



Assessment Brief

BMC Helix ITSM 20.x: Skills Assessment

SKILLS ASSESSMENT NAME

- » BMC Helix ITSM 20.x: Skills Assessment

ASSESSMENT CODE

- » SPPT-SKILL-ITAD2002

APPLICABLE VERSIONS

- » BMC Helix ITSM 18.05, 18.08, 19.02, 19.08, 19.11, 20.02, 20.08

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 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

Helix ITSM 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 Helix ITSM 20.x: Skills Assessment** is to be taken by customer and partner to check their skills for key product areas BEFORE registering for any ITSM 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

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.