SERVICE MANAGEMENT

BMC Helix IT Service Management: Education Individual Subscription – Instructor-Led

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Learning Path >

Subscription Code: SPPT-IND-SUBS-ITSM-ILT

Modality
- Web-based Training (WBT)
- Instructor-led Training (ILT)
- Self-Paced Training (SPT)
- Online Exam

Target Audience
- User
- Administrators
- Consultants

Subscription Overview

BMC Helix IT Service Management is a powerful service management platform that improves IT service delivery. The intuitive user experience is built around roles, to help you be more productive with less effort.

This subscription provides a deep dive into the components and features of AR System, BMC Helix ITSM, Smart IT, BMC Helix Digital Workplace, BMC Helix CMDB, BMC Helix Dashboards, and Innovation Studio.

Note: This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

Learning Objectives

SERVICE MANAGEMENT

- Accessing services, knowledge, and administering BMC Helix Digital Workplace
- Customizing the user experience, via bundles, banners, and virtual marketplaces in BMC Helix Digital Workplace
- Developing, building, deploying, and using applications on cloud (SaaS) and on-premises environments using AR System, a part of the single-tenant BMC Helix Innovation Suite
- Creating, configuring, customizing, delivering, and managing the IT Service Management requests and functions of your organization using the BMC Helix ITSM suite of applications
- Storing and managing the configuration items (CIs) that represent your IT environment using BMC Helix CMDB.
- Creating, exporting, and sharing interactive and customizable dashboards using BMC Helix Dashboards

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Unlimited Offerings

Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
Service Management		
HelixGPT		
BMC HelixGPT 23.x: Fundamentals Concepts (WBT)	2 hours	WBT
BMC Certified Associate: HelixGPT 23.x for Users Online Exam	2 hours	Exam
BMC Certified Associate: HelixGPT 25.x Administering for Service Management Online Exam	2 hours	Exam
BMC HelixGPT 25.x: Fundamentals Administering for Service Management	3 days	ILT
BMC HelixGPT 25.x: Fundamentals Using Employee Navigator (WBT)	1 hour	WBT
BMC AR System		
BMC AR System 20.x: Fundamentals Administering - Part 1 (WBT)	2 hours	WBT
BMC AR System 21.x: Enhancements for Administering (WBT)	30mins	WBT
BMC AR System 23.x: Fundamentals Administering - Part 1 (WBT)	2 hours	WBT
BMC AR System 20.x: Fundamentals Developing - Part 2	2 days	ILT
BMC AR System 20.x: Fundamentals Developing - Part 1	4 days	ILT

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BMC AR System 22.x: Fundamentals Administering - Part 2	3 days	ILT
BMC AR System 20.x: Fundamentals Administering - Part 2	4 days	ILT
BMC AR System 20.x: Fundamentals Administering - Part 2 (ASP)	4 days	ASP
BMC AR System 20.x: Fundamentals Developing - Part 1 (ASP)	3 days	ASP
BMC AR System 20.x: Fundamentals Developing - Part 2 (ASP)	2 days	ASP
BMC AR System 22.x: Fundamentals Administering - Part 2 (ASP)	3 days	ASP
BMC Certified Associate: AR System 20.x for Developers Online Exam	2 hours	Exam
BMC Certified Associate: AR System 22.x for Administrators Online Exam	2 hours	Exam
BMC Certified Professional: AR System 20.x for Developers Online Proctored Exam	2 hours	Exam

BMC Helix Business Workflow

BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Business Workflows 23.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix for HR Service Management 23.x: Fundamentals Concepts (WBT)	1 hour	WBT
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1	3 days	ILT
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 2	2 days	ILT

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BMC Helix Business Workflows 23.x: Fundamentals Administering	3 days	ILT
BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam	2 hours	Exam

