BMC HELIX DIGITAL WORKPLACE

BMC Certified Associate: Helix Digital Workplace 23.x for Catalog Administrators Online Exam

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Learning Path >

Certification Code: SPPT-CERT-DWC2303-CA

Modality	Duration	Applicable Versions	Target Audience
Online – Non-Proctored	2 Hours	BMC Helix Digital Workplace 23.3	• Administrators

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 to focus on more strategic work. You use the BMC Helix Digital Workplace Catalog administrator console to perform your administrative tasks, which 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 23.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 a workflow to add users to the AD group
- Create asset groups and service actions for the My Stuff page
- Create a workflow that generates ITSM records. For detailed information about these topics, refer to the course abstract(s) for the recommended course(s).

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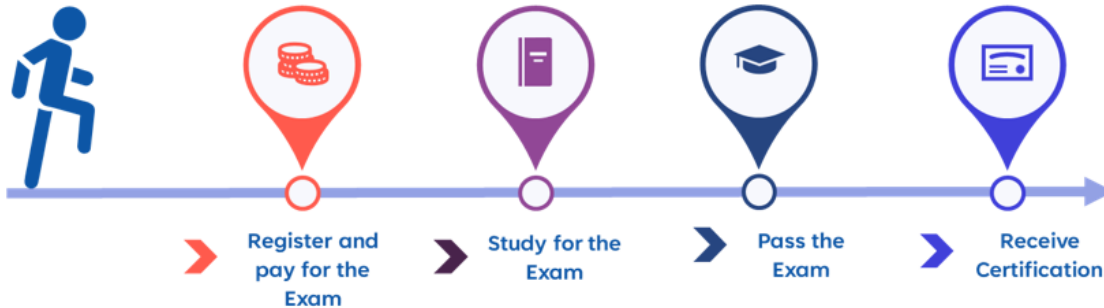
Recommended BMC Software Courses to Prepare for the Certification

The following course offered by BMC Education Services prepares the participants to take the Certified Associate exam and improve their knowledge and skill level to help build proficiency with the solution:

- BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT)
- BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 2 (ILT)
- BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 3 (ILT)

For more information about BMC Education Services, visit **www.bmc.com/education.**

Getting Started

Step 1. Take the recommended courses for the Certified [Associate/Professional/Expert] learning path. Purchase the required exam (attempts)

Step 2. Study and prepare for the exam. BMC recommends 6 weeks of study and 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 failed the exam, purchase another attempt and start at step 2.

Register and pay for the Exam → Study for the Exam → Pass the Exam → Receive Certification

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 23.x Product Documentation
- BMC Helix Digital Workplace Communities

Recommended Experience

- Minimum **3 months** experience deploying, operating, or administering BMC TrueSight Operations Management

Retake Policy

- Participants who fail the Certification exam may register and pay for an exam and then make another attempt after waiting one week
- Participants are limited to 4 attempts per year

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

Discount Options 🌐

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 🌐

For more information about BMC Education Services, visit **www.bmc.com/education**.