



# BMC Certified Associate: Digital Workplace 18.x Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Digital Workplace 18.x

### CERTIFICATION Exam CODE

- › SPPT-CERT-DWP1808-CA

### APPLICABLE VERSIONS

- › BMC Digital Workplace 18.02, 18.05, 18.08, and 18.11

### REQUIRED PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

BMC Digital Workplace offers two applications, BMC Digital Workplace Client and BMC Digital Workplace Catalog. Companies deploying and using BMC Digital Workplace realize full value only when their solution is effectively implemented and administrated.

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

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

## Skills Tested

Participants will be tested on their knowledge of the following:

- › Configure BMC Digital Workplace
- › Configure Multitenancy
- › Describe BMC Digital Workplace architecture
- › Administer BMC Digital Workplace
- › Deploy BMC Digital Workplace to users
- › Rebrand BMC Digital Workplace Universal Client
- › Configure approvals for BMC Digital Workplace
- › Perform general troubleshooting tasks for BMC Digital Workplace
- › Describe data privacy requests and data transfer between environments

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 Digital Workplace 18.x: Fundamentals Administering*





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### 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 [3] months experience with the product before taking the exam.

**Step 3.** [If Professional or Expert] 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 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 Advanced 18.08 Product Documentation
- › BMC Digital Workplace Communities

## Recommended Experience

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



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### Certification Process

