



Individual Training Subscription Program Guide

BMC Education Services

May 2026 v22

Table of Contents

- 01** Overview
- 02** Subscription Benefits
- 03** Subscription Offerings
- 04** Frequently Asked Questions
- 05** Subscriptions Terms and Conditions

Overview

BMC Education Individual Training Subscriptions (Standalone and Role-Based) offer twelve months of continuous access to our offerings for **one** product for **one** named user. BMC Individual subscriptions consist of our Role-Based Subscriptions, which helps to upskill to the minimum required skills by role with self-paced and instructor-led training and exams, and our Individual Subscriptions, which include the full learning path content, but also include all updates to contents within 1 year.

Subscription Benefits

Customers realize many benefits when utilizing BMC Individual Subscriptions.

- **Get More** - Continuous access to your selected subscription content for one product including any associated courses and certification exams. (Applies to Role-Based Subscription only.)
- **Stay Current** – New content and latest releases are automatically added during your subscription period at no additional cost, so your subscription is always up to date. (Applies to Individual Standalone Subscription only.)
- **Exclusive Content** - Access exclusive education services, e.g., 6 hours of expert coaching annually¹. (Applies to Individual Standalone Subscription only)
- **Save Money** - Save up to 70% over the cost of purchasing the same content separately. (Applies to Individual Standalone Subscription only.)
- **Ease of Use** - One-stop shop to a complete product portfolio of education
- **Flexibility** - Train on what you need, when you need it, and how you want to access with multiple learning options (i.e., ASP, WBT, virtual instructor led) (Applies to Individual Subscription only.)

¹ Expert coaching includes a maximum of 6 hours annually and requires scheduled appointments (appointments must be a minimum of 30 minutes). Expert coaching covers any questions related to training contents and better understanding of the technologies and products covered in the subscription. Expert coaching doesn't address, for example any open BMC Service Requests or any current deployments. At BMC's discretion or based on customer demand, BMC reserves the right to change expert 1:1 coaching appointment to group coaching calls.

Subscription Offerings

Standalone Subscription		Role-Based Subscription	
A premium program that provides 12 months of access to all current and newly released training and certification exams for full solution.		A paid 12-month subscription that provides role-specific content for one product, including web-based, assisted self-paced, and virtual instructor-led training and certification exams.	
Duration	Twelve (12) months of continuous access for all BMC Subscription Offerings		
Education Goals:	Deploy, configure, administer, operate, support, and optimize the selected product.	Education Goals:	Perform essential tasks for the specific role and product.
Access to:	<ul style="list-style-type: none"> • All available Assisted Self-Paced (ASP) courses and levels for the selected product • All available Virtual Instructor Led Training (VILT) courses and levels for the selected product • All available Certification Exams for the selected product • 6 hours of expert coaching annually ² • Additional released new courses during subscription period 	Access to:	<ul style="list-style-type: none"> • Foundation-level Web Based Training (WBT) courses • Foundation-level Assisted Self-Paced (ASP) courses • Foundation-level Training Assessments • Foundation-level Virtual Instructor Led Training (VILT) courses • Role specific Certified Associate Exams

² Expert coaching includes a maximum of 6 hours annually and requires scheduled appointments (appointments must be a minimum of 30 minutes). Expert coaching covers any questions related to training content and a better understanding of the technologies and products covered in the subscription. Expert coaching doesn't address, for example any open BMC Service Requests or any current deployments. At BMC's discretion or based on customer demand, BMC reserves the right to change expert 1:1 coaching appointment to group coaching calls.

