BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam

Certification Brief

CERTIFICATION NAME

› BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam

CERTIFICATION EXAM CODE

› SPPT-CERT-DWC2002-CA

APPLICABLE VERSIONS

› BMC Digital Workplace Catalog 19.11 and 20.02

REQUIRED PREREQUISITES

› BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3

TARGET AUDIENCE

› Administrators

EXAM DURATION

› 2 Hours

PURPOSE OF EXAM

BMC Digital Workplace Catalog is an enterprise app store solution designed to be the center of your digital workplace. BMC Digital Workplace Catalog integrates with external fulfillment systems through service connectors, custom interfaces to enable communication between the catalog application and the different fulfillment systems.

Companies deploying and using BMC Digital Workplace Catalog realize full value only when their solution is effectively implemented and administered. To ensure deployments and administrations are performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Associate for Helix Digital Workplace Advanced Catalog** Certification Exam will validate the technical competencies needed to successfully configure and administer out-of-the-box (OOTB) baseline functionality for BMC Digital Workplace Catalog.

Note: This certification includes questions related to all the BMC Digital Workplace Catalog concepts. For BMC Digital Workplace Basic and Advanced product licenses, there will be a separate certification.

Skills Tested

Participants will be tested on their knowledge of the following:

» Describe BMC Digital Workplace Catalog, Roles, and External Systems
» Create service catalog, categories, templates, and sub-catalogs
» Describe service fulfillment options and workflow and questions concepts
» Create a basic workflow for Remedy connector and approvals
» Explore various Application Settings options, Surveys, and Reports
» Create workflow to add user to AD group and integrate service vendor via REST
» Create asset groups and service actions for the My Stuff page
» Identify various log file types and troubleshooting tips
» Create a workflow that generates multiple ITSM records

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).

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EXAM REGISTRATION

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

› Register online for BMC Software certification at: **www.bmc.com/education**

› Contact your BMC Education Advisor for help with registration

RETAKE POLICY

› Participants who fail the Certification exam may register and pay for an exam then make another attempt after waiting one week

› Participants are limited to 4 attempts per year

Recommended BMC Software Courses to Prepare for the Certification

The following course offered by BMC Education Services prepares the participants to take the Certified Associate exam and also improve their knowledge and skill level to help build proficiency with the solution:

» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 2*

» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3*

Getting Started

Step 1. Take the recommended courses for the Certified Associate learning path. Purchase the required exam (attempts).

Step 2. Study and prepare for the exam. BMC recommends 6 weeks and also a minimum of [3] months experience with the product before taking the exam.

Step 3. Take and pass the exam.

Step 4. If you have failed the exam, purchase another exam attempt and start at step 2.

Examination Details

» Exam is an online exam.

» Further details and terms and conditions are available in the BMC Certifications Program Guide and BMC Education Certification Policy.

Additional Recommended Resources to Study

» BMC Digital Workplace Catalog 18.x and 19.x Product Documentation

» BMC Digital Workplace Catalog Communities

Recommended Experience

» Minimum 3 months experience deploying, operating or administering BMC Digital Workplace

For more information about BMC Education Services, visit http://www.bmc.com/education/training-and-certification.html .

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Certification Process

Register and pay for the Exam

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Study for the Exam

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Pass the Exam

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Receive Certification

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