set of capabilities to support the purchase, upgrade and tracking of legal usage contracts for system software and applications.
SRM 7.5.2	Remote Systems Control (SRM)	Defines the set of capabilities to support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment.
SRM 7.5.3	Systems Resource Monitoring (SRM)	Defines the set of capabilities to support the balance and allocation of memory, usage, disk space and performance on computers and their applications.
SRM 7.5.4	Software Distribution (SRM)	Defines the set of capabilities to support the propagation, installation and upgrade of written computer programs, applications and components.
SRM 7.5.5	Issue Tracking (SRM)	Defines the set of capabilities to receive and track user-reported issues and problems in using IT systems, including help desk calls.
SRM 7.6	Forms Management (SRM)	Capabilities support the creation, modification, and usage of physical or electronic documents used to capture information within the business cycle.
SRM 7.6.1	Forms Creation (SRM)	Defines the set of capabilities to support the design and generation of electronic or physical forms and templates for use within the business cycle by an organization and its stakeholders.
SRM 7.6.2	Forms Modification (SRM)	Defines the set of capabilities to support the maintenance of electronic or physical forms, templates and their respective elements and fields.