HELIX ITSM

BMC Certified Associate: Helix Dashboards 25.x Designing for Service Management Online Exam

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Certification Code: SPPT-CERT-HDF2520-CA

Modality	Duration	Applicable Versions	Target Audience
Online – Non-Proctored	2 Hours	BMC Helix Dashboards 25.x	• Administrators • Developers

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 can be accessed from the BMC Helix Portal and is available for SaaS as well as On-premises customers. BMC

Helix Dashboards uses Grafana as the underlying solution and enables you to customize the dashboards in multiple ways to gain valuable insights into 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.

The Certified Associate: Helix Dashboards 25.x Designing for Service Management Online Exam will validate the technical competencies needed to design dashboards for Service Management applications such as BMC Helix ITSM, BMC Helix Digital Workplace, and BMC Helix Business Workflows.

Skills Tested

Participants will be tested on their knowledge of the following:

- BMC Helix Dashboards features and benefits
- Understand dashboard components and panel options
- Explore Dashboard roles and permissions
- Review and analyze various out-of-the-box dashboards
- Design custom dashboards using Form editor, SQL editor, and Visual Query Builder
- Configure dashboard settings and explore various visualizations
- Learn about the Overrides, Suggestions, and Transform features
- Work with dashboard variables
- Design a Cross-tab panel with Drill-through functionality
- Build a BMC Record Details visualization-based dashboard
- Design a dashboard to use the Union query
- Build Incident age-based Buckets dashboard
- Define a Top N Series dashboard with Time Series visualization
- Design a BMC Helix Digital Workplace dashboard
- Design a BMC Helix Business Workflows dashboard
- Define a customized view using Reporting Metadata Studio
- Design a dashboard based on customized views

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).
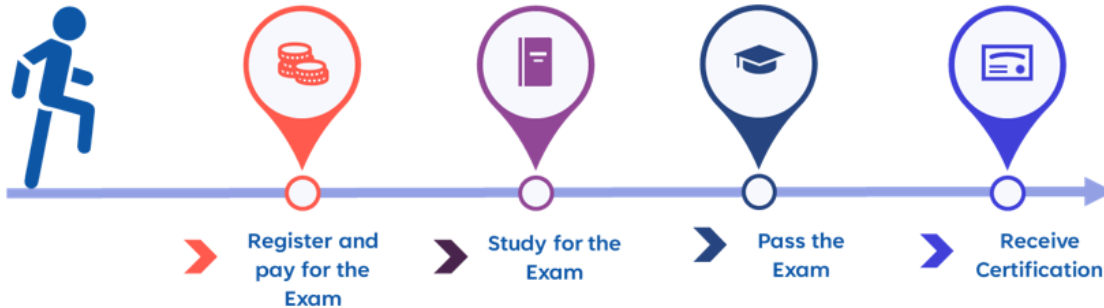
Recommended BMC Software Courses to Prepare for the Certification

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 Helix Dashboards 25.x: Fundamentals Designing for Service Management (ILT)
- BMC Helix Dashboards 23.x: Fundamentals Using (WBT)

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

Getting Started

Step 1. Take the recommended courses for the Certified [Associate/Professional/Expert] 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 of 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 Helix Dashboards Documentation
- BMC Helix Dashboards Communities

Recommended Experience

- Minimum **3 months** experience managing, designing, or administering BMC Helix Dashboards

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

Discount Options 🌐

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 🌐

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