



# BMC Certified Associate: Helix ITSM - Smart Reporting 20.x Designing Online Exam

## Certification Brief

### CERTIFICATION NAME

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

### CERTIFICATION EXAM CODE

- › SPPT-CERT-SRD2008-CA

### APPLICABLE VERSIONS

- › BMC Helix ITSM – Smart Reporting 20.08

### PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators
- › Developers
- › Consultants

### 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.

The **BMC Certified Associate: Helix ITSM - Smart Reporting Designing Certification Exam** will validate the technical competencies needed to successfully create custom reports and the use of other functionalities such as Freehand SQL, Subquery, and Advanced Authoring in BMC Remedy Smart Reporting.

## Skills Tested

Participants will be tested on their knowledge of the following:

- › Types of reports which can be created and accessed
- › Features of the Freehand SQL and Advanced Authoring functionalities
- › Use of Smart Reporting to create a basic Custom report
- › Creation of a Bucket Analysis report
- › Explain database security
- › Modifications to KPI reports
- › Use of Freehand SQL to create a report
- › Use of Advanced Authoring
- › Creation of reports with Union Sub Query

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 Reporting 20.x: Fundamentals Report Designing (ILT)*

## Getting Started

**Step 1.** Take the recommended courses for the Certified Associate learning path. Purchase the required exam (attempts).



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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](http://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

**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

### Recommended Experience

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



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### Certification Process

