FaST
FootPrints™ Advanced Starter Template

A functional out of the box ITIL aligned ITSM

Version 22.03 Highlights

- ✔ Admin item to list/alter all Saved Searches (including private searches)
- ✔ Incoming email for Bug Tracker
- ✔ Incoming email for Continual Improvement
- ✔ Various bug fixes
- ✔ Various database cleanup

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**
- 🔍 **Bug Tracker**
- 🛒 **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**
- **FP** **FootPrints Administration**

Product Highlights

2022

- List failed imports
- List/remove UI Customization
- Bug Tracker
- List/alter all Saved Searches

2021

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

2020

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

2019

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

2018

- Customer Guide available in Self-Service
- On-demand surveys
- Change Calendar Automation
- FACT 1-Year Subscription
- 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