



Subscription Program Guide

BMC Education Services
29 September 2020 v16



Contents

What is a Subscription?	2
Subscription Benefits	2
Subscription Offerings:	3
How do I purchase an Ultimate Subscription?	4
Frequently Asked Questions	4
I have purchased a Subscription; how do I view what is included?.....	4
Frequently Asked Questions - continued	5
How do I Register for Courses included in a Subscription?	5
How do I access my course materials?	6
When will I receive my course materials for an ILT/VILT/ASP?	6
How long can I access my course eBook and ASP/WBT content?	6
How do I access my virtual lab environment?	6
Who do I contact for questions about BMC Education Services Subscriptions?	6
Frequently Asked Questions - continued	7
How do I schedule my Expert Coaching session?	7
How do I schedule my Enablement Guidance?	7
Subscriptions Terms and Conditions	7

What is a Subscription?

Our Subscription Service offers 12 months of continuous access to BMC's education offerings, including live classroom events, virtual instructor-led training, on-demand content and certifications. 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. The Subscription Service offers three levels:

- **Explore Subscription** - a free program that includes access to selected contents like web-based training, videos, and skills assessments for a twelve (12) month period. It provides hours of enablement content that allow you to understand the key features, benefits, and functionality of BMC solutions.
- **Essential Subscription** - a paid subscription that includes the relevant fundamental contents for a specific role within a twelve (12) month period. The contents include web based, assisted self-paced, instructor led and virtual instructor led training, and certification exams and will vary depending on the role. The Essential subscription includes only the currently available Fundamentals training and exams and no future updates.
- **Ultimate Subscription** - a premium paid subscription that includes all available web based, assisted self-paced, instructor led and virtual instructor led training, and certification exams for a twelve (12) month period. Everything that you need to successfully deploy, configure, administer, operate, or troubleshoot BMC Solutions is included.

Train based on what you want to learn and when you want to learn it.

Subscription Benefits

- **Get More** – Continuous access to your selected subscription content for one product including any associated courses and certification exam. (Applies to Essential & Ultimate Subscription only.)
- **Future Proof** - New content and latest releases automatically added at no additional cost so your subscription is always up to date. (Applies to Ultimate Subscription only.)
- **Exclusive Content** - Access exclusive education services e.g. 6 hours of expert coaching annually¹ (Applies to Ultimate Subscription only)
- **Save Money** – Save up to 60% over the cost of purchasing the same content separately. (Applies to Ultimate 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 - multiple learning options; ASP, WBT, Instructor Led. (Applies to Essential and Ultimate 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 appointments to group coaching calls.

Subscription Offerings:

BMC Education Services offers three levels of Subscriptions:

Explore Subscription		Essential Subscription		Ultimate Subscription	
A free subscription that includes access to select content for a twelve (12) month period.		A paid subscription that includes the entire contents of a role-based fundamentals track for a twelve (12) month period.		A premium paid subscription that includes continuous access to entire education portfolio for one product for a twelve (12) month period.	
Duration:	Twelve (12) months of continuous access for all BMC Subscription Offerings.				
Education Goals:	Understand the key features, benefits, and functionality of BMC solutions.	Education Goals:	Successfully deploy, configure, administer, operate, support and optimize BMC solutions in a specific role.	Education Goals:	Successfully deploy, configure, administer, operate, support and optimize BMC solutions in all roles.
Access to:	<ul style="list-style-type: none"> • Select Web Based Training (WBT) courses • Select Videos • Skills Assessments • Training Assessments • 30-minute Enablement Guidance Session (available upon completion of the skills assessment) 	Access to:	<ul style="list-style-type: none"> • Web Based Training (WBT) courses • Assisted Self-Paced (ASP) courses • Training Assessments • Instructor Led Training (ILT) courses • Virtual Instructor Led Training (VILT) courses • Role specific Accreditations 	Access to:	<ul style="list-style-type: none"> • All product specific Web Based Training (WBT) courses • Assisted Self-Paced (ASP) courses • Skills Assessments • Training Assessments • Instructor Led Training (ILT) courses • Virtual Instructor Led Training (VILT) courses • Accreditations • Certifications • 6 hours of Expert Coaching annually²

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 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 appointments to group coaching calls.

How do I purchase an Ultimate Subscription?

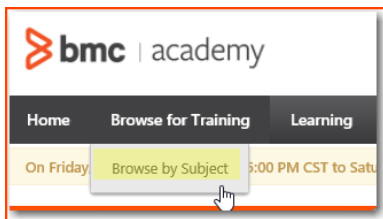
Search and find the Education Services Ultimate Subscription in our [online course catalogue](#), add it to your shopping cart and complete a self-purchase or contact us at education@bmc.com. We will be happy to assist you.

