BMC Certified Associate: Remedy with Smart IT 18.x Online Exam

Certification Brief

CERTIFICATION NAME

› BMC Certified Associate: Remedy with Smart IT 18.x Online Exam

CERTIFICATION Exam CODE

› SPPT-CERT-SMT1808-CA

APPLICABLE VERSIONS

› Remedy with Smart IT 2.0, 18.05, and 18.08

REQUIRED PREREQUISITES

› None

TARGET AUDIENCE

› Administrators

EXAM DURATION

› 2 Hours

PURPOSE OF EXAM

Remedy with Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile service desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles.

Companies deploying and using Remedy with Smart IT realize full value only when their solution is effectively implemented and administrated.

The **BMC Certified Associate for Remedy with Smart IT** Certification Exam will validate the technical competencies needed to successfully configure and administer out-of-the-box (OOTB) baseline functionality for Remedy with Smart IT.

Skills Tested

Participants will be tested on their knowledge of the following:

» Describe Remedy with Smart IT architecture
» Configure Screens
» Set configuration parameters
» Administer Remedy with Smart IT
» Configure provider actions and add custom fields
» Validate the Row-level-Security (RLS) feature
» Validate and verify hierarchical group access
» Rebrand Remdy with Smart IT
» Perform general troubleshooting tasks for Remedy with Smart IT
» List general recommendations for performance tuning

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

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 Remedy with Smart IT 18.x: Fundamentals Administering*

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

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EXAM REGISTRATION

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

› Register online for BMC Software courses 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

Getting Started

Step 1. Take the recommended courses for the Certified Associate learning path. The last course in the learning path includes one certification exam attempt without further charges. There will be 50% discount on additional attempts of this exam.

OR

If you haven´t taken the recommended courses, 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. [If Professional or Expert] 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 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

» Remedy with Smart IT 18.08 Product Documentation
» Remedy with Smart IT Communities

Recommended Experience

Minimum 3 months experience deploying, configuring, or administering Remedy with 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

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