



# BMC Certified Associate: Helix Remedyforce Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Helix Remedyforce Online Exam

### CERTIFICATION EXAM CODE

- › SPPT-CERT-RF2020-CA

### REQUIRED PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators and Consultants

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

Companies implementing BMC Helix Remedyforce realize full value only when their solution is effectively implemented. To ensure implementations are performed to best practice standards, BMC Software maintains a technical certification program.

The BMC Certified Associate for BMC Helix Remedyforce Certification Exam will validate the technical competencies and implementation methods needed to successfully implement out-of-the-box (OOTB) baseline functionality for BMC Helix Remedyforce.

## Skills Tested

Participants will be tested on their knowledge of the following:

- » General Application Settings
- » Incident Management
- » User Management
- » Task Management
- » Service Request Management
- » Service Level Management
- » Change Management
- » Configuration Management (CMDB)

## Recommended BMC Software Courses to Prepare for the Certification

The following courses 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 Remedyforce: Fundamentals for Administrators – Part 1 (WBT)*
- » *BMC Helix Remedyforce: Fundamentals for Administrators – Part 2 (ILT, VILT, ASP)*



# BMC Certified Associate: Helix Remedyforce Online Exam

## Certification Brief

### EXAM REGISTRATION

Choose from the following options to register for a BMC Education Services Exam:

- › Register online for BMC Software certification 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 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 Remedyforce Product Documentation
- » BMC Helix Remedyforce Communities

## Recommended Experience

- » Minimum 3 months experience operating or administering Remedyforce



# BMC Certified Associate: Helix Remedyforce Online Exam

## Certification Brief

### Certification Process

