



## A functional out of the box ITIL aligned ITSM

### Version 21.04 Highlights

- ✓ Administrator Knowledge Base (includes over 30 articles)
- ✓ Database Data Model for ticket 3rd party reporting
- ✓ First Call Resolution and First Level Resolution on Service Request, HR Request, and Facilities Request
- ✓ Upgrade to FootPrints 20.21.01.001
- ✓ Many bug fixes

### 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
- Project 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

### 2021

- ✓ Change Request approval history tracking
- ✓ Calculate time logged in for session tracker

### 2020

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

### 2019

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

### 2018

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

### 2017

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

### 2016

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

### 2015

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

