



FootPrints Advanced Starter Template

Saving you time on implementation

FAST

FootPrints™ Advanced Starter Template

Our solution provides a fully functional FootPrints environment out of the box. Including many popular ITIL processes such as Incident Management, Change Management, Problem Management, Service Request Management, Service Catalog, Knowledge Management, Service Level Agreements, Configuration Management Database (CMDB).

It also includes other popular processes including Purchase Management (with CMDB integration), Known Error Database (with Problem integration), Task Management, Surveys, License and Session Tracking, and Record Purging.

Version 2018.R2.2

PURCHASE MANAGEMENT INCLUDES:

Purchase Requisition

- Built in PR Status and Workflows
- Built in requisition approvals process
- Purchasing item tracks the list pricing, discount & quantity ordered

Purchase Order

- Track payment terms, tax rate, shipping & handling, external purchase order numbers and tracking numbers
- Items are automatically created in CMDB upon receipt or order

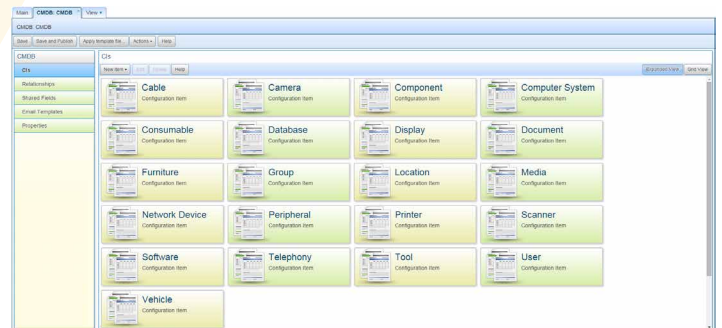
- ✓ On-Demand Survey
- ✓ Change Calendar Automation
- ✓ New Search Criteria
- ✓ All designs based on ITIL requirements
- ✓ In Change, prevent end times from occurring before start times

SEVERAL FEATURES USE CAPABILITIES NOT NORMALLY POSSIBLE WITHIN FOOTPRINTS INCLUDING:

- Tracking session logins and logouts for 30 days
- Tracking hourly license usage for 30 days
- Preventive Maintenance integrated with Task Management
- Purchase Management (Purchase Requisition, Purchase Order, Purchase Items) integrated with CMDB

INCLUDES PREDEFINED FUNCTIONS SUCH AS:

- Visual Attributes
- Saved Searches
- Relationships
- System Roles
- Quick Templates
- Forms
- Business Rules
- Portals
- Email Templates
- Consoles
- Incident Surveys
- Fields
- Workflows
- Roles



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