BMC Certified Associate: Helix Digital Workplace 22.x for Advanced License Administrators Online Exam

Certification Brief

CERTIFICATION NAME

› BMC Certified Associate: Helix Digital Workplace 22.x for Advanced License Administrators Online Exam

CERTIFICATION Exam CODE

› SPPT-CERT-DWA2210-CA

APPLICABLE VERSIONS

› BMC Helix Digital Workplace 21.3 and 22.1

PREREQUISITES

› None

TARGET AUDIENCE

› Administrators

EXAM DURATION

› 2 Hours

PURPOSE OF EXAM

BMC Helix Digital Workplace is a self-service application for business users to connect with IT and HR anywhere, anytime, on any device. It also provides an intuitive experience with Catalog, business approvals, notifications, knowledge articles, and the search function through its integration with BMC Helix ITSM: Smart IT. Administrators using BMC Helix Digital Workplace realize full value only when their solution is effectively implemented, operated and administrated. To ensure administering functions are performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Associate for BMC Helix Digital Workplace 22.x for Advanced License Administrators** Certification Exam will validate the technical competencies needed to administer key functions, set end-user features, customize the UI, enable self-service, create broadcasts and configure approvals for the Advanced license of the application.

Skills Tested

Participants will be tested on their knowledge of the following:

» Rebrand the User Interface
» Set up Catalog page
» Configure and manage end-user features
» Configure the Search functionality
» Enable Self-help Resources
» Set up Locations, Assets and Service Health
» Configure approvals for business approvers
» Create broadcasts in BMC Helix Digital Workplace

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 22.x: Fundamentals Administering for Advanced License (ILT)

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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
› 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. 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 Helix Digital Workplace 22.x: Fundamentals Using (WBT)
» BMC Helix Digital Workplace 22.x Product Documentation
» BMC Helix Digital Workplace Communities

Recommended Experience

» Minimum 3 months experience administering BMC Helix Digital Workplace.

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Certification Process

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Register and pay
for the Exam
        ↓
Study for the
Exam
        ↓
Pass the Exam
        ↓
Receive
Certification
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For more information about BMC Education Services, visit http://www.bmc.com/education/training-and-certification.html .