BMC Certified Associate: Helix ITSM – Smart IT 21.x for Administrators Online Exam

Certification Brief

CERTIFICATION NAME

› BMC Certified Associate: Helix ITSM - Smart IT 21.x for Administrators Online Exam

CERTIFICATION EXAM CODE

› SPPT-CERT-SIA2105-CA

APPLICABLE VERSIONS

› BMC Helix ITSM - Smart IT 21.05

PREREQUISITES

› None

TARGET AUDIENCE

› Administrators
› Consultants

EXAM DURATION

› 2 Hours

PURPOSE OF EXAM

BMC Helix ITSM: Smart IT provides the next-generation user experience for BMC Helix ITSM. Basic BMC Helix ITSM processes, such as creating tickets, viewing related items such as tickets, assets, or knowledge articles, and updating profile information, are now easier and quicker. The Smart IT user interface reduces the steps involved in performing these tasks. It provides an intuitive, social, and mobile service desk experience that enables a more knowledgeable and collaborative workforce organized around IT roles, not modules.

The **BMC Certified Associate: Helix ITSM - Smart IT 21.x for Administrators Online Exam** will validate the technical competencies needed to successfully manage tickets, configure various parameters, customize Smart IT screens, and perform general troubleshooting.

Skills Tested

Participants will be tested on their knowledge of the following:

» List the benefits and main features of Smart IT
» Describe Smart IT roles and permissions
» Understand Progressive Web Application (PWA) and its configuration for Smart IT
» Discuss various configuration parameters for Smart IT consoles
» Describe the configuration parameters for Smart Recorder
» Describe the configuration parameters for Global Search
» Configure application features
» Configure ticket form properties
» Configure and understand the Live Chat functionality
» Configure Smart IT integration with DWP Catalog to raise a service request
» Describe screen configuration and customization
» Configure actions in Smart IT
» Add custom fields to your views using Smart IT
» Discuss common Troubleshooting use cases
» Discuss various Smart IT logs

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

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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**

› 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

Recommended BMC Software Courses to Prepare for the Certification

The following courses offered by BMC Education Services prepare 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 - Smart IT 21.x: Fundamentals Administering*

» *BMC Helix ITSM - Smart IT 21.x: Fundamentals Using (WBT)*

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 of 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 AR System and BMC Helix ITSM - Smart IT Product Documentation

» BMC Helix Communities

Recommended Experience

» Minimum 3 months experience administering BMC Helix ITSM - Smart IT

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Certification Process

Register and pay for the Exam

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Study for the Exam

↓

Pass the Exam

↓

Receive Certification

For more information about BMC Education Services, visit http://www.bmc.com/education/training-and-certification.html .