**bmc**

# At-A-Glance Planning for BMC FootPrints Service Core 12

It's time to start planning for FootPrints Service Core 12.  To ensure a seamless experience you need to understand your options and what makes the most sense for your organization.  This document includes things you should consider when planning as well as where you can find more information on the solution, training, and support and consulting resources.

## GET TO KNOW FOOTPRINTS SERVICE CORE 12

Understanding what's changed, new and different in version 12 will be the foundation for planning your deployment and migration.  There are several places where you can get additional information on version 12 including:

- What's New Video series
- What's New documentation
- Version 12 System Requirements
- Migration Tools

## CHOOSING THE RIGHT PATH

Familiar with your current instance and now version 12, let's review your options for ensuring your version 12 deployment is exactly what you want it to be. There are three paths you can choose to follow.

### #1  Reimagine Your Business on Version 12: Clean Installation

This might be best if you:

- Want to use the new and improved configuration capabilities to better tailor FootPrints to your business as it is today
- Would like to utilize ITIL-based service desk templates
- Want to immediately take advantage of the dozens of new features offered in version 12

How to do it:

- Set up a test environment based on the Tech Specs
- Download and install version 12
- Choose from several service desk options
- Use training and online tutorials to configure version 12 to meet your business needs
- Plan your *go live!*

### #2  Migrate Configuration Only

This might be best if you:

- Like how FootPrints is working for you now but have several ideas for improvements

- Would like to evolve the customer/agent experience

- Want to experiment with the new features offered in version 12 to determine which will best benefit your business

How to do it:

- Set up a test environment based on the Tech Specs

- Download and install version 12

- Download and run the Migration Advisor

- Contact Technical Support: Review Migration Advisor Report  and get the Migration Tools

  o  Request to join the AMIGOS program *or* for a quote for consulting services

### #3  Migrate Configuration and Data

This might be best if you:

- Are very satisfied with how your Workspaces and Address Books work now and want to keep them as-is

- Are interested in maintaining historical data in your version 12 instance

- Want to reexamine your CMDB to see how to take advantage of new version 12 capabilities

- Would prefer to explore improving your customer/agent experience at a later time

How to do it:

- Set up a test environment based on the Tech Specs

- Download and install version 12

- Download and run the Migration Advisor

- Contact Technical Support: Review Migration Advisor Report  and get the Migration Tools

  o  Request to join the AMIGOS program *or* for a quote for consulting services

## TRAINING: ENABLE YOUR ORGANIZATION

Enablement is critical to a successful deployment.  Everyone across your organization – administrators, agents and business users – should have access to the training that helps them best do their job.  There are several videos and training classes available to help ensure a smooth transition.  Videos can be found on the BMC Communities FootPrints Service Core site.  BMC Academy offers training courses. FootPrints Service Core v12 Administration classes are offered monthly alternating between instructor-led classroom and online training. The full schedule of administration classes can be found at http://www.bmc.com/education/it-training/footprints-service-core-training.html.

## GETTING HELP

Understanding what's changed, new and different in version 12 will be the foundation for planning your deployment and migration.  There are several places where you can get additional information on version 12 including:

- BMC Support

- AMIGOS Program (Assisted Migration Operations)

- FootPrints Service Core Community

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