RightStar Systems

Remote Administration Services for BMC FootPrints Service Core

RightStar Systems offers full service remote administration for users of BMC FootPrints Service Core. As a leading provider of service management solutions, as well as an authorized BMC Level 1 support partner, RightStar has the expertise and experience to manage FootPrints Service Core operations at maximum effectiveness.

Standard Remote Administration Program

RightStar's Remote Administration Program is an annual subscription service that optimizes an organization's use of BMC FootPrints Service Core. All levels of the IT department can benefit from RightStar's customization and administration of BMC FootPrints Service Core. Management will be able to implement best practices, improve return on investment, and increase end-user satisfaction. Analysts and administrators will enhance their knowledge of the FootPrints solution.

RightStar's Remote Administration Program provides the following services:

AGENT
- Create and manage Permission Roles for agents and customers
- Organize agents into Assignment Teams

CUSTOMER
- Add new or existing customers
- Edit this workspace's customers
- Define workspace-wide options for customers

FIELDS
- Manage the Incident Form
- Manage Workspace, Totals, Dashboard, Component, and Solution Statuses
- Manage the language of the Workspace and Address Book Fields
- Manage Quick Descriptions
- Configure Mathematical Formulas

AUTOMATED WORKFLOW
- Configure automatic Escalation and Business Rules
- Configure Service Level Agreements
- Configure Approval Processes for Change Manager
- Configure Default Assignment and Auto Assignment Rules for Incidents
- Configure Field Automation Rules for Dropdown and Multi-Select Fields
- Manage Quick Incident Templates
- Manage Preventive Maintenance Templates and Schedules
- Schedule Saved Reports to be emailed automatically
- Create a Survey to be sent to agents and customers when incidents are closed
- Manage Rules for handling Attachment Permissions to Incidents
- Configure Automated Workflow Options for Incidents

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PROVIDED SERVICES, continued

- Address Book configuration
- Calendar and Scheduling based options
- Create Report Templates for single-incident reports

- Manage File Attachments
- Change Text and Background Colors for this workspace
- System Configurations

Additional Remote Administration Service for BMC FootPrints

RightStar may identify recommended BMC FootPrints Service Core enhancements that fall outside of the scope of the standard Remote Administration Program. In this case, the client can opt for these services to be provided at additional cost. The following remote administration tasks can be performed under a separate Statement of Work:

- Configuration Manager and Service Catalog Options
- Enable Asset Management
- Creation of new Workspaces and Process Configuration

Consultant Availability and Response Times

Subscribers to RightStar's Remote Administration Program receive priority access to a senior FootPrints consultant. The consultant will be available for non-emergency maintenance on a scheduled basis.

For remote support, RightStar operates under the following terms:

Offering	Hours of Operation	Services	Response Goal
Remote Support	9-6 Eastern, M-F, or as scheduled in advance	• Web • Email • Phone	2 business hours

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