



BMC FootPrints 20.x: Administering

COURSE ABSTRACT

COURSE CODE

- » NUMA-FPA-2022

PRODUCT RELEASE

- » BMC FootPrints 20.18, 20.20, 20.21, 20.22

DELIVERY METHOD

- » Instructor-Led Training (ILT)

COURSE DURATION

- » 5 Days

TARGET AUDIENCE

- » IT Architects and Engineers
- » IT Administrators

PREREQUISITES

- » None

Course Overview

BMC FootPrints gives IT organizations the control necessary to continuously improve service delivery and manage IT assets while driving efficiencies, controlling costs, maintaining compliance, and reducing IT vulnerability and financial risk. BMC FootPrints is easy to install, use, and integrate with other systems. Empower business users to solve common issues through self-service or provide an easy way to initiate service delivery. Administrators can quickly create personalized working experiences that increase productivity by configuring end-to-end business services for IT and beyond.

This 5-day instructor-led training provides learners the knowledge and critical skills necessary to plan for the installation, complete system configuration, and basic administration of BMC Footprints, such as – creating address books, configuring workspaces, planning, and linking surveys, configuring and editing service portfolios, configuring service reports, integrating Footprints to different platforms; and troubleshooting conflicts within Footprints.

Course Objectives

- » Gain an overview of key concepts, licenses, data, and user management
- » Examine system and language requirements for installation
- » Configure the system, work schedules, chat, and miscellaneous settings.
- » Create and edit business process templates and workflows.
- » Create, configure, and edit the address books.
- » Create, configure, and edit workspaces.
- » Plan, configure, and edit surveys.
- » Create, configure, and edit service portfolios.
- » Create, configure, and edit service reports for analytics.
- » Configure and integrate Footprints to different platforms.
- » Perform troubleshooting procedures.



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COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstration
- » Product Simulations

CERTIFICATION PATH

- » This course is not part of a BMC Certification Path

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Modules

Module 1: FootPrints Overview

- » Business Value
- » What Makes Footprint Different
- » What's New – Version 2022 Release 01
- » Key Concepts
- » Licenses
- » Data Management
- » User Management

Module 2: Planning for Your Installation

- » System Requirements
- » Language Information
- » Business Process Templates
- » User Permissions
- » Prerequisites

Module 3: Installation

Module 4: Getting Started

- » Getting to Work

Module 5: System Configuration

- » Configuring System Authentication
- » Configuring Work Schedules
- » Editing Work Schedules

- » Deleting Work Schedules
- » Configuring Chat
- » Configuring Miscellaneous System Settings
- » Changing the Location of the File Attachments Directory
- » Configuring a Contact item
- » Configuring Master Contact records
- » Editing address books
- » Deleting address books

Module 6: Administration Basics

- » Business Processes Templates
- » Creating Containers for Your Data
- » Managing Configuration Settings
- » Items Fields
- » Dependent Field Groups
- » Types of Tickets
- » Quick Templates
- » Master Quick Templates
- » Localizing Fields
- » Forms
- » Business Rules
- » Configuring Workflow Processes
- » Email Management
- » User Interface
- » User Management
- » Roles
- » Organizing Users into Teams

Module 7: Address Books

- » Creating Address Books
- » Configuring a Dynamic SQL Address Book
- » Configuring an Address Book for LDAP
- » Configuring an Address Book for Microsoft CRM
- » Configuring an Address Book for Salesforce.com
- » Creating Address Book Data Files
- » Configuring a Contact Item
- » Configuring Master Contact records
- » Editing Address Books
- » Deleting Address Books

Module 8: Workspaces

- » Configuring Workspaces
- » Viewing Workspaces
- » Creating Workspaces
- » Copying Workspaces
- » Editing Workspaces
- » Deleting Workspaces
- » Configuring Time Tracking For A Workspace
- » Global Issues

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Module 9: Knowledge Base

- » Configuring Knowledge Bases
- » Linking Tickets or CIs To Solutions
- » Linking to External Knowledge Bases
- » Editing Knowledge Bases
- » Deleting Knowledge Bases
- » Enabling Auto-Filtering
- » Creating Category Trees

Module 10: Service Portfolio

- » Key Concepts
- » Editing Service Portfolios
- » Deleting Service Portfolios
- » Configuring Service Level Targets
- » Creating Service Level Targets
- » Editing Service Level Targets
- » Deleting Service Level Targets
- » Defining Rules for Service Level Management (SLM)
- » Lifecycle Status Definitions
- » Configuring Lifecycle Reporting
- » Configuring Work Targets
- » Creating Work Targets
- » Editing Work Target Items
- » Deleting Work Target Items
- » Configuring Contracts
- » Creating Contracts
- » Editing Contract Items
- » Configuring SLM in a Service Portfolio
- » Configuring SLM in a Workspace
- » Configuring Service Categories for your Service Catalog
- » Editing Service Category Trees
- » Deleting Service Category Trees
- » Scheduling Tasks
- » Scheduling Auto-Run Reports
- » Sending Mass Emails
- » Editing Task
- » Deleting Task

Module 11: Integration

- » Configuring BMC Client Management
- » Configuring BMC FootPrints Sync
- » Configuring with Microsoft Office
- » Configuring Web Services

Module 12: Troubleshooting and Help

- » Avoiding Save Conflicts
- » Browsing Audit Trail Logs
- » Help for FootPrints Online Documentation
- » Searching FootPrints Help
- » Support for FootPrints

Module 13: Hands-on-Lab

- » Axis Connectivity Instructions for Instructor-Led Training (ILT/vILT)
- » Axis Connectivity Instructions for Assisted Self-Paced Training (ASP)
- » Lab 1: Address Book
- » Lab 2: Workspace
- » Lab 3: Dependent Fields
- » Lab 4: Workflow and Business Rules
- » Lab 5: Creating Email Templates and Working with Business Rules
- » Lab 6: Masters and Subtask(s)
- » Lab 7: Surveys
- » Lab 8: Service Level Management
- » Lab 9: Service Catalog and Services
- » Lab 10: Customizing the User Interface - Portals and Consoles

Appendix A: Additional Functionality

- » Creating Approval Processes
- » LDAP Attributes To Field Names
- » Field Names To LDAP Attributes
- » Integrating Telephony Solutions
- » Business Rule Examples
- » Configuring Preventive Maintenance
- » Sample User Imports