















## A functional out of the box ITIL aligned ITSM








### Version 2020.07 Highlights

- ✓ Upgraded to FootPrints 20.20.02

### ITIL Practices

-  Incident Management
-  Problem Management (with automated Known Error Database)
-  Service Request Management
-  Change Control (with automated Change Calendar)
-  Deployment Management
-  Release Management
-  Event Management
-  Service Catalog
-  Service Level Management
-  Configuration Management Database
-  Knowledge Management
-  Continual Improvement

### Popular Processes

-  Human Resources Management
-  Facilities Management
-  Preventive Maintenance
-  Purchase Management
-  Known Error Database
-  Survey Management
-  Task Management

### Important Features

-  Customer Self Service
-  Record Purging
-  FootPrints Session Tracking
-  Hourly FootPrints License Usage Tracking
-  BMC Client Management integration-ready
-  Fully Configured User Interface
-  Process Guides and Supporting Documentation
-  FootPrints Administration





## Product Highlights

### 2020

- ✓ Event Management
- ✓ ITIL V4 Alignment
- ✓ HR Employee development (integrated to HR Request)
- ✓ New icon theme

### 2019

- ✓ Auto Calendar Appointments for Tasks, Preventive Maintenance, Projects, and Project Milestones
- ✓ HR Management with On-boarding and Off-boarding
- ✓ Redesigned Service Catalog
- ✓ Facilities Management
- ✓ Project Management
- ✓ Process Demonstration Guide

### 2018

- ✓ Customer Guide available in Self-Service
- ✓ On-demand surveys
- ✓ Change Calendar Automation
- ✓ FACT 1-Year Subscription Included
- ✓ New product name: FAST

### 2017

- ✓ Preventive Maintenance
- ✓ Record Purging
- ✓ Continual Service Improvement
- ✓ Incident, Problem and Change process guides
- ✓ FootPrints Session and License Tracking

### 2016

- ✓ Automated Known Error Database
- ✓ Archive and delete procedure
- ✓ Knowledge Base version control
- ✓ Session and license tracking
- ✓ BCM integration-ready
- ✓ Release Management
- ✓ Change Management
- ✓ Purchase Management

### 2015

- ✓ Product Creation
- ✓ Incident Management
- ✓ Problem Management
- ✓ CMDB
- ✓ Service Request Management
- ✓ Task Management
- ✓ Knowledge Base

