















A functional out of the box ITIL aligned ITSM










Version 22.05 Highlights

- ✓ New SQL Views for easier ticket data reporting/extraction
- ✓ Continual Improvement: Contact RJR Innovations Support
- ✓ Continual Improvement: Broadcast to all users
- ✓ Improvements to Project Management
- ✓ Database Cleanup
- ✓ Various Fixes
- ✓ Agent broadcasts on Major Tickets
- ✓ Upgrade to FootPrints 20.22.01
- ✓ Updated sample data
- ✓ Updating Problem Notes can be pushed to linked Incidents
- ✓ Integration between Problem Management and Project Management

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

2018

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

2021

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

2017

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

2020

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

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

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

2015

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

