**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 2 (ILT, VILT)**
BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam

GETTING STARTED

Step 1. Take the recommended courses for the Certified Associate learning path. The last course in the learning path includes one certification exam attempt without further charges. There will be 50% discount on additional attempts of this exam.

OR

If you haven’t taken the recommended courses, 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
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Certification Process

- Register and pay for the Exam
- Study for the Exam
- Pass the Exam
- Receive Certification