



BMC Helix Business Workflows 20.x: Fundamentals Administering Skills Assessment

Assessment Brief

SKILLS ASSESSMENT NAME

- » BMC Helix Business Workflows 20.x: Fundamentals Administering Skills Assessment

ASSESSMENT CODE

- » SPPT-SKILL-BWFA2002

APPLICABLE VERSIONS

- » BMC Helix Business Workflows 20.02

REQUIRED PREREQUISITES

- » None

TARGET AUDIENCE

- » BMC Helix Business Workflows Administrators

ASSESSMENT DURATION

- » 2 Hours

COURSE REGISTRATION

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

- » Register online for BMC Software courses at: www.bmc.com/education
- » Contact your [BMC Education Advisor](#) for help with registration

PURPOSE OF SKILLS ASSESSMENT

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Platform, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's need.

The **BMC Helix Business Workflows 20.x: Fundamentals Administering Skills Assessment** is to be taken by customers and partners to check their skills for key BMC Helix Business Workflows product areas BEFORE registering for any **BMC Helix Business Workflows** trainings. Based on the result analysis, BMC can provide a recommendation which training courses would fill potential skill gaps.

The skills assessment is not an exam and is not meant to test individuals but provide students and teams an overview of existing and missing skills to select the appropriate training. Assessment takers shouldn't prepare and also not retake the assessment to avoid receiving the incorrect recommendations.

Reviewed Skills

The knowledge around the following topics is checked:

- » Basic concepts of BMC Helix Business Workflows and its features and functionalities
- » Defining basic services and make them available to employees
- » Creating and using a case template
- » Understand how BMC Helix Digital Workplace and BMC Helix Business Workflows works together
- » Questionnaires and dynamic case fields
- » Implementing business processes and define Service Targets and Milestones Relating of CI data in Incident and Change Management
- » Configuring dynamic assignments and how to leverage approvals
- » Using automated tasks and Flow sets

Getting Started

Step 1.

Register for the skills assessment. The skills assessment is free of charge for all customers and partners

Step 2.

Review the assessment results yourself or ask BMC to provide a report and feedback with training recommendations