



BMC Certified Associate: FootPrints Service Core 12.x Online Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Associate: FootPrints Service Core 12.x Online Exam

CERTIFICATION Exam CODE

- › SPPT-CERT-FPS120-CA

APPLICABLE VERSIONS

- › FootPrints Service Core 12.0

PREREQUISITES

- › BMC FootPrints Service Core 12.x: Administering

TARGET AUDIENCE

- › Administrators

EXAM DURATION

- › 2 Hours

PURPOSE OF EXAM

Companies implementing BMC FootPrints Service Core realize full value only when their solution is effectively implemented. To ensure implementations are performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Associate for BMC FootPrints Service Core** Certification Exam will validate the technical competencies needed to successfully operate and administer out-of-the-box (OOTB) baseline functionality

Skills Tested

Participants will be tested on their knowledge of the following:

- » Installation of BMC FootPrints Service Core 12.x components
- » Configuring and refining the FootPrints Service Core environment, including the managing and monitoring of processes and components
- » Configuring fields, forms, and the linking between Incident, Problem, and Change Management tickets
- » Configuring email and how it relates to tickets
- » Configuring Service Level Management and Service Level Agreements
- » Configuring Knowledge Management
- » Configuring and reviewing reporting capabilities

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 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

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 FootPrints Service Core 12.x: Administering*

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. 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 FootPrints Product Documentation
- » BMC FootPrints Communities

Recommended Experience

- » Minimum 3 months experience deploying, operating or administering BMC FootPrints



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Certification Process

