



BMC Certified Professional: Digital Workplace and Remedy with Smart IT 18.x Online Proctored Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Professional: Digital Workplace and Remedy with Smart IT 18.x Online Proctored Exam

CERTIFICATION Exam CODE

- › SPPT-CERT-DWP1808-CP

APPLICABLE VERSIONS

- › BMC Digital Workplace 18.02, 18.05, 18.08, and 18.11
- › Remedy with Smart IT 2.0, 18.05, and 18.08

PREREQUISITES

- › BMC Certified Associate: Digital Workplace 18.x Online Exam
- › BMC Certified Associate: Remedy with Smart IT 18.x Online Exam

TARGET AUDIENCE

- › Administrators

EXAM DURATION

- › 2 Hours

PURPOSE OF EXAM

Companies deploying and using BMC Digital Workplace and Remedy with Smart IT realize full value only when their solution is effectively implemented and administrated.

To ensure administration is performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Professional: Digital Workplace and Remedy with Smart IT 18.x Online Proctored Exam** will validate the technical competencies needed to successfully administer out-of-the-box (OOTB) baseline functionality for BMC Digital Workplace and Remedy with Smart IT.

Skills Tested

Participants will be tested on their knowledge of the following:

- › Configure and administer BMC Digital Workplace and Remedy with Smart IT
- › Rebrand BMC Digital Workplace Universal Client and Remedy with Smart IT interface
- › Perform general troubleshooting tasks for BMC Digital Workplace and Remedy with Smart IT
- › Describe data privacy requests and data transfer between environments
- › List general recommendations for performance tuning in Smart IT

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 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 Digital Workplace 18.x: Fundamentals Administering
- › BMC Remedy with Smart IT 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
- › 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 Professional 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 [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 Advanced Documentation
- » Remedy with Smart IT Documentation
- » BMC Digital Workplace Communities
- » Remedy with Smart IT Communities

Recommended Experience

- » Minimum 3 months experience administering BMC Digital Workplace and Remedy with Smart IT



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Certification Process

