

BMC HELIX SERVICE MONITORING**BMC Certified Associate: Helix Service Monitoring 24.x
for Operators Online Exam**

Certification Code: ASSR-CERT-HSMO-2420-CA

Modality	Duration	Applicable Versions	Target Audience
Online – Non-Proctored	2 Hours	BMC Helix Service Monitoring 24.2	<ul style="list-style-type: none">Operator

Purpose of Exam

BMC Helix Service Monitoring applies machine learning and analytics to help IT operations manage the increasing volume, variety, and velocity of data across complex environments to predict, find & fix issues faster.

The **BMC Certified Associate: Helix Service Monitoring 24.x for Operators Online Exam** will validate the technical competencies needed to successfully operate the functionality for BMC Helix Service Monitoring/AIOps. This exam will also test skills in monitoring and analyzing impacted services and situations, viewing predictions, and requesting remediating events for a service.

Skills Tested

Participants will be tested on their knowledge of the following:

- Features and capabilities of BMC Helix Service Monitoring
- Service health monitoring process
- View the health performance summary of a service
- Identify the impacted services and nodes
- Monitor situations
- View service prediction
- Run an existing automation for a service or situation
- Request automation for a service or situation

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

Prerequisites

- BMC Helix Service Monitoring 24.x: Fundamentals Using

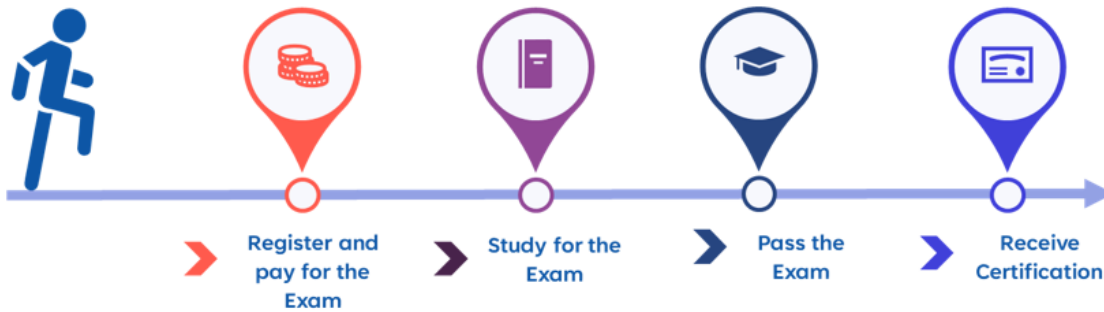
Getting Started

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 Service Monitoring Product Documentation
- BMC Helix Service Monitoring Communities

Recommended Experience

- Minimum **3 months** experience deploying, operating or administering BMC Helix Service Monitoring

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

Exam Registration

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

- Register online for BMC Software certification exam at: www.bmc.com/education
- Contact your **BMC Education Advisor** for help with registration

Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 