



# BMC FootPrints Service Core 20.x: Administering

## COURSE ABSTRACT

### COURSE CODE

- » NUMA-FPSCA-2020

### PRODUCT RELEASE

- » BMC FootPrints Service Core 20.20.01, 20.20.02, 20.20.03

### DELIVERY METHOD

- » Instructor-Led Training (ILT)

### COURSE DURATION

- » 5 Days

### TARGET AUDIENCE

- » IT Architects and Engineers
- » IT Administrators

### PREREQUISITES

- » None

## Course Overview

This 5-day instructor-led training provides the knowledge and critical skills necessary to administer BMC FootPrints Service Core, with major focus placed on installation, preferences, configuration options, reporting, address book management, knowledge base, and self-service.

This course is followed by the *BMC Certified Associate: FootPrints Service Core 20.x for Administrators Online Exam*.

## Course Objectives

- » Examine key concepts
- » Examine FootPrints Service Core installation
- » Examine integrating FootPrints Service Core
- » Configure your system
- » Configure your working environment
- » Use FootPrints Service Core for Agents
- » Use FootPrints Service Core for Customers
- » Examine support information
- » Examine troubleshooting
- » Examine help features and functionality



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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 Service Core Overview

- » Overview
- » What's New
- » Key Concepts

### Module 2: Planning for Your Installation

- » System Requirements
- » Managing Licenses

### Module 3: System Configuration

- » Getting Started
- » Authentication
- » Configuring work schedules
- » Editing work schedules
- » Deleting work schedules
- » Configuring chat
- » Changing the location of the file attachments directory
- » Configuring miscellaneous system settings

### Module 4: Administration Basics

- » Business Processes Templates
- » Quick Templates
- » Localizing fields
- » Customize the Agent Mobile form
- » Configuring workflow process
- » Email management

- » Organizing Users into Teams

### Module 5: Address Books

- » Creating address books
- » Creating address book data files
- » Configuring a Contact item
- » Configuring Master Contact records
- » Editing address books
- » Deleting address books

### Module 6: Workspaces

- » Configuring workspaces
- » Viewing workspaces
- » Creating workspaces
- » Copying workspaces
- » Editing workspaces
- » Deleting workspaces
- » Configuring time tracking for a workspace

### Module 7: Surveys

- » Planning your survey
- » Creating survey items
- » Creating survey questions
- » Adding questions and instructions to survey forms
- » Defining survey email templates
- » Testing your survey

### Module 8: Knowledge Base

- » Configuring knowledge bases
- » Linking tickets or CIs to solutions
- » Linking to an external knowledge bases
- » Editing knowledge bases
- » Deleting knowledge bases
- » Enabling Auto-Filtering
- » Creating category trees

### Module 9: Service Portfolios

- » Editing service portfolios
- » Deleting service portfolios
- » Configuring service level targets
- » Defining rules for Service Level Management (SLM)
- » Lifecycle status definitions
- » Configuring lifecycle reporting
- » Configuring work targets
- » Configuring Contracts
- » Configuring SLM in a service portfolio
- » Configuring Service Categories for your Service Catalog
- » Creating category trees
- » Scheduling tasks
- » Scheduling auto-run reports

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### Module 10: Service Analytics (Reporting)

- » Configuring reports
- » Types of reports
- » Configuring reports

### Module 11: Integration

- » Configuring BMC Client Management
- » Configuring BMC Footprints Sync
- » Configuring with Microsoft Office 365
- » Configuring Web Services

### Module 12: Troubleshooting and Help

- » Record Lock
- » Browsing audit trail logs
- » Using Phone Home
- » BMC FootPrints Service Core Online Documentation
- » Support information

### Appendix A: Additional Functionality

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