



BMC Certified Professional: Helix ITSM 22.x Online Proctored Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Professional: Helix ITSM 22.x Online Proctored Exam

CERTIFICATION EXAM CODE

- › SPPT-CERT-ITSM2210-CP

APPLICABLE VERSIONS

- › Helix ITSM 22.1.06

PREREQUISITES

- › BMC Certified Associate: Helix ITSM 22.x for Administrators Online Exam
- › BMC Certified Associate: AR System 22.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: Helix ITSM 22.x Online Proctored 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, and templates
- » Configuration of Incident Management, Problem Management and Asset Management
- » Configuration of Change and Release Management
- » 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).

Recommended BMC Software Courses to Prepare for the Certification



BMC Certified Professional: Helix ITSM 22.x Online Proctored Exam

Certification Brief

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

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

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 22.x: Fundamentals Administering Applications (ILT)
- › BMC AR System 23.x: Fundamentals Administering - Part 1 (WBT)
- › BMC AR System 22.x: Fundamentals Administering - Part 2

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 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 Helix AR System and BMC Helix ITSM



BMC Certified Professional: Helix ITSM 22.x Online Proctored Exam

Certification Brief

Certification Process