Frequently Asked Questions

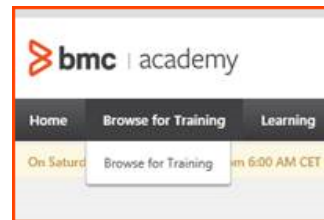
I have purchased a Subscription; how do I view what is included?

With BMC Explore Subscription, course content will be immediately available within your transcript upon registration. With BMC Essential and Ultimate Subscriptions, course content will become available within 24-48 hours of BMC receiving your payment.

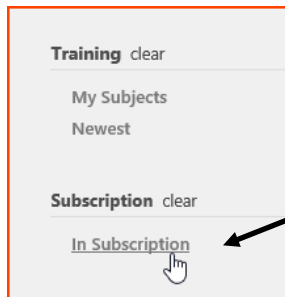
- 1) Log in to [BMC Academy](#).
- 2) Hover over “Browse for Training” in the top navigation bar. Click on “Browse by Subject or Browse for Training”



OR

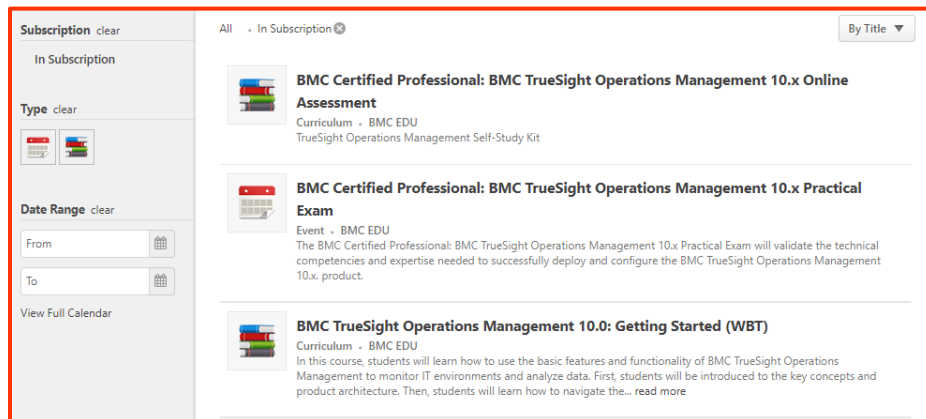


- 3) In the navigation page, Click on the text 'In Subscription'



Note: The text 'In Subscription' only appears if you have already purchased or been assigned to a subscription offering.

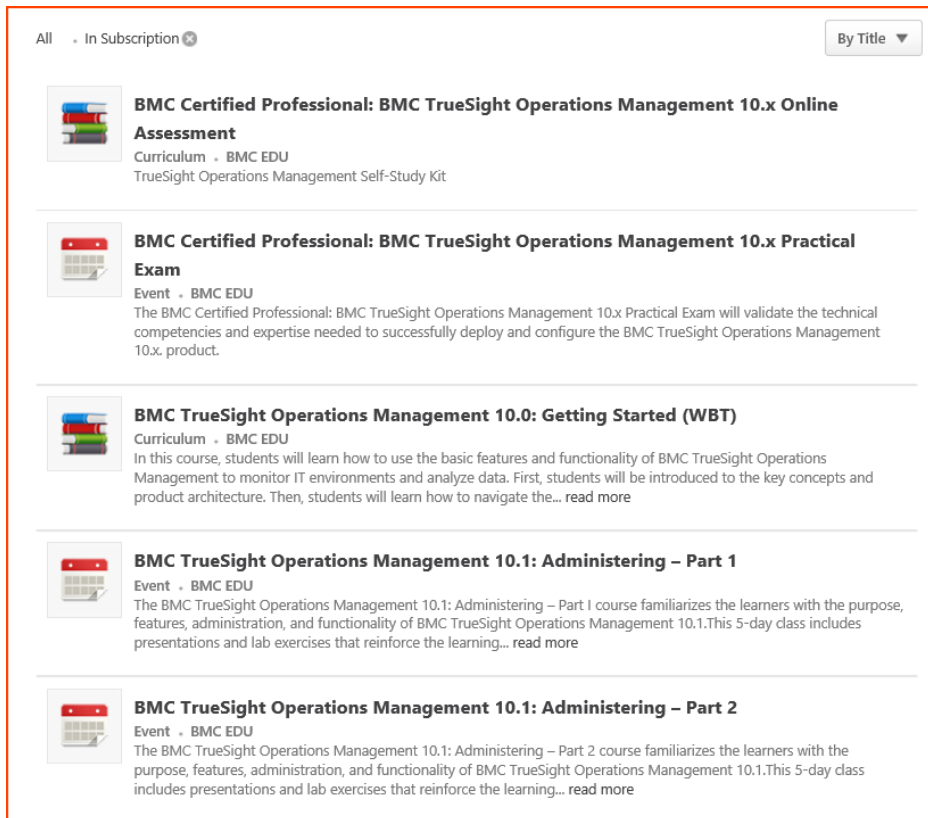
- 4) Courses that are included in the Subscription appear to the right in the list of courses display



