BMC Certified Associate: HelixGPT 25.x Administering for Service Management Online Exam

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ABSTRACT

Certification Code: SPPT-CERT-GPTA2510-CA

Modality	Duration	Applicable Versions	Target Audience
Online – Non-Proctored	2 Hours	BMC HelixGPT 25.1	• Administrators • Developers

Purpose of Exam

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management, helping in quicker problem resolution, better collaboration, and increased productivity.

BMC HelixGPT provides faster data analysis, content generation, process optimization, and conversational question and answers for incident and problem management. The generative AI-powered ServiceOps provides real-time recommendations based on past and current information that help administrators in decision-making.

Companies deploying and using BMC HelixGPT realize full value only when their solution is effectively operated, configured and administrated. To ensure deployments and operations are performed to best practice standards, BMC Software maintains a technical certification program.

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

Skills Tested

Participants will be tested on their knowledge of the following:

- BMC HelixGPT overview and experience in various BMC applications
- Understand why HelixGPT is required
- Explain the advantages and capabilities
- Understand the architecture and discuss LLMs, Prompts, and RAG
- Discuss the process of configuring HelixGPT including defining the Data sources and Data Ingestion
- Describe HelixGPT functionality with BMC Helix Virtual Agent
- Explore HelixGPT functionality in BMC Helix Digital Workplace Consoles
- Publish data from Catalog Services to BMC HelixGPT
- Configure External Data Sources like Microsoft SharePoint
- Discuss the Ask HelixGPT feature in ITSM like Ask HelixGPT and conversation capabilities
- Explore the HelixGPT Capabilities for BMC Helix Business Workflows like Ask HelixGPT, Global Search, and Automated email responses
- List the Skills and Prompts required for HelixGPT capabilities for each application
- Describe HelixGPT capabilities for Live Chat
- Discuss registering a Custom Application built in Innovation Studio with HelixGPT Capabilities
- Explain Customizing prompts and exporting/importing skills

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 improve their knowledge and skill level to help build proficiency with the solution:
- BMC HelixGPT 23.x: Fundamentals Concepts (WBT)
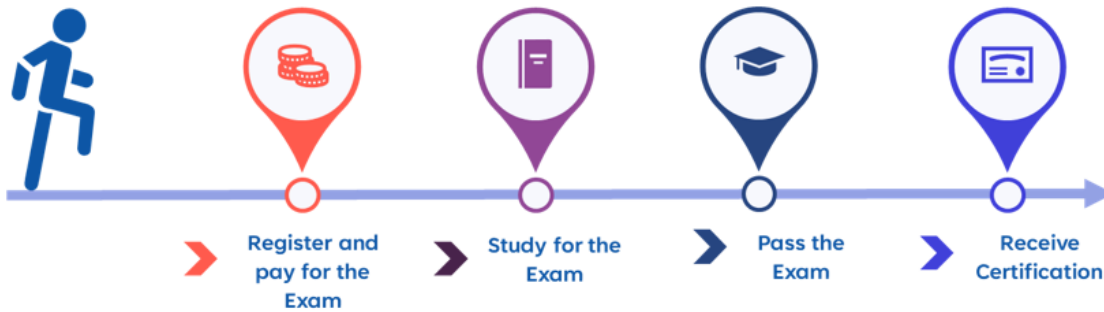- BMC HelixGPT 25.x: Fundamentals Administering for Service Management (ILT)

Getting Started

Step 1. Take the recommended courses for the Certified Associate 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. Take and pass the exam.

Step 4. 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 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 HelixGPT 25.1 Documentation
- BMC Helix Communities

Recommended Experience

- Minimum **3 months** experience operating, configuring, or administering BMC HelixGPT

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

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