What's New in BMC FootPrints 11.5 Service Core

You asked. We listened. BMC Footprints 11.5 has arrived. With this latest release, BMC FootPrints can help you more quickly resolve user incidents and requests, effectively communicate with users, and accurately assess the value of an asset or cost of a service.

Improved user experience

User experience enhancements in BMC FootPrints 11.5 make navigation more intuitive and automatically suggest solutions to expedite resolution and improve user satisfaction and IT productivity. More specifically, with BMC FootPrints 11.5, you'll experience:

» A new homepage layout and updates to the login user interface

» Updates to the service catalog

» Enhanced configuration item (CI) visualization for better impact analysis in the CMDB

» Automatically suggested (auto-suggest) solutions that are context-aware to more quickly provide resolution to users and agents

» Time-tracking roll-up of subtasks to master ticket, which aggregates effort to accurately represent total work associated with a master task
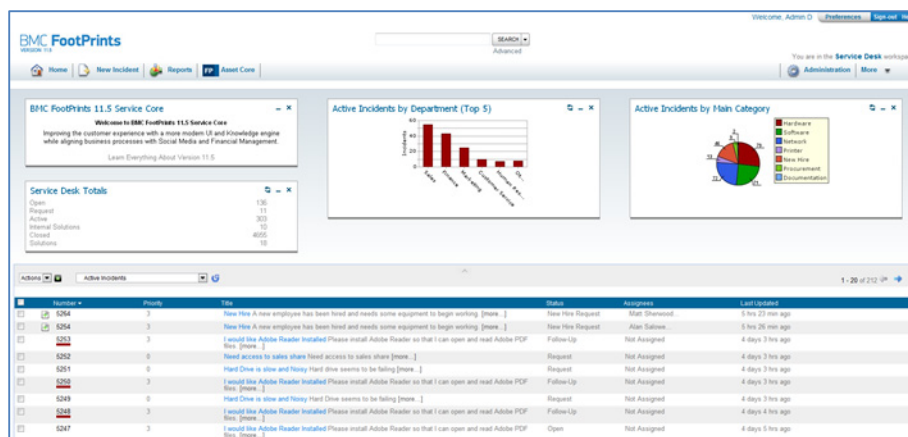

Figure 1. New color scheme and updates to the BMC FootPrints homepage improve navigation and user experience.

Social IT

With BMC FootPrints 11.5, you can easily monitor and communicate with your customers via the social media they prefer, including Facebook and Twitter, to better manage user expectations and speed incident resolution. More specifically, with BMC FootPrints 11.5, you can:

» Read tweets from the BMC FootPrints dashboard

» Create an incident from a Tweet

» Respond directly to the sender of the Tweet through the new address book Twitter field

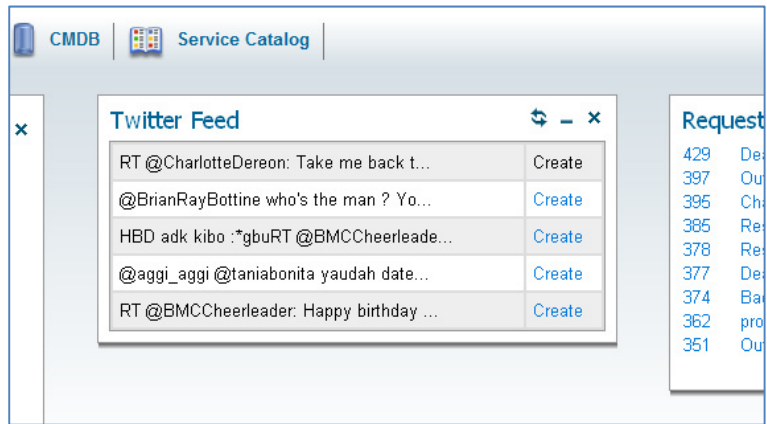» Automatically post status updates to Facebook and Twitter

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Figure 2. Monitor social media, including Twitter, for user incidents from the BMC FootPrints homepage.

Enable intelligent financial and business decisions

With BMC FootPrints 11.5, you can now see and understand the financial implications of an action without having to look to other departments or tools, thus decreasing the time spent on research and improving accurate decision making. More specifically, leveraging the deep process and data integration between BMC FootPrints Service Core and BMC FootPrints Asset Core, you can:

» Associate an asset's financial, warranty, and support data with its respective configuration item in the Service Core CMDB

» View an asset's worth and other financial data from incident, problem, and change processes

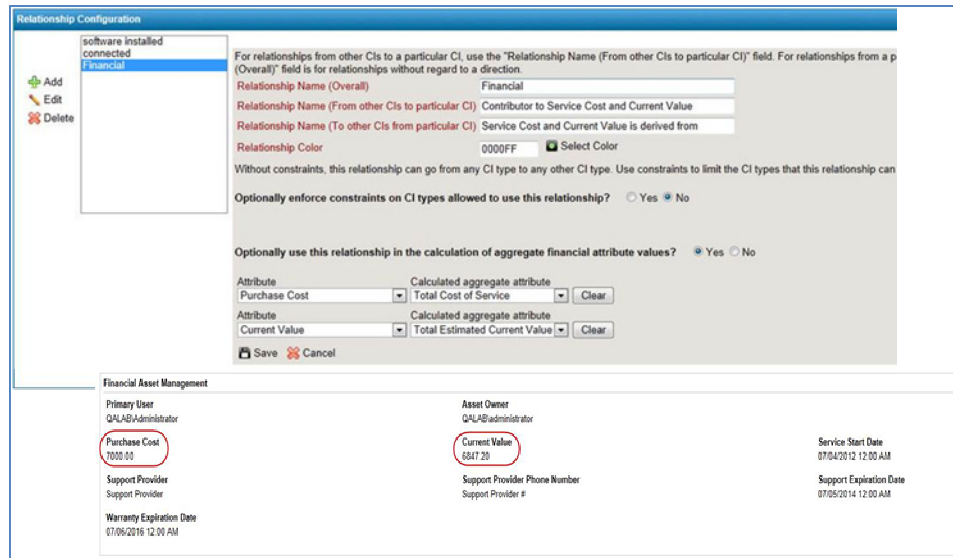» Easily view financial data to accurately predict and manage service costing

Figure 3. Easily view important asset information, including cost and current value, from the CMDB.

For More Information

To learn more on BMC FootPrints, please visit http://www.kkc.net.au/products/footprints/bmc-footprints.html.

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