



# BMC Certified Associate: Helix ITSM/Remedy AR System 20.x for Administrators Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Helix ITSM/Remedy AR System 20.x for Administrators Online Exam

### CERTIFICATION Exam CODE

- › SPPT-CERT-ARSA2002-CA

### APPLICABLE VERSIONS

- › BMC Remedy AR System 18.05, 18.08, 19.02, 19.08, 19.11 and 20.02

### PREREQUISITES

- › BMC Helix ITSM/Remedy AR System 20.x: Fundamentals Administering - Part 2

### TARGET AUDIENCE

- › Administrators
- › Developers

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

BMC Remedy 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 Remedy AR System. You also learnt the tasks of an AR System administrator, from managing user access to maintaining an application.

The **BMC Certified Associate: Helix ITSM/Remedy AR System 20.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 Remedy AR System**.

## Skills Tested

Participants will be tested on their knowledge of the following:

- › Explain the basics of BMC Remedy AR System
- › Describe the system architecture
- › Explain the role of a Remedy 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
- › Explain database security
- › Understand Remedy AR System access control
- › Define the Remedy AR System user base
- › Understand Centralized User Preferences
- › Understand the fundamentals of Assignment Engine
- › Describe the fundamentals of Email Engine
- › Describe the fundamentals of Full Text Search (FTS)
- › Understand the approval process
- › Enable skins administration for users
- › Understand Forms and Fields
- › Understand Associations
- › Understand the process of Auditing and Archiving Data
- › Define Indexes
- › Understand the process of Integrating and Migrating Data
- › Understand the fundamentals of port numbers
- › Work with logs

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



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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](http://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 Helix ITSM/Remedy AR System 20.x: Fundamentals Administering - Part 1 (WBT)*
- » *BMC Helix ITSM/Remedy AR System 20.x: Fundamentals Administering - Part 2 (ILT/ VILT)*

## 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 Remedy AR System Product Documentation
- » BMC Remedy AR System Communities

## Recommended Experience

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



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### Certification Process

