



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

