BMC Certified Associate: Helix ITSM 22.x for Administrators Online Exam

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 Associate: Helix ITSM 22.x for Administrators Online Exam will validate the technical competencies needed to successfully administer, configure and operate out-of-the-box (OOTB) baseline functionality for ITSM.

Skills Tested
Participants will be tested on their knowledge of the following:

» BMC Helix Innovation Suite Architecture
» ITSM architecture and components
» Configuration of foundation data, including companies, organizations, locations and people
» Configuration and definition of categorization, assignments, notifications, templates and prioritization
» Configuration of Incident Management, Problem Management and Asset Management
» Configuration of Change and Release Management, Asset Management, Incident
» Task Management System and Task Phase Management
» Application templates and task templates
» Email engine rules
» ITSM archiving process
» Service Level Management, including components and roles
» Notifications workflow and management

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).
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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 Helix ITSM 22.x: Fundamentals Administering - Part 1 (WBT)
- BMC Helix ITSM 22.x: Fundamentals Administering Data (ILT)
- BMC Helix ITSM 20.x: Fundamentals Administering Data (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.

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 ITSM 22.x Product Documentation
- BMC Helix ITSM Communities

Recommended Experience
- Minimum 3 months experience administering BMC Helix ITSM 22.x.
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Certification Process

1. Register and pay for the Exam
2. Study for the Exam
3. Pass the Exam
4. Receive Certification