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## Numara Footprints at BNL

*Tuesday, 13 May 2008 11:45 (40 minutes)*

The Information Technology Division (ITD) at Brookhaven National Laboratory (BNL) procured the web-based Numara Footprints product in July 2007 to replace HP Service Desk for tracking help desk incidents.

This talk will discuss the implementation process including requirements gathering, designing the workflows, and training the staff, culminating in the successful deployment on March 1, 2008.

The BNL Footprints project team worked closely with Numara Professional Services to design our Footprints implementation to accommodate ITIL processes. Pros and cons of working with the vendor will be discussed.

Additionally, the talk will include an overview of lessons learned, and an overview of what is planned next.

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**Session Classification:** Tuesday Breakout 4

**Track Classification:** Helpdesk, ServiceDesk and Issue Tracking