BMC Certified Associate: AR System 22.x for Administrators Online Exam

Certification Brief

CERTIFICATION NAME

› BMC Certified Associate: AR System 22.x for Administrators Online Exam

CERTIFICATION Exam CODE

› SPPT-CERT-ARA2210-CA

APPLICABLE VERSIONS

› BMC AR System 22.1.06

TARGET AUDIENCE

› Administrators
› Developers

EXAM DURATION

› 2 Hours

PURPOSE OF EXAM

BMC Action Request System provides the foundation for BMC Helix ITSM. It enables you to automate business processes without learning a programming language or using complex development tools. In this course, you learnt how to administer AR System. You also learnt the tasks of an AR System administrator, from managing user access to maintaining an application.

The **BMC Certified Associate: AR System 22.x for Administrators Online Exam** Certification Exam will validate the technical competencies needed to successfully operate and administer out-of-the-box (OOTB) baseline functionality for **BMC AR System**.

Skills Tested

Participants will be tested on their knowledge of the following:

» Explain the basics of BMC AR System
» Explain the BMC Helix Innovation Suite Architecture
» Explain the role of a AR System administrator
» Backing up and restoring centralized configuration settings
» Understanding centralized configuration system forms
» Navigate the AR System Administration Console
» Use the Server Information form to configure the AR System server
» Configure basic Mid Tier Settings using the Mid Tier Configuration tool
» Navigate the AR System Server Group Console
» Managing users, groups, and roles in the AR System
» Understand AR System access control
» Define the AR System user base
» Understand Centralized User Preferences
» Describe the fundamentals of Email Engine
» Describe the fundamentals of Full Text Search (FTS)
» Understand Forms and Fields
» Understand the process of Auditing and Archiving Data
» Define Indexes
» Understand the process of Importing and Exporting Data
» Understand the fundamentals of port numbers
» Understand AR System Licensing
» Managing Logs from the AR Server Group Console
» Using the Support Assistant Tool

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

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

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EXAM REGISTRATION

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

› Register online for BMC Software courses 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

Recommended BMC Software Courses to Prepare for the Certification

The following courses 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 AR System 20.x: Fundamentals Administering - Part 1 (WBT)*
» *BMC AR System 22.x: Fundamentals Administering - Part 2 (ILT/ VILT)*

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

»   Action Request System Product Documentation
»   BMC AR System Communities

Recommended Experience

»   Minimum 3 months experience deploying, operating or administering AR System.

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Certification Process

Register and pay for the Exam

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Study for the Exam

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Pass the Exam

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Receive Certification

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