



Getting Started with the FootPrints Advanced Starter Template

Available in three packages: Fundamental, Premium and Custom

The **Fundamental Package** is designed to get you up and running with FootPrints and FAST in the shortest amount of time possible in a situation where your process needs are minimal and the administrator's primary duties are in maintaining existing functionality.

The **Premium Package** is designed to get you up and running and able to fully take ownership of your implementation and better maintain and expand on the capabilities of both FootPrints and FAST, with a more complete Administrator Training curriculum allowing the administrator to modify and expand configurations as well as develop new processes.

The **Custom Package** is designed to allow you to take full advantage of the FootPrints Advanced Starter Template. Deliverables are tailored to your specific environment, and current and future needs. Contact us to determine your specific needs.

Fundamental - 5 Days

Task 1: Installation and Initial Configuration

(1 Day)



- ✓ Install BMC FootPrints, FAST and pre-requisite software

Task 2: Basic Administrator Training

(2 Days)



- ✓ Module 1: BMC FootPrints and RJR FAST Overview
- ✓ Module 2: Administration Overview and System Management
- ✓ Module 3: Maintaining your Environment
- ✓ Module 4: Maintaining your UI and Users
- ✓ Module 5: Service Analytics (Reporting)
- ✓ Module 6: Troubleshooting and Help
- ✓ Module 7: Review of FAST principal configurations

Task 3 : Process Workshops

(1 Day)



- ✓ Review guides and gap review

Task 4 : Onboarding Tasks

(1 Day)



- ✓ Configure teams
- ✓ Import users and contacts
- ✓ Move to Production





Custom - 10+ Days

Task 1: Installation and Initial Configuration

(2 Days)



- ✓ Install BMC FootPrints, FAST and pre-requisite software (Production only)

Task 2: Complete Administrator Training

(5 Days)



- ✓ Module 1: BMC FootPrints and RJR FAST Overview
- ✓ Module 2: BMC FootPrints Installation
- ✓ Module 3: Administration Overview and System Management
- ✓ Module 4: Building and Configuring your Environment
- ✓ Module 5: UI Management
- ✓ Module 6: Role and User Management
- ✓ Module 7: Integration and Import
- ✓ Module 8: Service Analytics (Reporting)
- ✓ Module 9: Troubleshooting and Help
- ✓ Module 10: Review of FAST principal configurations
- ✓ Module 11: Review of the BMC FootPrints Database
- ✓ Module 12: Backing Up and Restoring BMC FootPrints
- ✓ Module 13: FootPrints Administrator Companion Tool Overview

Task 3 : Process Review Workshops

(2 Days)



- ✓ Review guides and gap review

Task 4 : Onboarding Tasks

(1 Day)



- ✓ Configure teams
- ✓ Import users and contacts
- ✓ Move to Production

Task 5 : Go-Live of BMC FootPrints

(2 Days)



- ✓ On-site dedicated Go-live assistance





Comparison Chart

	Included	Optional	Not Included	Fundamental	Premium	Custom
Basic Administrator Training (Maintain your environment)	Included			Included		
Complete Administrator Training (Maintain and expand your environment)					Included	Included
Product Installation and Initial Configuration	Included			Included	Included	Included
Process Workshops	Included			Included	Included	Included
Onboarding Tasks	Included			Included	Included	Included
Basic Configurations					Included	Included
Complex Configurations (Level of effort variable based on requirements)					Optional	Included
Data Migration (Level of effort variable based on requirements)					Optional	Optional
Integration (Level of effort variable based on requirements)					Optional	Optional
Acceptance Testing and Issue Correction					Optional	Included
Move to Production	Included			Included	Included	Included
Go-Live Assistance					Included	Included
Agent Training					Optional	Optional
End-User Training						Optional

