BMC Helix ITSM – Smart IT 21.x: Administering Skills Assessment

Certification Brief

SKILLS ASSESSMENT NAME

› BMC Helix ITSM – Smart IT 21.x: Administering Skills Assessment

CERTIFICATION Exam CODE

› SPPT-SKILL-SIAD-2105

APPLICABLE VERSIONS

› BMC Helix ITSM - Smart IT 21.05

REQUIRED PREREQUISITES

› *NONE*

TARGET AUDIENCE

› Smart IT 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**

› Contact your **BMC Education Advisor** for help with registration

PURPOSE OF SKILLS ASSESSMENT

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 21.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:

» List the benefits and main features of Smart IT

» Describe Smart IT roles and permissions

» Understand Progressive Web Application and its configuration for Smart IT

» Discuss various configuration parameters for Smart IT consoles

» Describe the configuration parameters for Smart Recorder and Global Search

» Configure application features and ticket form properties

» Configure and understand the Live Chat functionality

» Configure Smart IT integration with DWP Catalog to raise a service request

» Describe screen configuration and customization

» Configure actions in Smart IT

» Add custom fields to your views using Smart IT

» Discuss common Troubleshooting use cases and various Smart IT logs

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.

For more information about BMC Education Services, visit **www.bmc.com**.