



BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Associate: Helix ITSM – Smart Reporting 19.x Online Exam

CERTIFICATION Exam CODE

- › SPPT-CERT-SRA1908-CA

APPLICABLE VERSIONS

- › BMC Remedy Smart Reporting 18.05, 18.08, 19.02 and 19.08

PREREQUISITES

- › None

TARGET AUDIENCE

- › Administrators

EXAM DURATION

- › 2 Hours

EXAM REGISTRATION

PURPOSE OF EXAM

BMC Remedy Smart Reporting is an easy-to-use report writer for non-technical users, delivering drag-and-drop simplicity for formatting and data selection. It is designed to reuse components, such as Source Connections and Views.

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

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

Skills Tested

Participants will be tested on their knowledge of the following:

- » Features and benefits
- » Social collaboration through BMC Remedy Smart Reporting
- » Onboarding and Offboarding processes
- » Creating views
- » Administration Console features and functionality
- » Configuration and administration options
- » Functionality available to a Super Admin
- » Configuring row-level security for reports using access filters
- » Updating cross-launch settings
- » Configuring log settings
- » Optimizing performance
- » Troubleshooting the most commonly found errors

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 Helix ITSM – Smart IT 19.x: Fundamentals Administering*





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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. 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 ITSM and BMC Remedy ITSM Product Documentation
- › BMC Helix ITSM and BMC Remedy ITSM Communities

Recommended Experience

- › Minimum 3 months experience deploying, operating or administering BMC Remedy Smart Reporting



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Certification Process

