



# BMC Certified Associate: Helix IT Service Management Migration Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Helix IT Service Management Migration Online Exam

### CERTIFICATION Exam CODE

- › SPPT-CERT-BHXM2130-CA

### APPLICABLE VERSIONS

- › BMC Helix ITSM 21.3

### PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators
- › Consultants

### EXAM DURATION

- › 2 Hours

### 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](http://www.bmc.com/education)
- › Contact your [BMC Education Advisor](#) for help with registration

### RETAKE POLICY

## PURPOSE OF EXAM

BMC Helix is a portfolio of SaaS offerings delivering cognitive service management (CSM) that is fast, accurate, and cost-effective, across multi-cloud, multi-device, and multi-channel environments.

The **BMC Certified Associate: Helix IT Service Management Migration Online Exam** will validate the technical competencies needed to successfully migrate environments from on-premises ITSM to BMC Helix SaaS instances.

## Skills Tested

Participants will be tested on their knowledge of the following:

- › Support Migration paths
- › The tools required in the Migration process
- › The stages of Migration
- › The documents required for Migration planning
- › BMC Helix Data Manager features and functionalities
- › BMC Helix ITSM Data Migration using Helix Data Manager
- › The Provisioning and Activation tasks
- › The HDM configuration for Initial Data Migration
- › The License assessment and conversion
- › Unit testing and fixes
- › The HDM configuration for Delta Data Migration (EC1)
- › Performing UAT and obtain Sign-off
- › Applying Freeze restrictions
- › Performing pre-final data migration and validation
- › Performing a final Emulated Cutover 2
- › Performing Go-Live activities

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 IT Service Management: BMC Helix Migration Overview (WBT)
- › BMC Helix IT Service Management: Planning the Migration (WBT)



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- › 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

- › BMC Helix IT Service Management: Activation Tasks (WBT)
- › BMC Helix IT Service Management: Customizations Migration and Development Tasks (WBT)
- › BMC Helix IT Service Management: Initial Data Migration, Unit Testing and Delta Data Migration - EC1 (WBT)
- › BMC Helix IT Service Management: UAT, Resolving Issues and Packaging Fixes (WBT)
- › BMC Helix IT Service Management: Pre-final Data Migration, Delta Data Migration - EC2 and Go-Live (WBT)

## 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.** Register for an exam date as indicated in the confirmation email.

**Step 4.** Take and pass the exam.

**Step 5.** If you have failed the exam, purchase another exam attempt and start at step 2.

## Examination Details

- › Exam is an online [proctored] 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 IT Service Management Migration Documentation
- › BMC Helix Communities

## Recommended Experience

- › Minimum 3 months experience administering BMC Helix ITSM

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### Certification Process

