



# BMC Certified Professional: Helix Digital Workplace Advanced 20.x Online Proctored Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Professional: Helix Digital Workplace Advanced 20.x Online Proctored Exam

### CERTIFICATION EXAM CODE

- › SPPT-CERT-DWAD2002-CP

### APPLICABLE VERSIONS

- › BMC Helix Digital Workplace 19.11, 20.02, and 20.02.01

### PREREQUISITES

- › BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam
- › BMC Certified Associate: Helix Digital Workplace Advanced 20.x Online Exam

### TARGET AUDIENCE

- › Administrators

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

BMC Digital Workplace offers two applications, BMC Digital Workplace and BMC Digital Workplace Catalog. BMC Digital Workplace is highly configurable and the features available to users in the application depend on which functionality the administrator enables and how the administrator configures the product. With BMC Digital Workplace Catalog, service catalog administrators can design services that external systems fulfill.

Companies deploying and using BMC Digital Workplace and BMC Digital Workplace Catalog 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 Professional for BMC 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 Advanced and BMC Digital Workplace Catalog.

## Skills Tested

Participants will be tested on their knowledge of the following:

- › Configure BMC Digital Workplace and Multitenancy
- › Configure approvals for BMC Digital Workplace
- › Rebrand and deploy BMC Digital Workplace to users
- › Perform general troubleshooting tasks for BMC Digital Workplace
- › Export and Import BMC Digital Workplace data
- › Describe BMC Digital Workplace Catalog, Roles, and External Systems
- › Copying BMC ITSM Users into BMC Digital Workplace Catalog
- › Create service catalog, categories, templates, sub-catalogs, banners, and bundles
- › Describe service fulfillment options and workflow and questions concepts
- › Create a basic workflow for Remedy connector and approvals
- › Explore various Application Settings options, Surveys, and Reports
- › Create workflow to add user to AD group and integrate service vendor via REST
- › Create asset groups and service actions for the My Stuff page
- › Identify various log file types and troubleshooting tips
- › Create a workflow that generates multiple ITSM records

**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 certification 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 Professional exam and also improve their knowledge and skill level to help build proficiency with the solution:

- › *BMC Helix Digital Workplace Basic 19.x: Fundamentals Administering*
- › *BMC Helix Digital Workplace Advanced 19.x: Fundamentals Administering*
- › *BMC Helix Digital Workplace Advanced 19.x: Fundamentals Catalog Administering – Part 1*
- › *BMC Helix Digital Workplace Advanced 19.x: Fundamentals Catalog Administering – Part 2*
- › *BMC Helix Digital Workplace Advanced 19.x: Fundamentals Catalog Administering – Part 3*

## Getting Started

**Step 1.** Take the recommended courses for the Certified Professional 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 Digital Workplace and Catalog 19.x and 20.x Product Documentation
- › BMC Digital Workplace and Catalog Communities

## Recommended Experience

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



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### Certification Process

