



# BMC FootPrints Service Core 12.x: Administering

## COURSE ABSTRACT

### COURSE CODE

- » NUMA-FPSCA-0120

### PRODUCT RELEASE

- » FootPrints Service Core 12.0

### 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.

This course combines classroom instruction with laboratory exercises to guide students through administering BMC Footprints Service Core. Students will develop skills in product installation, preferences, customizations, reporting, address book management, knowledge base, and self-service.

**IMPORTANT:** Included in this course is the examination for **BMC Accredited Administrator: BMC FootPrints Service Core 12.x**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC FootPrints Service Core 12.x: Administering* course are automatically enrolled in the exam. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Administrator: BMC FootPrints Service Core Service Core 12.x**.

## Course Objectives

- » Install BMC FootPrints Service Core
- » Integrate BMC FootPrints Service Core with other products
- » Perform system configurations
- » Be able to use BMC Footprints Service Core for Agents and Customers
- » Know how to get support for the product when needed
- » Learn various troubleshooting techniques
- » Learn how to use help features included in the product



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Demonstration
- » Product Simulations

### ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC FootPrints Service Core Accreditation Path
- » This course is part of the BMC FootPrints Service Core 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

- » Business Value
- » How FootPrints Service Core Provides Value
- » What's New
- » Key Concepts

### Module 2: Planning for Your Installation

- » System Requirements
- » Language Information
- » Licenses
- » Managing Licenses

### Module 3: Getting Started

- » System Configuration
- » 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 Process Templates
- » Configuring Containers
- » Configuring Items
- » Configuring Fields
- » Configuring Forms
- » Creating Quick Templates
- » Using Forms
- » Configuring Relationships
- » Configuring Business Rules
- » Configuring Workflow Processes
- » User Management

### Module 4: Address Books

- » Creating Address Books
- » Configuring a Dynamic SQL Address Book
- » Configuring an Address Book for LDAP
- » Configuring an Address Book for Salesforce.com
- » Creating Address Book Data Files
- » Configuring a Contact Item
- » Configuring Master Contact Records

### Module 5: Workspaces

- » Configuring Workspaces
- » Viewing Workspaces
- » Creating Workspaces
- » Configuring Time Tracking for a Workspace
- » Global Issues

### Module 6: 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 7: Knowledge Base

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

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### Module 8: Service Portfolios

- » Key Concepts
- » Configuring Service Level Targets
- » Defining rules for Service Level Management (SLM)
- » Lifecycle Status Definitions
- » Configuring Work Targets
- » Configuring Contracts
- » Configuring Service Categories for Your Catalog
- » Scheduling Tasks

### Module 9: Service Analytics (Reporting)

- » Configuring Reports
- » Type of Reports
- » Creating and Customizing Reports
- » Configuring Reports
- » Editing Reports
- » Copying Reports
- » Deleting Reports

### Module 10: Integration

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

### Module 11: Troubleshooting and Help

- » Record Lock
- » Browsing Audit Trail Logs
- » Using Phone Home
- » Help for BMC FootPrints Documentation
- » Search BMC Footprints Help
- » Support Information

### Appendix A: Additional Features

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