



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

Certification Brief

CERTIFICATION NAME

- › BMC Certified Associate: Helix Digital Workplace 22.x for Catalog Administrators Online Exam

CERTIFICATION Exam CODE

- › SPPT-CERT-DWC2210-CA

APPLICABLE VERSIONS

- › BMC Helix Digital Workplace 22.1

PREREQUISITES

- › None

TARGET AUDIENCE

- › Administrators

EXAM DURATION

- › 2 Hours

PURPOSE OF EXAM

BMC Helix Digital Workplace is a solution that helps make it easier and faster for employees to find the information they need so that they can focus on more strategic work. To perform your administrative tasks, you use the BMC Helix Digital Workplace Catalog administrator console that provides context-sensitive help. This console is the administration interface for authoring service catalogs and defining fulfillment workflows for service catalog items for business users to request.

The **BMC Certified Associate: Helix Digital Workplace 22.x for Catalog Administrators Online Exam** will validate the technical competencies needed to successfully configure and administer out-of-the-box (OOTB) baseline functionality for administering the Catalog features for BMC Helix Digital Workplace.

Note: This certification includes questions related to the catalog features of the BMC Helix Digital Workplace product. There are separate certifications available for the administering features for the Basic and Advanced licenses of BMC Helix Digital Workplace.

Skills Tested

Participants will be tested on their knowledge of the following:

- » Describe BMC Helix Digital Workplace catalog features.
- » Create service catalog, categories, templates, and sub-catalogs.
- » Describe service fulfillment options and workflow and question concepts
- » Create a basic workflow for Remedy connector and approvals
- » Explore various Application Settings options
- » Create workflow to add user to AD group
- » Create asset groups and service actions for the My Stuff page
- » Create a workflow that generates 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 the 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

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 Catalog 22.x: Fundamental Concepts (WBT)*
- » *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 2*
- » *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3*

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 Product Documentation
- » BMC Helix Digital Workplace Communities

Recommended Experience

- » Minimum 3 months experience administering the catalog features of BMC Helix Digital Workplace.





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Certification Process

