



BMC Helix ITSM – Smart IT 20.x: Administering Skills Assessment

Assessment Brief

SKILLS ASSESSMENT NAME

- » BMC Helix ITSM – Smart IT 20.x: Administering Skills Assessment

ASSESSMENT CODE

- » SPPT-SKILL-SIAD-2002

APPLICABLE VERSIONS

- » BMC Helix ITSM – Smart IT (Remedy with Smart IT) 2.0, 18.05, 18.08, 19.02 and 19.08

REQUIRED PREREQUISITES

- » None

TARGET AUDIENCE

- » Remedy with Smart IT 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

Remedy with Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile service desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles, not modules.

The **BMC Helix ITSM – Smart IT 20.x: Administering Skills Assessment** is to be taken by customers and partners to check their skills for key product areas BEFORE registering for any **BMC Helix ITSM – Smart IT** 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 with Smart IT overview, architecture, benefits, and features, and roles
- » Tickets and assets with Smart IT
- » Connection settings for related/integrated applications
- » Chat Feature functionality
- » Global-level and local-level configurations
- » Configuration parameters for Smart IT
- » Provider actions and add custom fields

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