



# BMC Helix ITSM 22.x: Skills Assessment

## Certification Brief

### SKILLS ASSESSMENT NAME

- › BMC Helix ITSM 22.x: Skills Assessment

### CERTIFICATION Exam CODE

- › SPPT-SKILL-ITAD2210

### APPLICABLE VERSIONS

- › BMC Helix ITSM 22.10

### REQUIRED PREREQUISITES

- › NONE

### TARGET AUDIENCE

- › Administrators

### ASSESSMENT DETAILS

- › Assessment duration is 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](http://www.bmc.com/education)
- › Contact your [BMC Education Advisor](#) for help with registration

## PURPOSE OF SKILLS ASSESSMENT

The BMC Helix ITSM 22.x: Skills Assessment helps assess your skills and should be taken by customers and partners for key product areas BEFORE registering for any BMC Helix ITSM training. Based on the results of the analysis, BMC can provide a recommendation on which training courses would fill potential gaps in skills. The skills assessment is not an exam and is not meant to test individuals but rather provide an overview assessment to assist with selecting the appropriate training. Do not prepare for or retake the assessment to avoid receiving incorrect recommendations.

## Reviewed Skills

The knowledge around the following topics is checked:

- › BMC Helix ITSM application usage processes and roles
- › BMC Helix 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.