



BMC Certified Professional: Helix Remedyforce Online Proctored Exam

Certification Brief

CERTIFICATION NAME

- › BMC Certified Professional: Helix Remedyforce Online Proctored Exam

CERTIFICATION Exam CODE

- › SPPT-CERT-RF2019-CP

REQUIRED PREREQUISITES

- › BMC Certified Associate: Remedyforce Online Exam

TARGET AUDIENCE

- › Administrators and Consultants

EXAM DURATION

- › 2 Hours

PURPOSE OF EXAM

Companies implementing BMC Remedyforce realize full value only when their solution is effectively implemented. To ensure implementations are performed to best practice standards, BMC Software maintains a technical certification program.

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

Skills Tested

Participants will be tested on their knowledge of the following:

- › Configuring and refining the Remedyforce environment, including the management and monitoring of processes and components
- › Configuring fields, forms, and the linking between Incident, Problem, and Change Management tickets
- › Configuring email and how it relates to tickets
- › Configuring Service Level Management and Service Level Agreements
- › Configuring Knowledge Management
- › Configuring and reviewing reporting capabilities

Recommended BMC Software Courses to Prepare for the Certification

The following courses 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 Remedyforce: Fundamentals for Administrators – Part 1 (WBT)*
- › *BMC Remedyforce: Fundamentals for Administrators – Part 2 (ILT, VILT, ASP)*



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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. If you haven't taken the recommended courses, purchase the required exam (attempts), 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 Helix Remedyforce Product Documentation
- » BMC Remedyforce Communities

Recommended Experience

- » Minimum 3 months experience deploying, operating or administering BMC Helix Remedyforce

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Certification Process

