



BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam

CERTIFICATION Exam CODE

- › SPPT-CERT-SRA2008-CA

APPLICABLE VERSIONS

- › Helix ITSM - Smart Reporting 18.05, 18.08, 19.02, 19.08, 20.02 and 20.08

PREREQUISITES

- › BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Administering

TARGET AUDIENCE

- › Administrators

EXAM DURATION

- › 2 Hours

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. Advanced features like Automated Insights can be used to gain more proficiency for report creation.

The **BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam** will validate the technical competencies needed to successfully onboard, configure and administer the baseline functionality for **Helix ITSM - Smart Reporting**.

Skills Tested

Participants will be tested on their knowledge of the following:

- › BMC Remedy Smart Reporting features and benefits
- › Social collaboration through BMC Remedy Smart Reporting
- › Deployment, Onboarding and Offboarding processes for BMC Remedy Smart Reporting
- › Enable and use Automated Insights
- › Import content in BMC Remedy Smart Reporting with user-friendly interface
- › Explore Java based BMC Remedy Smart Reporting User Sync utility
- › Work with views, including view design methodology and creating views (archived forms also)
- › Configure row-level security for reports using Access Filters
- › Export existing reports and Import audit reports
- › Update cross-launch settings
- › Configure BMC Remedy Smart Reporting log settings
- › Change the frequency of the user sync job and the Super Admin password
- › Optimize BMC Remedy Smart Reporting performance

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 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 ITSM - Smart Reporting 20.x: Fundamentals Administering (ILT/VILT)*





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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

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 Remedy Smart Reporting Product Documentation
- » BMC Remedy Smart Reporting Communities

Recommended Experience

- » Minimum 3 months experience developing, operating or administering Remedy Smart Reporting.



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Certification Process

