HELIX ITSM

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

bmc helix

Certification Code: SPPT-CERT-ITSM2210-CP

Modality	Duration	Applicable Versions	Target Audience
Online – Proctored	2 Hours	Helix ITSM 22.1.06, AR System 22.1.06	• Administrators • Consultants

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
- Configuration of categorization, assignments, notifications, and templates
- Configuration of Incident Management, Problem Management and Asset Management, 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
- Basics of BMC AR System including AR System access control and user base
- Centralized configuration settings and AR System Licensing
- AR System Administration Console and AR Server Group Console
- Managing users, groups, and roles in the AR System
- Understand Forms and Fields

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).

Prerequisites

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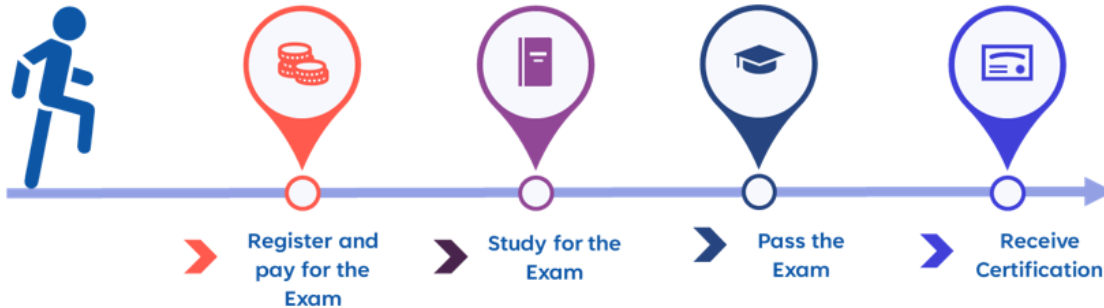- BMC Certified Associate: AR System 22.x for Administrators Online Exam

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 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 Professional 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.

Register and pay for the Exam → Study for the Exam → Pass the Exam → Receive Certification

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

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

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