



# BMC Remedy IT Service Management 9.x: Skills Assessment

## Certification Brief

### SKILL ASSESSMENT NAME

- › BMC Remedy IT Service Management 9.x: Skills Assessment

### ASSESSMENT CODE

- › SPPT-SKILL-ITAD0900

### APPLICABLE VERSIONS

- › BMC Remedy IT Service Management 9.0

### REQUIRED PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators and Consultants

### ASSESSMENT DURATION

- › 2 Hours

### COURSE REGISTRATION

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

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

## PURPOSE OF SKILLS ASSESSMENT

BMC Remedy IT Service Management is a powerful service management platform built natively for mobile with an intuitive, beautiful, people-centric user experience that makes everybody more productive.

To ensure that the administration and configuration operations are performed to best practice standards, BMC provides technical training based on the current skills levels of product administrators and consultants.

The **BMC Remedy IT Service Management 9.x: Skills Assessment** is to be taken by customer and partner to check their skills for key product areas BEFORE registering for any Remedy ITSM 9.x 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:

- › Remedy ITSM application usage processes and roles
- › Remedy ITSM architecture components
- › Configuration of Foundation data
- › Data Management Job Console and Onboarding Wizard
- › Requester Console, Service Desk, Change and Release Management, and Asset Management
- › Processes for BMC Remedy ITSM Process Designer
- › ITSM Troubleshooting

## 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.