



# BMC Certified Professional: Helix ITSM 20.x Online Proctored Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Professional: Helix ITSM 20.x Online Proctored Exam

### CERTIFICATION Exam CODE

- › SPPT-CERT-ITSM2002-CP

### APPLICABLE VERSIONS

- › Helix ITSM 18.08, 18.11, 19.02, 20.02

### PREREQUISITES

- › BMC Certified Associate: AR System 20.x for Administrators Online Exam
- › BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam

### TARGET AUDIENCE

- › Administrators and Consultants

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

BMC Helix ITSM streamlines and automates the processes around IT service desk, asset management, and change management operations. It also enables you to link your business services to your IT infrastructure to help you manage the impact of technology changes on business and business changes on technology — in real time and into the future.

The BMC Certified Professional for Helix ITSM Certification Exam will validate the technical competencies needed to successfully deploy, operate and administer out-of-the-box (OOTB) baseline functionality for BMC Helix ITSM.

## Skills Tested

Participants will be tested on their knowledge of the following:

- › ITSM architecture and components
- › Configuration of foundation data
- › Definition of categorization, assignments, notifications, templates and prioritization
- › Implementation and use of Release Management, Asset Management, Incident Management and Change Management
- › Types of user roles and permissions
- › Workflows and processes for different request types
- › Importing of data
- › Use of Service Level Management and Service Level Agreements

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 AR System 20.x: Fundamentals Administering - Part 1 (WBT)
- › BMC AR System 20.x: Fundamentals Administering - Part 2 (ILT, VLT, ASP)
- › BMC Helix ITSM 20.x: Fundamentals Administering – Part 1 (WBT)
- › BMC Helix ITSM 20.x: Fundamentals Administering – Part 2 (ILT, VLT)





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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](http://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

## Getting Started

**Step 1.** Take the recommended courses for the Certified Professional 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 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.

## 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 Remedy AR System 20.x Product Documentation
- › BMC Remedy IT Service Management 20.x Product Documentation
- › BMC Remedy AR System and BMC Helix ITSM Communities

## Recommended Experience

- › Minimum 3 months experience deploying, operating or administering BMC Remedy AR System and BMC Helix ITSM



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### Certification Process