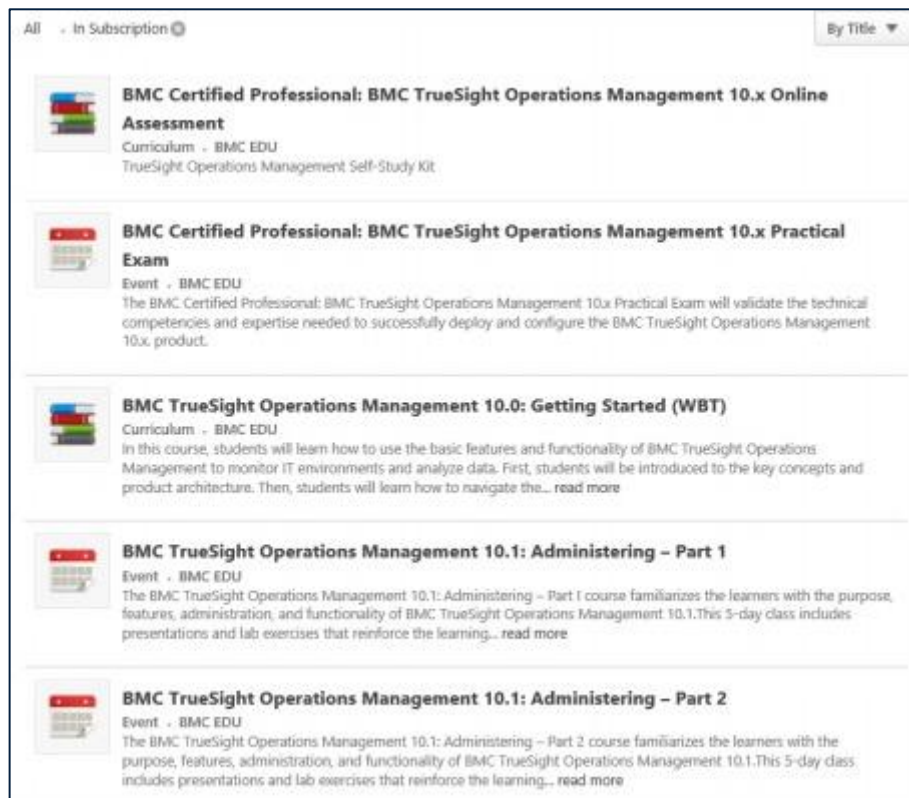
Frequently Asked Questions

I have purchased a Subscription; how do I view what is included?

Once you are registered for a BMC Education Subscription, course content will be available within your transcript.

How do I register for courses included in a subscription?

- 1) From the list of courses displayed under "In Subscription", select the desired Course title.



The screenshot shows a web interface with a filter set to "In Subscription". The items listed are:

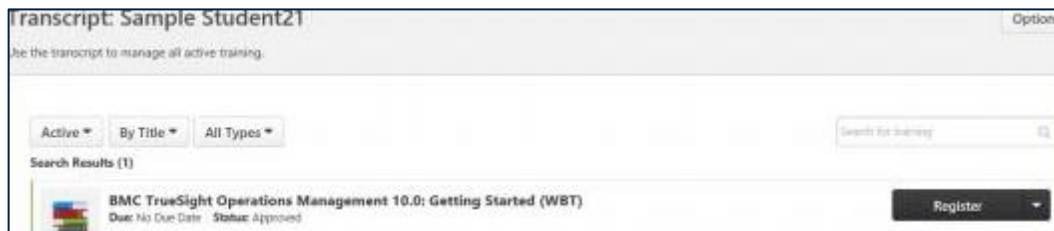
- BMC Certified Professional: BMC TrueSight Operations Management 10.x Online Assessment**
Curriculum - BMC EDU
TrueSight Operations Management Self-Study Kit
- BMC Certified Professional: BMC TrueSight Operations Management 10.x Practical Exam**
Event - BMC EDU
The BMC Certified Professional: BMC TrueSight Operations Management 10.x Practical Exam will validate the technical competencies and expertise needed to successfully deploy and configure the BMC TrueSight Operations Management 10.x product.
- BMC TrueSight Operations Management 10.0: Getting Started (WBT)**
Curriculum - BMC EDU
In this course, students will learn how to use the basic features and functionality of BMC TrueSight Operations Management to monitor IT environments and analyze data. First, students will be introduced to the key concepts and product architecture. Then, students will learn how to navigate the... [read more](#)
- BMC TrueSight Operations Management 10.1: Administering – Part 1**
Event - BMC EDU
The BMC TrueSight Operations Management 10.1: Administering – Part 1 course familiarizes the learners with the purpose, features, administration, and functionality of BMC TrueSight Operations Management 10.1. This 5-day class includes presentations and lab exercises that reinforce the learning... [read more](#)
- BMC TrueSight Operations Management 10.1: Administering – Part 2**
Event - BMC EDU
The BMC TrueSight Operations Management 10.1: Administering – Part 2 course familiarizes the learners with the purpose, features, administration, and functionality of BMC TrueSight Operations Management 10.1. This 5-day class includes presentations and lab exercises that reinforce the learning... [read more](#)

- 2)

- 3) Course details display; click the **Request** button. Courses included in a subscription will always have a line through the pricing details and users will not be presented with the payment³ process.



- 4) The course appears in the user's Transcript. Click the **Register** button.



- 5) Registration is now processed. To begin, click the **Open Curriculum** or **Launch** button.



