



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
- 📦 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

