



What's New in BMC FootPrints Service Core version 12

Key Benefits

Highlights impacting your experience include:

- » User Interface
- » Personalization
- » Visualization
- » Reporting
- » Mobile
- » And much more

BMC FootPrints 12.0 has arrived. We listened to your feedback, and the new release was designed with you in mind. This release includes changes and enhancements you have requested, including a brand new user interface, reporting engine, mobile UI, visual workflow and improved workspace management.

New Experience

Version 12 delivers a modern and flexible user interface with the same FootPrints ease of use you have come to expect.

Item Name	Record Number	Type	Validity On
Of Item Name: Operational Level Agreement (OLA) Items			
Operational Level Agreement	OLA.1	Network Team OLA	02/24/2014 11:03 AM
Operational Level Agreement	OLA.2	Hardware Team OLA	02/24/2014 11:03 AM
Of Item Name: Service Level Agreement (SLA) Items			
Service Level Agreement	SLA.1	Global Priority Network SLA	02/24/2014 10:16 AM
Service Level Agreement	SLA.2	High Priority Network SLA	02/24/2014 10:16 AM
Service Level Agreement	SLA.3	Global Priority Hardware SLA	02/24/2014 10:16 AM
Service Level Agreement	SLA.4	High Priority Hardware SLA	02/24/2014 11:03 AM
Of Item Name: Incident/Problem/Change (IPC) Items			
Incident/Problem/Change	IPC.1	Microsoft UC	02/24/2014 11:04 AM
Incident/Problem/Change	IPC.2	IBM UC	02/24/2014 11:03 AM
Incident/Problem/Change	IPC.3	HP UC	02/24/2014 11:03 AM

Multiple Workspaces in Single View



Portals



Self-Service Portal

Personalization

Users of ITSM systems differ in the information and functionality they need from the ITSM system to do their jobs. This information and functionality must be presented to each user in a form best suited to the user's role in the organization. FootPrints V12 greatly simplifies creating personalized experiences for the end user.



Content & Placement



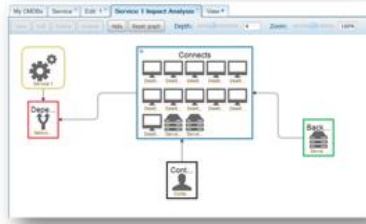
Themes



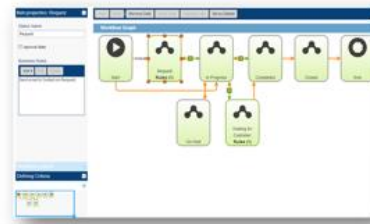
Exchange Sync

Visualization

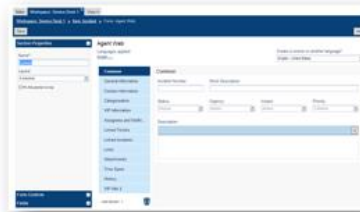
Now, FootPrints v12 offers breakthrough simplicity to administrators in managing this solution and delivering its extensive power to users. Through drag and drop visual administration, it shields administrators from the solution's underlying complexity. In addition, users can visually analyze impacts from within any record (incidents, problems, contacts, solutions, services, configuration items and more) by clicking a button.



Impact Analysis



Drag & Drop Workflow Designer



Form Builders

Reporting

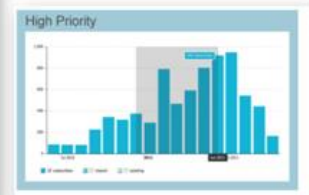
Different users need different information. Using simple drag-and-drop, the administrator can create a wide variety of reports and dashboards. To create a report, the administrator simply selects from any one of a number of standard report templates and configures it, adding, changing, moving, or deleting fields as needed.



Real-time / real data



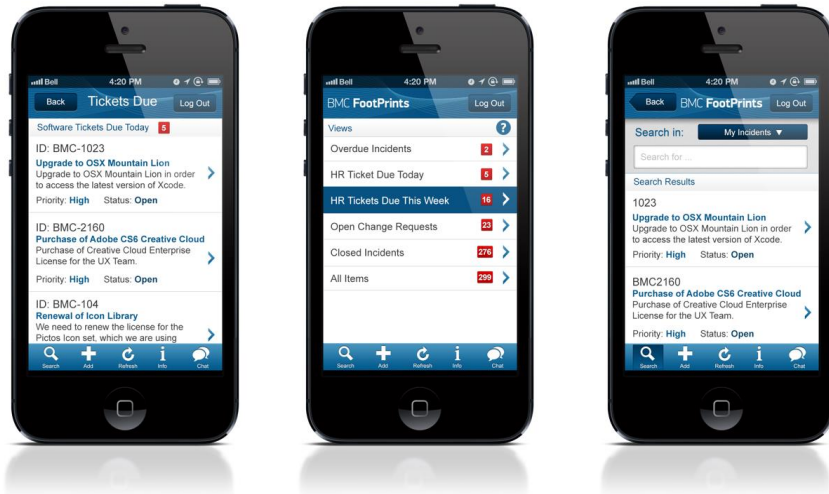
*Change data view
with a single click*



*Embed reports in
personalized console*

Mobile

Agents, customers, and change approvers will find it easy to manage tasks, stay on top of appointments and change with one another using FootPrints brand new mobile tool.



And so much more...

There are many more new features and enhancements to existing features provided with FootPrints version 12. Most of the improvements listed below were driven by feedback we collected from you on the FootPrints community and through customer interviews, focus groups, user groups and customer events.

