BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam

Certification Brief

CERTIFICATION NAME

› BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam

CERTIFICATION Exam CODE

› SPPT-CERT-BWF2105-CA

APPLICABLE VERSIONS

› BMC Helix Business Workflows 21.05

PREREQUISITES

› None

TARGET AUDIENCE

› Administrators

EXAM DURATION

› 2 Hours

PURPOSE OF EXAM

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Innovation Studio, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's need.

The **BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam** will validate the technical competencies needed to successfully deploy, operate and administer out-of-the-box (OOTB) baseline functionality for BMC Helix Business Workflows.

Skills Tested

Participants will be tested on their knowledge of the following:

» BMC Helix Business Workflow overview, features, and roles

» Explain the concept of BMC Helix Business Workflows for a line of business

» Define basic services and make them available to employees

» Create and use case and task templates

» Explain how BMC Helix Digital Workplace and BMC Helix Business Workflows work together

» Create questionnaires and dynamic case fields

» Configure dynamic assignments

» Explain how to leverage approvals and notifications

» Use automated tasks

» Explain the concept of flowsets

» Explain various concepts related to service targets

» Explain the concepts related to Document Library and Knowledge Articles

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

BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam

Certification Brief

EXAM REGISTRATION

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

› Register online for BMC Software certificate 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 Helix Business Workflows 21.x: Fundamentals Using (WBT)*
» *BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1 (ILT)*
» *BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 2 (ILT)*

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 of 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 Business Workflows Product Documentation
» BMC Helix Business Workflows Communities

Recommended Experience

» Minimum 3 months experience deploying, operating or administering BMC Helix Business Workflows

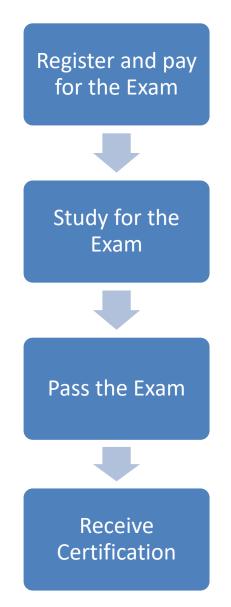For more information about BMC Education Services, visit http://www.bmc.com/education/training-and-certification.html .

BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam

Certification Brief

Certification Process

```
┌─────────────────────┐
│  Register and pay   │
│    for the Exam     │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│    Study for the    │
│        Exam         │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│    Pass the Exam    │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│      Receive        │
│   Certification     │
└─────────────────────┘
```

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