BMC Footprints Service Core - Administration Training

COURSE CONTENT

GET IN TOUCH

Multisoft Systems
B - 125, Sector - 2, Noida

(+91) 9810-306-956

info@multisoftsystems.com

www.multisoftsystems.com

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

BMC FootPrints Service Core – Administration Training by Multisoft Systems is designed to help IT professionals, administrators, and service desk managers develop the skills required to effectively configure, manage, and optimize BMC FootPrints. This training program equips learners with in-depth knowledge of system administration, user management, workflow design, and automation to enhance IT service delivery and business efficiency.

Module 1: FootPrints Service Core Overview

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

Module 2: Planning for 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

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: Email and User Management

- ✓ Explain Email Management and Roles
- ✓ 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