



# BMC Certified Associate: Helix Digital Workplace 19.x Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Helix Digital Workplace 19.x Online Exam

### CERTIFICATION Exam CODE

- › SPPT-CERT-DWA1905-CA

### APPLICABLE VERSIONS

- › BMC Digital Workplace 18.11, 19.02, and 19.05

### REQUIRED PREREQUISITES

- › BMC Helix Digital Workplace 19.x: Fundamentals Administering

### TARGET AUDIENCE

- › Administrators

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

BMC Digital Workplace offers two applications, BMC Digital Workplace and BMC Digital Workplace Catalog. Companies deploying and using BMC Digital Workplace realize full value only when their solution is effectively implemented and administered. To ensure deployments and administrations are performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Associate for Helix Digital Workplace** Certification Exam will validate the technical competencies needed to successfully configure and administer out-of-the-box (OOTB) baseline functionality for BMC Digital Workplace.

**Note:** This certification will cover questions related to all the BMC Digital Workplace concepts applicable for the Basic and Advanced product licenses. For BMC Digital Workplace Catalog, there will be a separate certification

## Skills Tested

Participants will be tested on their knowledge of the following:

- » Configure BMC Digital Workplace
- » Configure Multitenancy
- » Administer BMC Digital Workplace
- » Configure approvals for BMC Digital Workplace
- » Rebrand BMC Digital Workplace
- » Deploy BMC Digital Workplace to users
- » Perform general troubleshooting tasks for BMC Digital Workplace
- » Export and Import BMC Digital Workplace data

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 Digital Workplace 19.x: Fundamentals Administering*



# BMC Certified Associate: Helix Digital Workplace 19.x Online Exam

## Certification Brief

### 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

## 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 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 Digital Workplace 18.x and 19.x Product Documentation
- › BMC Digital Workplace Communities

## Recommended Experience

- › Minimum 3 months experience deploying, operating or administering BMC Digital Workplace



# BMC Certified Associate: Helix Digital Workplace 19.x Online Exam

## Certification Brief

### Certification Process

