BMC FootPrints Service Core 12.x: Administering (ASP)

COURSE ABSTRACT

COURSE CODE

» NUMA-FPSCA5-0120-ASP

PRODUCT RELEASE

» FootPrints Service Core 12.0

DELIVERY METHOD 🌐

» Assisted Self-paced (ASP)
   – Student and lab guide as eBook
   – Product community for questions and answers
   – Course recording via WBT
   – Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

» 30 hours of virtual lab (=portal) access. A Virtual Lab access voucher will be provided and must be redeemed within 90 days of registration for 28 days of Portal access.

» **Click here** for additional ASP virtual lab access information in graphical format

COURSE DURATION

» Equal to 5 Days

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:** The **BMC Certified Associate: Footprints Service Core 12.x Online Exam** examination is included in this course. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. Retakes according to the **BMC Certification Policy** are available for an additional fee. Those who pass will receive the title of **BMC Certified Associate: Footprints 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

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ACTIVITIES
» Video Coaching
» Course eBook
» Virtual Lab
» Community Access
» Hands-on Lab Exercises

ACCREDITATION AND CERTIFICATION PATHS 🌐
» 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

Module 3: Installation
» System Configuration
» Authentication

Module 4: System Configuration
» Getting Started
» Licenses
» Managing Licenses
» Authentication
» Configuring Work Schedules
» Editing Work Schedules
» Deleting Work Schedules
» Configuring Chat
» Changing the Location of the File Attachments Directory

» Configuring Miscellaneous System Settings
» Troubleshooting and Help
» Record Lock
» Browsing Audit Trail Logs
» Using Phone Home
» Help for BMC FootPrints Service Core Online Documentation
» Searching BMC FootPrints Service Core Help
» Support Information

Module 5: Administration Basics
» Business Process Templates
» Containers
» Items

Module 6: Fields
» Dependent Field Groups

Module 7: Forms
» Customizing the Agent Mobile Form

Module 8: 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 9: Relationships
» Leverage Relationships in both LinkControls and Business Rules

Module 10: Workspaces
» Configuring Workspaces
» Viewing Workspaces
» Creating Workspaces
» Copying Workspaces
» Editing Workspaces
» Deleting Workspaces
» Configuring Time Tracking for a Workspace

Module 11: Business Rules
» Learn the theory behind the Business Rules

Module 12: Configuring Workflow Processes
» Guides you on how a ticket should flow throughout its lifetime

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Module 13: Global Issues
» New issues with Globals and how to configure them

Module 14: Quick Templates
» Master Item (Quick Ticket) Templates
» Localizing fields

Module 15: Part I: Email Management
» Explain Email Management and Roles

Module 15: Part II: User Management
» Roles
» Organizing Users into Teams

Module 16: 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 17: 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

Module 18: Service Portfolios
» Key Concepts

» Editing Service Portfolios
» Deleting Service Portfolios
» Configuring Contracts
» Creating Contracts
» Editing Contract Items

Module 19: Configuring Service Level Targets
» Creating Service Level Targets
» Editing Service Level Targets
» Deleting Service Level Targets
» Defining Rules for Service Level Management (SLM)
» Configuring SLM in a Service Portfolio
» Configuring SLM in a Workspace
» Lifecycle Status Definitions
» Configuring Lifecycle Reporting
» Configuring Work Targets
» Creating Work Targets
» Editing Work Target Items
» Deleting Work Target Items

Module 20: Configuring Service Categories for Service Catalog
» Creating Category Trees
» Editing Service Category Trees
» Deleting Service Category Trees

Module 21: Scheduling Tasks
» Scheduling Auto-Run Reports
» Sending Mass Email
» Editing Tasks

» Deleting Tasks

Module 22: Service Analytics
» Configuring Reports
» Types of Reports
» Customizing Activity Reports
» Creating Average Age by Assignee Reports
» Creating Cross-Item Reports
» Creating Lifecycle Comparison Reports
» Customizing Resolution Rate Reports
» Customizing Service Portfolio Reports
» Creating Status Comparison Reports
» Creating Time Tracking Reports
» Configuring Reports
» Creating Watchlist Reports
» Editing Reports
» Copying Reports
» Deleting Reports

Module 23: Integration
» Configuring BMC Client Management
» Configuring BMC FootPrints Sync
» Configuring with Microsoft Office 365
» Configuring Web Services

Module 24: User Interface
» Discover FootPrints Service Core Interface

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