BMC Helix CMDB

BMC Helix CMDB 20.x: Fundamentals Administering – Part 1 (WBT)	3 hours	WBT
BMC Helix CMDB 21.x: Enhancements for Administering (WBT)	30mins	WBT
BMC Helix CMDB 22.x: Fundamentals Administering – Part 1 (WBT)	3 hours	WBT
BMC Helix CMDB 20.x: Advanced Extending CDM and Asset Attributes	2 days	ILT
BMC Helix CMDB 20.x: Advanced Using REST API and Pentaho Spoon	3 days	ILT
BMC Helix CMDB 20.x: Fundamentals Administering - Part 2	5 days	ILT
BMC Helix CMDB 22.x: Fundamentals Administering - Part 2	5 days	ILT
BMC Helix CMDB 20.x: Advanced Extending CDM and Asset Attributes (ASP)	2 days	ASP
BMC Helix CMDB 20.x: Advanced Using REST API and Pentaho Spoon (ASP)	3 days	ASP
BMC Helix CMDB 20.x: Fundamentals Administering - Part 2 (ASP)	5 days	ASP
BMC Helix CMDB 22.x: Fundamentals Administering - Part 2 (ASP)	5 days	ASP
BMC Certified Associate: Helix CMDB 20.x for Administrators Online Exam [Spanish]	2 hours	Exam
BMC Certified Associate: Helix CMDB 20.x for Administrators Online Exam	2 hours	Exam

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BMC Certified Associate: Helix CMDB 22.x for Administrators Online Exam	2 hours	Exam
BMC Certified Professional: Helix CMDB 20.x Online Proctored Exam	2 hours	Exam

BMC Helix Digital Workplace

BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Digital Workplace 23.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Digital Workplace Basic 21.x: Enhancements for Administering (WBT)	30 mins	WBT
BMC Helix Digital Workplace Advanced 21.x: Enhancements for Administering (WBT)	30 mins	WBT
BMC Helix Digital Workplace Catalog 21.x: Fundamental Concepts (WBT)	3 hours	WBT
BMC Helix Digital Workplace Catalog 22.x: Fundamental Concepts (WBT)	3 hours	WBT
BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT)	3 hours	WBT
BMC Helix Digital Workplace 22.x: Fundamentals Administering for Advanced License	4 days	ILT
BMC Helix Digital Workplace 22.x: Fundamentals Administering for Basic License	3 days	ILT
BMC Helix Digital Workplace 22.x: Fundamentals Configuring Service Catalog and Workflows - Part 2	3 days	ILT
BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 2	3 days	ILT
BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 3	3 days	ILT

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BMC Helix Digital Workplace 23.x: Fundamentals Designing Studio	2 days	ILT
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering	2 days	ILT
BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering	3 days	ILT
BMC Helix Digital Workplace 22.x: Fundamentals Administering for Advanced License (ASP)	4 days	ASP
BMC Helix Digital Workplace 22.x: Fundamentals Administering for Basic License (ASP)	3 days	ASP
BMC Helix Digital Workplace 22.x: Fundamentals Configuring Service Catalog and Workflows - Part 2 (ASP)	3 days	ASP
BMC Helix Digital Workplace 23.x: Fundamentals Designing Studio (ASP)	2 days	ASP
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering (ASP)	2 days	ASP
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering - Part 2 (ASP)	3 days	ASP
BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering (ASP)	3 days	ASP
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering - Part 3 (ASP)	2 days	ASP
BMC Certified Associate: Helix Digital Workplace 22.x for Basic License Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace 23.x Fundamentals Designing Studio Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace Advanced 20.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace Advanced 20.x Online Exam [Spanish]	2 hours	Exam

BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam [Spanish]	2 hours	Exam
BMC Certified Professional: Helix Digital Workplace Advanced 20.x Online Proctored Exam	2 hours	Exam
BMC Certified Professional: Helix Digital Workplace 22.x Online Proctored Exam	2 hours	Exam

BMC Helix Innovation

BMC Helix Innovation Studio 22.x: Fundamentals Developing (WBT)	2 hours	WBT
BMC Helix Innovation Suite 21.x: Enhancements for Administering and Developing (WBT)	1 hour	WBT
BMC Helix Innovation Studio 22.x: Fundamentals Developing Codeless Application	3 days	ILT
BMC Helix Innovation Studio 23.x: Fundamentals Developing Codeless Application	3 days	ILT
BMC Certified Associate: Helix Innovation Studio 22.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix Innovation Studio 22.x for Developers Online Exam	2 hours	Exam
BMC Certified Associate: Helix Innovation Studio 23.x for Developers Online Exam	2 hours	Exam