Frequently Asked Questions - *continued*

How do I Register for Courses included in a Subscription?

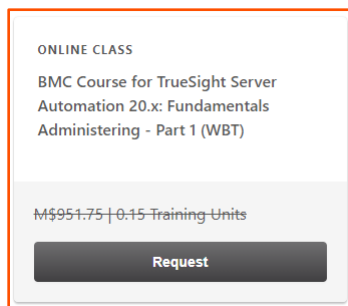
- 1) From the list of Courses displayed under “In Subscription”, Click on a desired Course title



The screenshot shows a list of courses under the heading "All In Subscription". A dropdown menu is set to "By Title". The list includes:

- 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 I 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) Course details display; Click on 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



The screenshot shows a course details card for an online class:

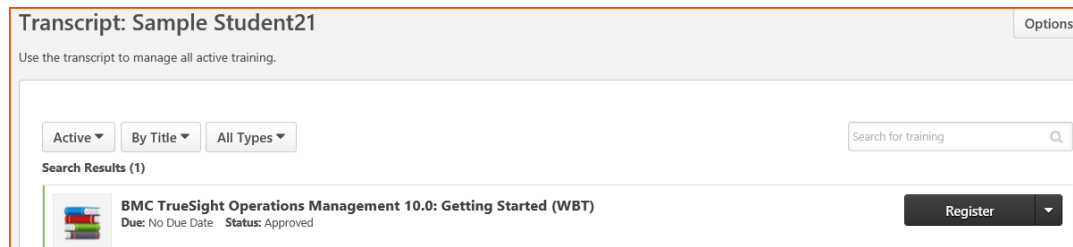
ONLINE CLASS
BMC Course for TrueSight Server Automation 20.x: Fundamentals Administering - Part 1 (WBT)

M\$951.75 | 0.15 Training Units

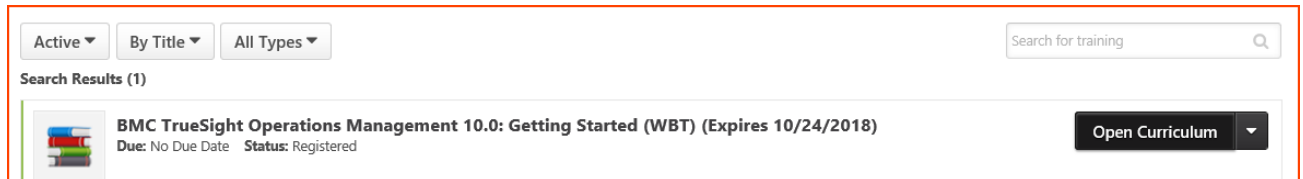
[Request](#)

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

- 3) The course appears in the users Transcript; Click on the Register button



Registration is now processed; to begin, Click on the Open Curriculum or Launch button



- 4) For instructor led training and virtual instructor-led courses, select a class "Start Date" for the session and then click the "Request" and "Register" buttons to complete the registration.
- 5) To view courses for which you have already registered; Log in to [BMC Academy](#), Click **My Learning/View Your Transcript** to see your active and completed courses.
- 6) For WBT courses, a **Launch/Open Curriculum** button will appear next to the course title.

How do I access my course materials?

BMC provides eBooks for all ILT/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 ILT/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 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 ILT/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 for questions about BMC Education Services Subscriptions?

Please contact education@bmc.com with questions.

Frequently Asked Questions - *continued*

How do I schedule my Expert Coaching session?

Expert Coaching sessions, included with the Ultimate Subscription, are scheduled by appointment only. A maximum of six (6) hours of coaching annually is included with the Ultimate 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, ILT, 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 ILT and 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 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 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 Ultimate 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 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 appointments to group coaching calls.

