



What's New in BMC FootPrints Service Core version 11.6

BMC Footprints 11.6 has arrived. With this latest release, BMC FootPrints delivers best practice processes with the integrated Alignability Process Model and also extends the use of social collaboration for more effectively communicating with users.

Adopting Best Practices – Alignability Process Model

Leverage the knowledge of those who have already paved the way to aligning services and service levels with integrated ITIL process workflows.

The new Alignability Process Model (APM) is a library of ITSM best practice processes and business templates that are easy to search, view and implement. Drill down through each process to view procedures and additional work instructions. Out-of-the-box processes include:

- » Request Management
- » Problem Management
- » Knowledge Management
- » Change Management
- » Release Management

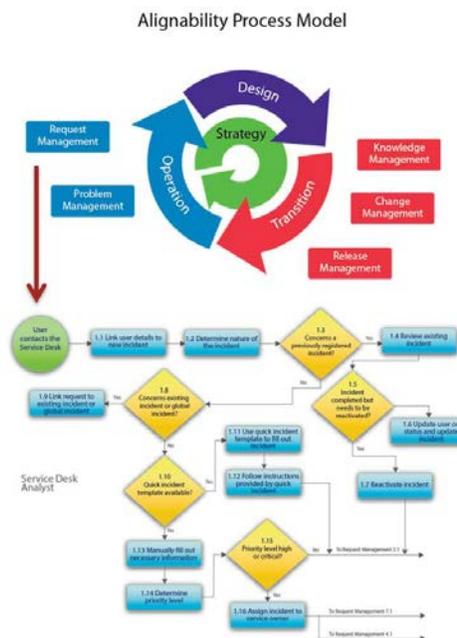


Figure 1. Align your services and service levels with industry best practices.

Keeping it Social

With the introduction of integrated social mediums – Facebook and Twitter – in version 11.5, BMC makes communicating with your customers the way they prefer even easier with the new Twitter API.

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 FootPrints 11.5 you can:

- » Read tweets from the 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

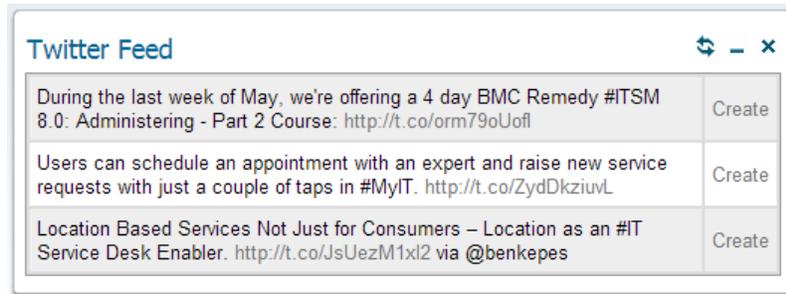


Figure 2. Monitor social media, including Twitter, for user incidents from the FootPrints homepage.

For More Information

To learn more on BMC FootPrints, please visit <http://www.bmc.com/products/footprints/bmc-footprints.html>.

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