BMC Helix ITSM

BMC Helix ITSM - Asset Management 19.X: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Change Management 19.X: Fundamentals Using	7 hours	WBT

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Course	Duration	Delivery
(WBT)		
BMC Helix ITSM - Incident Management 19.x: Fundamentals Using (WBT)	5 hours	WBT
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM - Problem Management 19.x: Fundamentals Using (WBT)	3 hours 30 mins	WBT
BMC Helix ITSM - Asset Management 20.x: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Change Management 20.x: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Incident Management 20.x: Fundamentals Using (WBT)	5 hours	WBT
BMC Helix ITSM - Problem Management 20.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM 19.x: Fundamentals Administering - Part 1 (WBT)	6 hours	WBT
BMC Helix ITSM 20.x: Fundamentals Administering - Part 1 (WBT)	6 hours	WBT
BMC Helix ITSM 22.x: Fundamentals Administering - Part 1 (WBT)	4 hours	WBT
BMC Helix ITSM Insights 21.x: Fundamentals Using (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals of Knowledge Management (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 19.x: Fundamentals Using (WBT)	3 hours 30 mins	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using (WBT)	4 hours	WBT

BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Asset Management (WBT)	3 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management (WBT)	6 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Incident Management (WBT)	5 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 21.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management (WBT)	6 hours	WBT
BMC Helix ITSM - Smart IT 22.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM Insights 23.x: Fundamentals Using (WBT)	1.5 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Administering	2 days	ILT
BMC Helix ITSM – Smart IT 21.x: Fundamentals Administering	3 days	ILT
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Administering	2 days	ILT
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Report Designing	2 days	ILT
BMC Helix ITSM - Smart IT 21.x: Fundamentals Developing Progressive Web Applications	3 days	ILT
BMC Helix ITSM 20.x: Fundamentals Administering - Part 2	5 days	ILT

Course	Duration	Type
BMC Helix ITSM 22.x: Fundamentals Administering Applications	3 days	ILT
BMC Helix ITSM 22.x: Fundamentals Administering Data	2 days	ILT
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing	2 days	ILT
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering	2 days	ILT
BMC Remedyforce: Fundamentals for Administrators – Part 2	3 days	ILT
BMC Helix ITSM - Smart IT 19.x: Fundamentals Administering (ASP)	2 days	ASP
BMC Helix ITSM - Smart IT 20.x: Fundamentals Administering (ASP)	2 days	ASP
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing (ASP)	2 days	ASP
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering (ASP)	2 days	ASP
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Administering (ASP)	2 days	ASP
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Report Designing (ASP)	2 days	ASP
BMC Helix ITSM 20.x: Fundamentals Administering - Part 2 (ASP)	5 days	ASP
BMC Helix ITSM 22.x: Fundamentals Administering Applications (ASP)	3 days	ASP
BMC Helix ITSM 22.x: Fundamentals Administering Data (ASP)	2 days	ASP
BMC Certified Associate: Helix ITSM - Smart IT 20.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart IT 20.x Online Exam [Spanish]	2 hours	Exam

BMC Certified Associate: Helix ITSM - Smart IT 21.x Developing Progressive Web Applications Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart IT 21.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x Designing Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam [Spanish]	2 hours	Exam
BMC Certified Associate: Helix ITSM 22.x for Administrators Online Exam	2 hours	Exam
BMC Certified Professional: Helix ITSM 20.x Online Proctored Exam	2 hours	Exam
BMC Certified Professional: Helix ITSM 20.x Online Proctored Exam [Chinese]	2 hours	Exam
BMC Certified Professional: Helix ITSM 22.x Online Proctored Exam	2 hours	Exam

BMC Helix Dashboard

BMC Helix Dashboards 21.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix Dashboards 23.x: Fundamentals Migrating Reports (WBT)	2 hours	WBT
BMC Helix Dashboards 23.x: Fundamentals Using (WBT)	3 hours	WBT

