FaST
FootPrints™ Advanced Starter Template

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**	📋 **Event Management**
❌ **Problem Management** (with automated Known Error Database)	⚙ **Service Catalog**
🔄 **Service Request Management**	🤝 **Service Level Management**
🔄 **Change Control** (with automated Change Calendar)	🗄 **Configuration Management Database**
🎯 **Deployment Management**	💡 **Knowledge Management**
✅ **Release Management**	🔄 **Continual Improvement**

Popular Processes

👥 **Human Resources Management**	🛒 **Purchase Management**
🏢 **Facilities Management**	🗄 **Known Error Database**
🧑‍💼 **Project Management**	📋 **Survey Management**
🛠 **Preventive Maintenance**	📋 **Task Management**
🔍 **Bug Tracker**	

Important Features

👆 **Customer Self Service**	🛡 **BMC Client Management integration-ready**
🖨 **Record Purging**	📊 **Fully Configured User Interface**
🕘 **FootPrints Session Tracking**	👤 **Process Guides and Supporting Documentation**
🔵 **Hourly FootPrints License Usage Tracking**	**FP** **FootPrints Administration**

Product Highlights

2023
- View and delete broadcasts
- New logos and images for non-prod environments
- Removed FACT (deprecated)
- Improvements to Bug Tracker

2022
- List failed imports
- List/remove UI Customization
- SQL Views for easier ticket data reporting/extraction
- 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