FaST
FootPrints™ Advanced Starter Template

A functional out of the box ITIL aligned ITSM

Version 21.05 Highlights

- ✔ New SQL Views
- ✔ Database cleanup
- ✔ Various minor enhancements

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

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Product Highlights

2021

- Change Request approval history tracking
- Administrator Knowledge Base
- Calculate time logged in for session tracker
- Data Model

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