- 6) For virtual instructor-led courses, select a class "Start Date" for the session and then click the **"Request"** and **"Register"** button to complete the registration.
- 7) To view courses for which you have already registered, login to . Next, click **My Learning/View Your Transcript** to see your active and completed courses.
- 8) For WBT courses, the **Launch/Open Curriculum** button will appear next to the course title.

³ Note: Payment will be required if the class start date is outside of the valid Subscription period.

How do I access my course materials?

BMC provides eBooks for all VILT/ASP courses. Our eBook provider (Gilmore) will send an email to you with complete instructions for viewing your course materials. A Lab Guide is included within the eBook.

When will I receive my course materials for an VILT/ASP?

An email from our eBook provider (Gilmore) generally arrives on Thursday before the class start date or approximately 24 hours after registering for an ASP course.

Note: eBooks are not included with instructor recorded WBTs or WBTs

How long can I access my course eBook and ASP/WBT content?

When you have redeemed your license code your eBook will be available for 2 years online and will not expire if downloaded to a computer or mobile device. Access to the course content expires one year (12 months) from the subscription start date.

How do I access my virtual lab environment?

BMC provides a virtual lab with VILT/ASP courses. Details for accessing your virtual lab will be included in an email from our virtual lab provider ReadyTech. This email generally arrives on Friday before the class start date or approximately 1 business day after registering for an ASP course. Please note that provisioning virtual labs with consecutive day lab access may take up to 24 hours. Please make sure you schedule this time when you want to start the labs.

Who do I contact with questions about BMC Education Services Subscriptions?

Please contact education@bmc.com with questions.

How do I schedule my Expert Coaching session?

Expert Coaching sessions, included with the Individual Subscription, are scheduled by appointment only. A maximum of six (6) hours of coaching annually is included with the Individual Subscription.

Appointments will be scheduled for a minimum of 30 minutes each.
Contact coaching@bmc.com to request and schedule your appointment.

How do I schedule my Enablement Guidance?

Enablement Guidance sessions, included with the Explore Subscription, are a maximum of 30 minutes and must be scheduled by appointment.

Contact subscription@bmc.com to request and schedule your appointment.

Subscriptions Terms and Conditions

Customers may purchase non-refundable, non-transferable Education Subscriptions for access to ASP, VILT and WBT courses for a mutually agreed timeframe. Subscriptions are regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees. BMC Education Services reserves the right to schedule, reschedule, and cancel VILT courses within a subscription period. Customers may cancel or reschedule a class; however, if a cancellation or reschedule request is made for a Subscription registration less than 10 business days prior to the Education Services class start date, BMC will not allow Customer to register again for the same Education Services class using the Subscription. If a customer fails to attend an Education Services class it has registered for using a Subscription, BMC will not allow Customer to register again for the same Education Services class using the Subscription.

Customer shall not be entitled to a refund for cancellation of ASP courses, WBT courses, or Subscription services. Customers may not register more than once to each training course or receive more than one order of lab days or eBooks when a course is available as ASP and virtual instructor-led for the same product and version within an Education Services Subscription. Virtual lab time and eBooks for the same product and version within a Subscription are limited to one copy only, available with the first registration onto either the ASP or virtual instructor-led course in a Subscription.

Enablement Guidance, included with the Explore Subscription, is limited to one thirty (30) minute session.

Expert Coaching, included with the Individual Subscription, is limited to a maximum of six (6) hours annually. Sessions must be scheduled with a thirty (30) minute minimum duration. Expert coaching covers any questions related to training contents and a better understanding of the technologies and products covered in the subscription. Expert coaching doesn't address, for example any open BMC Service Requests or any current deployments.

At BMC's discretion or based on customer demand, BMC reserves the right to change 1:1 expert coaching appointment to group coaching calls.



AVAILABLE BMC Education Subscriptions

All available subscriptions can be found at:

[**Overview of BMC Education Subscriptions**](#)

And searchable by product/solution at:

[**All BMC Education Offerings**](#)

About BMC

BMC, now an independent company, helps the world's most forward-thinking IT organizations turn AI into action – unlocking human potential to multiply productivity so teams can focus on the work that matters most. With an industry-leading, AI-powered, open platform, BMC delivers a dynamic fleet of AI agents that augment work across enterprise IT service and operations management to anticipate needs, automate solutions, and accelerate outcomes for ServiceOps.

www.bmc.com



BMC, the BMC logo, and BMC's other product names are the exclusive properties of BMC Software, Inc. or its affiliates, are registered or pending registration with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries.
All other trademarks or registered trademarks are the property of their respective owners. © Copyright 2026 BMC Software, Inc.



* 5 0 0 9 9 6 *