



BMC Certified Professional: BMC Remedy Service Desk and Change Management 9.x Practical Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Professional for BMC Remedy Service Desk and Change Management

CERTIFICATION EXAM CODE

- › SPPT-CERT-SDC9-PP

REQUIRED PREREQUISITES

- › Pass the *BMC Certified Professional: BMC Remedy Service Desk and Change Management v9 Online Assessment*

TARGET AUDIENCE

- › Individuals responsible for implementing BMC Remedy Service Desk and Change Management v9

PRACTICAL EXAM DETAILS

- › Exam duration is 4 days
- › Exam will be offered in a BMC Education Services training facility
- › Classroom environment with individual servers
- › Proctored by BMC Education Services
- › Participants must bring a laptop

PURPOSE OF EXAM

Companies implementing BMC Remedy Service Desk and Change Management v9 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 Professional for BMC Remedy Service Desk and Change Management 9.x Practical Exam** will validate the technical competencies and implementation methods needed to successfully implement out-of-the-box (OOTB) baseline functionality for implementing BMC Remedy Service Desk and Change Management.

Skills Tested

Participants will be tested on their ability to perform the following skills:

- » Installation of the BMC Remedy AR Server and related component
 - Installation on both Windows and Linux environments
- » Installation of the BMC Remedy Service Desk and Change Management applications
- » Configuration of Service Desk and Change Management
 - Load/analyze foundation data to support the use of Incident Management, Problem Management, Change Management, and Release Management
- » Configure Assignment Rules
- » Configure Templates
- » Configure rule-based email functionality
- » Demonstration of the functioning applications components, based on the provided use case

Getting Started

Step 1. Register and pay for the *BMC Certified Professional: BMC Remedy Service Desk and Change Management Online Assessment*. You will receive access to the study kit and the certification online assessment.

Note: Participants will have access to the certification online assessment for a period of 90 days after registering and will have up to three opportunities to pass the certification online assessment. Participants who **do not pass** the certification online assessment after the third attempt may register and pay to regain access to the certification online assessment and study kit.



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COURSE REGISTRATION

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

- › Register online for BMC Software courses at:
- › Contact your BMC Education Advisor for help with registration

RETAKE POLICY

- › Participants who fail the Certification exam may register and pay for the next available offering of the exam

Step 2. Study and prepare for the certification online assessment and practical exam. Allow a minimum of six weeks to study and prepare.

Step 3. Pass the *BMC Certified Professional: BMC Remedy Service Desk and Change Management Online Assessment*.

Step 4. After passing the certification online assessment, register and pay for the *BMC Certified Professional: BMC Remedy Service Desk and Change Management Practical Exam*.

Self-Study Kit

When participants register and pay for the certification online assessment, they will receive access to a study kit developed by industry experts. The self-study kit is designed to help prepare for the certification online assessment and practical exam; it is not intended to be a formal piece of training. The study kit is self-paced and contains built-in knowledge checks designed to reinforce understanding of the product.

Recommended BMC Software Courses

In preparing for the certification online assessment and practical exam, relying solely on the study kit may not be sufficient. To supplement your knowledge and skill level, and to help build proficiency with the solution, the following BMC Education Services courses are strongly recommended.

- » BMC Remedy IT Service Management 9.0: Administering
- » BMC Remedy AR System 9.0: What's New for Administrators (WBT)
- » BMC Remedy IT Service Management 9.0: Administrator Concepts (WBT)
- » BMC Remedy Service Desk 9.0: Using (WBT)
- » BMC Remedy Change Management 9.0: Using (WBT)

Recommended Experience

- » Minimum one year experience deploying BMC Remedy Service Desk and Change Management
- » Basic Windows/UNIX Skills