

FootPrints Project Application

Thank you for requesting a FootPrints project. Please ensure that you have reviewed the **Project Guidelines** and the **Service Level Agreement**, prior to completing this application. To assist us in understanding your requirements, please review the following document and complete it to the best of your ability. If necessary, attach supporting documentation, forms, diagrams, etc.

Return by email to: fpadmin@uoguelph.ca

1. Please provide this Project's primary Point of Contact.

Name	
College/Department/ Directorate/Organization	
Phone	
E-Mail	

2. Please give a brief description of how you intend to use the FootPrints issue tracking project.

3. Are you currently using a method to track issues? If yes, please describe.

4. Approximately how many issues are you currently tracking on a daily basis?

5. List the number of user licenses that you will require (see Project Guidelines document for difference between fixed and concurrent licenses).

# of total users		
# of Fixed license required		
# of Concurrent licenses required		

6. How many users will likely be logged into the application at one time?

7. How many users **MUST** be able to get into the application at all times?(is this at all times or concurrently?)

8. Are you planning on using the Central LDAP directory for your project address book?

9. List the Users names and their User IDs of the staff who will be using the Central LDAP directory for authentication and address book details

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10. Who will be the Project Administrator for the project?

Name:

Phone:

Email:

UserID:

11. Are you planning on configuring an email address to automatically create issues in your FootPrints project?

12. Please describe your current work flow. Attach flow chart if needed.

(i.e. how are tickets/work orders received (email, phone, website), distributed, addressed and closed.)

13. Please describe the projects' desired workflow in FootPrints Attach flow chart if needed. *(i.e. how are tickets/work orders received (email, phone, website), distributed, addressed and closed.)*

14. Would you like to consider using the CCS Help Centre project as the default template for configuration for your project? This may significantly reduce the timeline for the project.

15. Do you have a current issue tracking form that you would like replicated in FootPrints? ☐ **Yes** ☐ **No**
If Yes – Please describe, or email a copy of the form with this questionnaire.

16. A 3 hour Project administrator training session is provided with the 'Share' purchase. Do you intend to train your own staff on the application or would you like assistance with training your staff?

17. Please provide your ideal timeline for moving from this implementation and testing phase into the production phase.