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BMC Helix Dashboards: Overview (WBT)	1 hour	WBT
BMC Helix Dashboards 23.x: Fundamentals Designing for Service Management	3 days	ILT
BMC Helix Dashboards 24.x: Fundamentals Designing for Service Management	3 days	ILT
BMC Certified Associate: Helix Dashboards 23.x Designing for Service Management Online Exam	2 hours	Exam
BMC Certified Associate: Helix Dashboards 24.x Designing for Service Management Online Exam	2 hours	Exam

BMC Helix IT Service Management: Migration

BMC Helix Data Manager 21.x: Fundamentals Migrating Data – Part 1 (WBT)	3 hours	WBT
BMC Helix IT Service Management: BMC Helix Migration Overview (WBT)	30 mins	WBT
BMC Helix IT Service Management: Planning the Migration (WBT)	30 mins	WBT
BMC Helix IT Service Management: Activation Tasks (WBT)	1 hour	WBT
BMC Helix IT Service Management: Customizations Migration and Development Tasks (WBT)	30 mins	WBT
BMC Helix IT Service Management: Initial Data Migration, Unit Testing and Delta Data Migration – EC1 (WBT)	1 hour	WBT
BMC Helix IT Service Management: UAT, Resolving Issues and Packaging Fixes (WBT)	30 mins	WBT
BMC Helix IT Service Management: Pre-final Data Migration, Delta Data Migration – EC2 and Go-Live (WBT)	1 hour	WBT
BMC Helix Data Manager 21.x: Fundamentals Migrating	3 days	ILT
BMC Helix Data Manager 21.x: Fundamentals Migrating (ASP)	3 days	ASP

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BMC Certified Associate: Helix IT Service Management Migration Online Exam	2 hours	Exam
BMC Certified Associate: Helix Data Manager 21.x for Administrators Online Exam	2 hours	Exam

BMC Helix IT Service Management: Onboarding

BMC Helix IT Service Management: Onboarding - Overview (WBT)	30 mins	WBT
BMC Helix IT Service Management: Onboarding - Activation Tasks (WBT)	1 hour	WBT
BMC Helix IT Service Management: Onboarding - Planning (WBT)	30 mins	WBT

BMC Helix IT Service Management: Deployment

BMC Helix IT Service Management: Planning On-Premises Deployment (WBT)	30 mins	WBT
BMC Helix IT Service Management: Setting up Database (WBT)	40mins	WBT
BMC Helix IT Service Management: Preparing for Installation (WBT)	1 hour	WBT
BMC Helix IT Service Management: Setting up BMC Deployment Engine (WBT)	1 hour 30 mins	WBT
BMC Helix IT Service Management: Performing Deployment (WBT)	2 hours 30 mins	WBT
BMC Helix IT Service Management: Post Deployment Configuration (WBT)	20 mins	WBT
BMC Certified Associate: Helix IT Service Management Container Deployment 21.x Online Exam	2 hours	Exam

BMC Remedyforce and BMC Helix Remedyforce

BMC Remedyforce: Fundamentals for Administrators - Part 1 (WBT)	2 hours	WBT

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BMC Remedyforce: Fundamentals of Change Management & Release Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals of Incident Management & Problem Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals of Mobile Application (WBT)	1 hour 30 mins	WBT
BMC Remedyforce: Fundamentals of Reports and Dashboards for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Self Service Portal (WBT)	1 hour	WBT
BMC Remedyforce: Fundamentals of Service Level Management (WBT)	1 hour	WBT
BMC Remedyforce: Fundamentals of Service Level Management for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Service Request Management (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Service Request Management for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals QuickViews and Dashboard Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals Reports and Dashboards (WBT)	2 hours	WBT
BMC Helix Remedyforce 21.x: Fundamentals of Incident Management & Problem Management (WBT)	2 hours	WBT
BMC Helix Remedyforce 21.x: Fundamentals of Service Request Management for Administrators (WBT)	2 hours	WBT
BMC Helix Remedyforce: Fundamentals for Administrators - Part 1 (WBT)	2 hours	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management – Part 1 (WBT)	1 hour	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management – Part 2 (WBT)	1 hour 30 mins	WBT

