HELIX DIGITAL WORKPLACE

BMC Certified Professional: Helix Digital Workplace 22.x Online Proctored Exam

bmc helix

Certification Code: SPPT-CERT-DWP2210-CP

Modality	Duration	Applicable Versions	Target Audience
Online – Proctored	2 Hours	BMC Helix Digital Workplace 22.10	• 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 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 Professional: Helix Digital Workplace 22.x Online Proctored Exam** will validate the technical competencies needed to successfully administer out-of-the-box (OOTB) baseline functionality for 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
- Explore various Application Settings options
- 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).

Prerequisites

- BMC Certified Associate: Helix Digital Workplace 22.x for Advanced License Administrators Online Exam
- BMC Certified Associate: Helix Digital Workplace 22.x for Catalog Administrators 22.x Online Exam
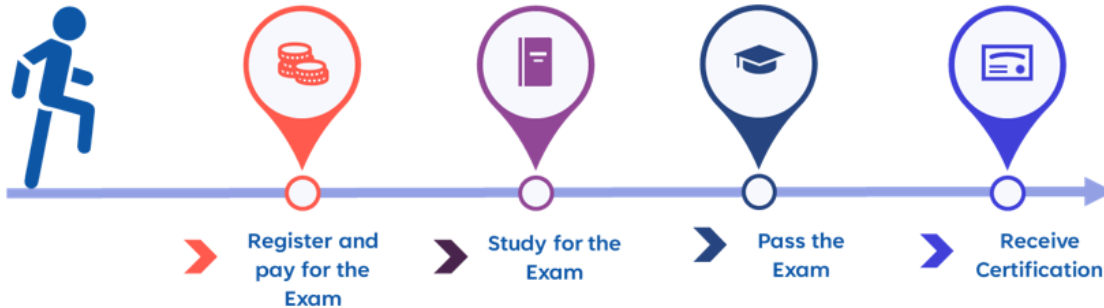
Recommended BMC Software Courses to Prepare for the Certification

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 22.x: Fundamentals Administering for Advanced License (ILT, VILT, ASP)
- BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering - Part 2 (ILT, VILT, ASP)
- BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering - Part 3 (ILT, VILT, ASP)

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.

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

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 Helix Digital Workplace 22.x Product Documentation
- BMC Helix Digital Workplace Communities

Recommended Experience

- Minimum **3 months** experience administering BMC Helix Digital Workplace 22.x

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

Exam Registration

Choose from the following options to register for a BMC Education Services Exam:

- Register online for BMC Software certification exam at: www.bmc.com/education
- Contact your **BMC Education Advisor** for help with registration