



A functional out of the box ITIL aligned ITSM

Version 23.04 Highlights

- ✓ Upgraded to FootPrints 20.23.01.001
- ✓ Various 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





Product Highlights

2023

- ✓ View and delete broadcasts
- ✓ New logos and images for non-prod environments
- ✓ Removed FACT (deprecated)
- ✓ Improvements to Bug Tracker

2018

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

2022

- ✓ List failed imports
- ✓ List/remove UI Customization
- ✓ SQL Views for easier ticket data reporting/extraction
- ✓ Bug Tracker
- ✓ List/alter all Saved Searches

2017

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

2021

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

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

2020

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

2015

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

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