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BMC Helix Remedyforce: Fundamentals of Configuration Management – Part 1 (WBT)	1 hour	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management – Part 2 (WBT)	1 hour 30 mins	WBT
BMC Helix Remedyforce: Fundamentals Administering - Part 2 (ASP)	3 days	ASP
BMC Certified Associate: Helix Remedyforce Online Exam	2 hours	Exam
BMC Certified Associate: Remedyforce Online Exam	2 hours	Exam
BMC Certified Associate: Helix Remedyforce Online Exam	2 hours	Exam
BMC Certified Associate: Remedyforce Online Exam	2 hours	Exam
BMC Certified Professional: Helix Remedyforce Online Proctored Exam	2 hours	Exam

BMC Service Request Management

BMC Service Request Management 9.x: Fundamentals for Users (WBT)	2 hours	WBT
BMC Service Request Management 20.x: Fundamentals Administering	3 days	ILT

BMC Work Order Management

BMC Work Order Management 9.x: Fundamentals for Users (WBT)	2 hours	WBT

BMC Discovery

BMC Discovery 24.x: Fundamental Administering - Part 1	16 Hours	ILT
BMC Discovery 24.x: Fundamental Administering - Part 2	16 Hours	ILT

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BMC Discovery 24.x: Fundamentals On-Premises Administering	8 Hours	ILT
BMC Discovery 24.x: Fundamentals Application Modeling - Part 1	24 Hours	ILT
BMC Discovery 24.x: Fundamentals Application Modeling - Part 2	8 Hours	ILT
BMC Discovery 24.x: Fundamentals Application Modeling - Part 3	8 Hours	ILT
BMC Certified Associate: Discovery 24.x for Administrators Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Discovery 24.x Application Modeling for Administrators Online Exam	2 Hours	Exam - CERT
BMC Helix Discovery 23.x: Fundamentals Modeling Services Using Blueprints (WBT)	1.5 Hours	WBT
BMC Discovery 22.x: Fundamental Administering - Part 1	16 Hours	ILT
BMC Discovery 22.x: Fundamental Administering - Part 2	16 Hours	ILT
BMC Discovery 22.x: Fundamentals On-Premises Administering	8 Hours	ILT
BMC Discovery 22.x: Fundamentals Application Modelling - Part 1	24 Hours	ILT
BMC Discovery 22.x: Fundamentals Application Modelling - Part 2	8 Hours	ILT
BMC Discovery 22.x: Fundamentals Application Modelling - Part 3	8 Hours	ILT
BMC Discovery 22.x: Advanced Customization	16 Hours	ILT
BMC Discovery 22.X: Fundamental Administering - Part 1 (ASP)	16 Hours	ASP
BMC Discovery 22.X: Fundamental Administering - Part 2 (ASP)	16 Hours	ASP

BMC Discovery 22.x: Fundamentals On-Premises Administering (ASP)	8 Hours	ASP
BMC Discovery 22.x: Fundamentals Application Modelling - Part 1 (ASP)	24 Hours	ASP
BMC Discovery 22.x: Fundamentals Application Modelling - Part 2 (ASP)	8 Hours	ASP
BMC Discovery 22.x: Fundamentals Application Modelling - Part 3 (ASP)	8 Hours	ASP
BMC Discovery 22.x: Advanced Customization (ASP)	16 Hours	ASP
BMC Discovery 22.x: Fundamental Concepts (WBT)	2 Hours	WBT
BMC Certified Professional: BMC Discovery 22.x Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Discovery 22.x for Administrators Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Discovery 22.x Application Modelling for Administrators Online Exam	2 Hours	Exam - CERT

Others

BMC Helix Portal: Overview (WBT)	30 mins	WBT
BMC Helix Multi-Cloud Service Management 20.x: Fundamentals Administering (WBT)	4 hours 30 mins	WBT
BMC Helix Cloud Security 21.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Excellence: Understanding the Agile Methodology (WBT)	30 mins	WBT
BMC Helix iPaaS 21.x: Fundamentals Integrating (WBT)	2 hours	WBT
BMC Client Management		

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BMC Client Management 22.x: Fundamentals Administering - Part 1	24 hours	ILT
BMC Client Management 22.x: Fundamentals Administering - Part 2	16 hours	ILT
BMC Client Management 20.x: Fundamentals Administering - Part 1 (ASP)	24 hours	ASP
BMC Client Management 20.x: Fundamentals Administering - Part 2 (ASP)	16 hours	ASP