



BMC Certified Associate: Helix Dashboards 21.x Designing for Service Management Online Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Associate: Helix Dashboards 21.x Designing for Service Management Online Exam

CERTIFICATION EXAM CODE

- › SPPT-CERT-HDF2130-CA

APPLICABLE VERSIONS

- › BMC Helix Dashboards 21.3

PREREQUISITES

- › None

TARGET AUDIENCE

- › Administrators
- › Developers

EXAM DURATION

- › 2 Hours

PURPOSE OF EXAM

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment. You can easily create, export, and share interactive dashboards with users within or outside your environment. Some advanced concepts like Drill through functionality, fetching data from Join forms, multi-query based panels help to design custom dashboards.

The **BMC Certified Associate: Helix Dashboards 21.x Designing for Service Management Online Exam** will validate the technical competencies needed to successfully design, develop and administer the baseline functionality for BMC Helix Dashboards.

Skills Tested

Participants will be tested on their knowledge of the following:

- › BMC Helix Dashboards features and benefits
- › Understand dashboard components and panel options
- › Assign permissions and roles to the users
- › Review and analyze various out-of-the-box dashboards
- › Configure dashboard settings and user preferences
- › Explore various visualizations
- › Learn about the Overrides, Suggestions, and Transform features
- › Define chained variables
- › Schedule reports
- › Work with annotations, tags, links, and variables
- › Design a Cross-tab panel with Drill-through functionality
- › Build a BMC Record Details visualization-based dashboard
- › Design a dashboard to use Union query
- › Build Incident age-based Buckets dashboard
- › Follow the best designing practices and troubleshoot common issues
- › Define a Top N Series dashboard with Time Series visualization
- › Design Master Incident dashboard with multiple panels
- › Export and import a dashboard

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 Associate exam and also





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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

improve their knowledge and skill level to help build proficiency with the solution:

- › *BMC Helix Dashboards 21.x: Fundamentals Designing for Service Management (ILT/VILT)*
- › *BMC BMC Helix Dashboards 21.x: Fundamentals Using (WBT)*

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 Helix Dashboards Product Documentation
- › BMC Helix Communities

Recommended Experience

- › Minimum 3 months experience developing, operating or administering BMC Helix Dashboards



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Certification Process

