



A functional out of the box ITIL aligned ITSM

Version 22.06 Highlights

- ✓ Upgraded to FootPrints 20.22.01.001
- ✓ Licence Usage counting now every 15 minutes
- ✓ Minor fixes

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



