



BMC Certified Professional: Remedy IT Service Management 18.x Online Proctored Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Professional: Remedy IT Service Management 18.x Online Proctored Exam

CERTIFICATION Exam CODE

- › SPPT-CERT-ITSM1808-CP

APPLICABLE VERSIONS

- › BMC Remedy IT Service Management 18.05 and 18.08

PREREQUISITES

- › BMC Certified Associate: Remedy AR System 9.0 Online Exam
- › BMC Certified Associate: Remedy IT Service Management 18.x Online Exam

TARGET AUDIENCE

- › Administrators and Consultants

EXAM DURATION

- › 2 Hours

PURPOSE OF EXAM

Remedy IT Service Management Suite (Remedy ITSM Suite) streamlines and automates the processes around IT service desk, asset management, and change management operations. It also enables you to link your business services to your IT infrastructure to help you manage the impact of technology changes on business and business changes on technology — in real time and into the future.

The **BMC Certified Professional for BMC Remedy IT Service Management** Certification Exam will validate the technical competencies needed to successfully deploy, operate and administer out-of-the-box (OOTB) baseline functionality for BMC Remedy IT Service Management.

Skills Tested

Participants will be tested on their knowledge of the following:

- › Remedy ITSM architecture and components
- › Configuration of foundation data
- › Definition of categorization, assignments, notifications, templates and prioritization
- › Implementation and use of Release Management, Asset Management, Incident Management and Change Management
- › Types of user roles and permissions
- › Workflows and processes for different request types
- › Importing of data
- › Use of Service Level Management and Service Level Agreements

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

Recommended BMC Software Courses to Prepare for the Certification

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

- › *BMC Remedy AR System 9.0: Administering (ILT, VLT, ASP)*
- › *BMC Remedy IT Service Management 18.x: Fundamentals Administering – Part 1 (WBT)*
- › *BMC Remedy IT Service Management 18.x: Fundamentals Administering – Part 2 (ILT, VLT)*



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EXAM REGISTRATION

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

- › Register online for BMC Software courses 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

Getting Started

Step 1. Take the recommended courses for the Certified Professional learning path.

OR

If you haven't taken the recommended courses, 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. Register for an exam date as indicated in the confirmation email.

Step 4. Take and pass the exam.

Step 5. If you have failed the exam, purchase another exam attempt and start at step 2.

Examination Details

- › Exam is an online proctored 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 Remedy AR System 9.0 Product Documentation
- › BMC Remedy IT Service Management 18.x Product Documentation
- › BMC Remedy AR System and BMC Remedy IT Service Management Communities

Recommended Experience

- › Minimum 3 months experience deploying, operating or administering BMC Remedy AR System and BMC Remedy IT Service Management



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Certification Process