Key Theme	Feature	Enhancement Details
Usability Improvements	<ul style="list-style-type: none"> • Modern look and feel • Streamlined navigation 	<ul style="list-style-type: none"> • New UI with repeated UI patterns to increase learnability • Reduction in number of screens used for common tasks • Familiar navigation patterns such as tabs, breadcrumbs and wizards • View ticket data from multiple workspaces simultaneously • Enhanced grid capabilities
Enhanced Workspaces	<ul style="list-style-type: none"> • Extensible workspace 	<ul style="list-style-type: none"> • Multiple records per workspace, i.e. now you can have incident, problem & change in the same workspace • Shared and private fields • Agent, customer and mobile form builders • Customizable record prefixes and numbers • New assignment field type allows you to designate a primary assignee

Key Theme	Feature	Enhancement Details
Enhanced Business Process Automation	<ul style="list-style-type: none"> • Visual workflow designer • Configuration wizards 	<ul style="list-style-type: none"> • Drag and drop visual workflow designer • Consolidates the triggers, criteria and actions from 5+ existing assignment, email, approval, escalation and other disparate workflow features. This consolidation allows new combinations of trigger, criteria and actions. • New triggers <ul style="list-style-type: none"> ○ On screen ○ On page load ○ When an item is linked ○ Upon copy ○ Upon move • New criteria and conditions <ul style="list-style-type: none"> ○ Boolean ○ Data on change, and on form or after submissions ○ Not equal to ○ Changed ○ Number of approval votes (only specify % in Perl) ○ Number of Approvers • New actions <ul style="list-style-type: none"> ○ Change field visibility ○ Activate SLM ○ Delete ticket ○ Show message on screen ○ Write to log
Enhanced Business Process Automation (cont.)	<ul style="list-style-type: none"> • Out of the Box ITSM and Other Business Process Templates • Test to Production • Service Level Management • CMDB • Visual Knowledge Base 	<ul style="list-style-type: none"> • Fast time to value with integrated business service templates and configurable wizards. Setup helpdesk, service management or human resources processes quickly using ITIL and TQM influenced best practice templates that include preconfigured fields, forms, quick templates, rules, workflows, address books, services, cmdb, knowledge base and service level management • A test to production solution. Easily export configurations from a test environment and import them into another environment (such as production) • Services, Service Level Agreements, Service Targets and Work Targets are now managed together • New improved visualizer and impact analysis tool • Updated visual knowledge base browser • Solution quick templates • Solution workflows
More Form Builders	<ul style="list-style-type: none"> • Drag and drop Form Builders 	<ul style="list-style-type: none"> • A form builder can be used for any record type across the application <ul style="list-style-type: none"> ○ Ticket ○ Solution ○ Configuration Items ○ Service ○ Service Level Agreement, Service Target and Work Target ○ Contact ○ Email Templates
Personalized Experience	<ul style="list-style-type: none"> • Configurable user portals • Social collaboration 	<ul style="list-style-type: none"> • Unlimited personalized support via configurable customer and agent portals <ul style="list-style-type: none"> ○ Customize any page's layout and content ○ Change the application's style with the theme library ○ Upload your own imagery to change branding ○ Enable better business user engagement and visual support on any page via social media feeds, imagery, charts, graphs, custom html, and custom reports ○ Configure intelligent work queues that display only the information pertinent to the person logged in

Key Theme	Feature	Enhancement Details
IT Intelligence	<ul style="list-style-type: none"> • Report configuration and display • High speed data mart • Search enhancements 	<ul style="list-style-type: none"> • Real-time report and chart previews as you configure • New report scheduling tool offers flexible & personalized report delivery options • Understand financial impact via service costs analysis • Build reports based upon saved search criteria • Cross table reports • Display reporting charts on any page • A high speed data mart performs common calculations to improve report performance • “Send” searches to the mobile version of FootPrints • Flexible search settings let you decide which fields and indexed and which participate in keyword search
Integrate and extend services	<ul style="list-style-type: none"> • Enhanced Asset Core integration • Exchange Sync • Task Scheduler • Service and Asset • CMDB impact analysis & visualizer • OOB integrations with 3rd party • Exposed API 	<ul style="list-style-type: none"> • Asset Core Event Management automatically creates and update tickets in Service Core • Exchange sync - support existing technologies and integrate with Microsoft calendar sync to gather FootPrints data wherever you go • The new task scheduler enables more efficient data imports and report scheduling • New tool to automate collision detection and impact analysis (CMDB) for better process management • SOAP API with descriptive wizard available via acctp. Discovery built into API to help identify services.
Non Functional	<ul style="list-style-type: none"> • Performance • Security 	<ul style="list-style-type: none"> • On a reasonably sized system, response time for most transactions shall be under three seconds. Only in rare cases will transaction response time exceed ten seconds • Design with a common security framework to support the most prevalent governmental and industry compliance frameworks, including PCI DSS, SSAE 16 (formerly SAS70 II), EAL, and HIPAA • Data access controls are defined following industry standard XACML standards. • Strong data encryption supported at the database and field level with AES-128/AES-256 support for securing data at rest • SSL support for all web and email communication in transit • Robust security logs recording all access to reading & writing of data, and for tracking configuration changes by user
Migration Path for Existing Customers	<ul style="list-style-type: none"> • Migration Tools (BETA VERSIONS) 	<ul style="list-style-type: none"> • Upgrade Advisor (beta) • Export Tool (beta) • Import Tool (beta)

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For More Information

To learn more on BMC FootPrints Service Core, please visit www.bmc.com/it-solutions/footprints-service-core.html.



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