BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam

Certification Brief

CERTIFICATION NAME

› BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam

CERTIFICATION EXAM CODE

› SPPT-CERT-ITSM2002-CA

APPLICABLE VERSIONS

› BMC Helix ITSM 18.05, 18.08, 19.02, 19.08, 19.11, 20.02

PREREQUISITES

› None

TARGET AUDIENCE

› Administrators and Consultants

EXAM DURATION

› 2 Hours

PURPOSE OF EXAM

BMC Helix ITSM streamlines and automates the processes around IT service desk, asset management, and change management operations. It also enables you to link your business services to your IT infrastructure to help you manage the impact of technology changes on business and business changes on technology — in real time and into the future.

The **BMC Certified Associate for Helix ITSM Certification Exam** will validate the technical competencies needed to successfully deploy, operate and administer out-of-the-box (OOTB) baseline functionality for ITSM.

SKILLS TESTED

Participants will be tested on their knowledge of the following:

» ITSM architecture and components
» Configuration of foundation data, including companies, organizations, and locations
» Configuration and definition of categorization, assignments, notifications, templates and prioritization
» Configuration of Release Management, Asset Management, Incident
» Management and Change Management
» Use of shared services, including application and task templates, priorizations, the Task Management System, Task Phase Management, and the email rule engine
» ITSM archiving process
» Service Level Management, including components and roles

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).

RECOMMENDED BMC SOFTWARE COURSES TO PREPARE FOR THE CERTIFICATION

The following course offered by BMC Education Services prepares the participants to take the Certified Associate exam and also improve their knowledge and skill level to help build proficiency with the solution:

» *BMC Helix ITSM 20.x: Fundamentals Administering – Part 1 (WBT)*
» *BMC Helix ITSM 20.x: Fundamentals Administering – Part 2 (ILT, VILT)*

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EXAM REGISTRATION

Choose from the following options to register for a BMC Education Services Exam:

› Register online for BMC Software certification at: **www.bmc.com/education**

› Contact your BMC Education Advisor for help with registration

RETAKE POLICY

› Participants who fail the Certification exam may register and pay for an exam then make another attempt after waiting one week

› Participants are limited to 4 attempts per year

GETTING STARTED

Step 1. Take the recommended courses for the Certified Associate learning path. Purchase the required exam (attempts).

Step 2. Study and prepare for the exam. BMC recommends 6 weeks and also a minimum of [3] months experience with the product before taking the exam.

Step 3. Take and pass the exam.

Step 4. If you have failed the exam, purchase another exam attempt and start at step 2.

EXAMINATION DETAILS

» Exam is an online exam.
» Further details and terms and conditions are available in the BMC Certifications Program Guide and BMC Education Certification Policy.

ADDITIONAL RECOMMENDED RESOURCES TO STUDY

» BMC Helix ITSM 20.x Product Documentation
» BMC Helix ITSM Communities

RECOMMENDED EXPERIENCE

» Minimum 3 months experience deploying, operating or administering BMC Helix ITSM

For more information about BMC Education Services, visit http://www.bmc.com/education/training-and-certification.html .

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Certification Process

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┌─────────────────────┐
│  Register and pay   │
│   for the Exam      │
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┌─────────────────────┐
│   Study for the     │
│       Exam          │
└─────────────────────┘
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┌─────────────────────┐
│   Pass the Exam     │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│     Receive         │
│   Certification     │
└─────────────────────┘
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For more information about BMC Education Services, visit http://www.bmc.com/education/training-and-certification.html .