



FootPrints Administrator Companion Tool



The FootPrints™ Administrator Companion Tool was created by RJR Innovations to help the BMC community with FootPrints Service Core version 12. This tool helps bring several pieces of information together from the connected FootPrints system into a CSV file or a data table. This is useful when designing new business processes, learning your back-end database, using web service integrations, performing back-end data imports (such as item relationships) and viewing current license usage.

Queries built-in:

Database Fragmentation Analysis

Analyses your database for the level of fragmentation and displays the results as well as re-indexing recommendation. Query provided by BMC Support.

Database Re-Indexing

Re-Indexes your database. You may need to re-run the Database Fragmentation Analysis query to confirm. Query Provided by BMC Support.

Active Users With Containers

List of all active users, their profile information including containers and supervisors.

Active Users Without Containers

List of all active users, without their profile information.

Purge Records (deletes data)

Purge all records prior to a given date, including all child database entries.

Reset Stuck in Progress Imports (deletes data)

Reset all 'In Progress' imports to 'Created' status and clear their job records.

Show Errors from Last Run Import

Show errors from the last import, if any.

Teams and Agents by Container

List of teams and agents by container.

Active Time-Based Rules

List of active time-based business rules by container and item.

Clear Custom Search Changes (deletes data)

Removed saved search customizations a user has made to their console.

Containers and Items

List of all published and draft containers and items including all relevant IDs.

Count Logged in Users by License Type

Count of logged in users by licence type.

Display Licence File

Display the licence file loaded into FootPrints.

Logged in Users and Record Locks

List of all logged in users and any records they have locked.

Users with Customized Consoles

List of all users with customized consoles.

Users with Customized Saved Searches

List of all users with customized saved searches in their consoles.

Post Environment Move Task

Database Management process for when you have moved/restored your FootPrints environment from one to the next (such as prod to dev).





PRODUCT DETAILS

BMC FootPrints Service Core improves user satisfaction and increases productivity to help IT departments deliver more value to businesses.

Incident Management

Easy and rapid creation of incidents with templates. Automated routing and notification. Visual impact analysis to restore service and minimize business impact.

Problem Management

Coordinate complex problem investigations. Link related records, configuration items, and changes. Track the history of problem investigation.

Change Management

Plan changes to reduce service outages. Manage assessments and approvals. Link related items such as configuration items, problems, solution articles and incidents. Audit change history.

Service Request

Empower end users for self-service. Submit requests and track progress and feedback. Personalize interfaces for efficiency. Automate approvals.

Service Portfolio

Define, develop, and publish IT services. Manage service level agreements (SLAs) and service level targets to meet business needs. Link contracts to related services and incidents to track achievement.

Knowledge Management

Make key information readily available to users. Create different knowledge bases for different users. Link knowledge to incidents and other records to provide detail.

Configuration Management Database (CMDB)

Create and manage configuration items (CIs) to identify problems. Link CIs to other records like incidents, changes, and contacts to see the impact on the organization. Track versions and warranty information to plan upgrades.

Workflow Automation

Automate business processes. Incorporate rules and approvals into processes. Easy to use GUI with drag and drop workflow design.

Executive dashboards and business analytics

Increase uptime and compliance by instantly monitoring key metrics, including adherence to SLAs.

Visualization and reporting

Easily and quickly automate processes, solve issues, and communicate with the business by using tools like the drag-and-drop visual workflow builder, impact analysis, and real-time report building.

Mobile

Access BMC FootPrints where and when needed on any device. View assignments and update records from mobile devices. Improve agent productivity.

FOR MORE INFORMATION



To learn more about BMC FootPrints, please visit rjinnovations.com/products/bmc/bmc-footprints-service-core/

We provide innovative, customized business process consulting, software implementation services and Level 1 bilingual support for multiple ITSM and DEM solutions and add-ons. We understand that in today's day and age, technology leaders are focused on transforming how IT operates. Digital transformation and automation are key elements in ensuring that most organizations keep up with how fast-paced both technology and information are consumed and delivered – at work and at home; on premise and in the cloud.

