BMC Certification Program

Earn Recognition for Your Technical Expertise on BMC Solutions
OVERVIEW

The BMC Certification Program from Education Services offers participants validation in technical competencies and expertise, so they can effectively plan, deploy, operate, and support BMC solutions.

The program offers credentials through certification testing, and recognizes depth of achievement in areas of expertise in the following BMC enterprise solutions:

- Digital Business Automation (DBA): Control-M (e.g., BMC Certified Professional: Control-M 9.x)
- Orchestration: formerly BladeLogic, now TrueSight (e.g., BMC Certified Associate: BladeLogic Server Automation 8.x)
- Digital Service Management (DSM): Remedy (e.g., BMC Certified Professional: BMC Remedy Service Desk and Change Management 9.x)
- Operations: TrueSight (e.g., BMC Certified Associate: TrueSight Operations Management 10.x)
WHY EARN YOUR CERTIFICATION?

The benefits of earning your accreditation or certification are invaluable. With BMC Certification, you can:

FOR BUSINESS LEADERS
+ **Improve productivity:** One hour of training, verified by certification, improves productivity by a factor of 5
+ **Reduce business risk:** Certified resources reliably implement and manage your solutions
+ **Faster return on investment:** 80% of IT managers realize training and certification are critical to project success

FOR BMC PARTNERS
+ **Differentiation:** Customers look for BMC Certified Professionals when selecting partners to work with their BMC solution
+ **Quality and reliability:** BMC Certifications ensure a partner will be able to deliver value across all BMC solutions with high quality and efficiency

FOR INDIVIDUALS
+ **Grow your career:** Accelerate your professional development
+ **Build a reputation:** Enhance your credibility as an expert and increase your value to your employer
+ **Specialize:** Become a specialist in your BMC solution area
WHY EARN YOUR CERTIFICATION?

For our customers, certifications are twofold. An individual earning these designations gets the benefits listed. An organization implementing a BMC solution can be confident that its consultants earned their Certified Professional or Expert designation and demonstrate expertise in the solution.

For our partners, having individuals earn their BMC Certified Professional or Expert designation will give your organization confidence with the BMC solution and ensure your organization will be able to deliver value across a prescriptive product set.

Our customers are asking for certified individuals for their implementations and we can provide the best of the best.

+ Exclusive previews of new courses via certification community
+ Exclusive technical tips and tricks by instructors, developers, and BMC SMEs via certification community
+ Exclusive promotions for certified individuals only via certification community
+ Use of certification logo to share achievements
+ Invite to exclusive webinars
+ Listed upon request as partner with certifications
## WHAT SHOULD I KNOW

Certification Comparison Table

<table>
<thead>
<tr>
<th></th>
<th>CERTIFIED ASSOCIATE</th>
<th>CERTIFIED PROFESSIONAL</th>
<th>CERTIFIED EXPERT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comparable to old certification</td>
<td>Accreditation</td>
<td>Certified (Professional practical exam)</td>
<td>None</td>
</tr>
<tr>
<td>Validity</td>
<td>2 Years (legacy Accreditations unlimited but limited to product version)</td>
<td>2 years (legacy Certified Professional Practical exams 3 yrs)</td>
<td>2 years</td>
</tr>
<tr>
<td>Required Product Experience</td>
<td>3-6 months</td>
<td>6-18 months</td>
<td>18 to 36 months</td>
</tr>
<tr>
<td>Prerequisite</td>
<td>None</td>
<td>Certified Associate</td>
<td>Certified Professional</td>
</tr>
<tr>
<td>Exam type</td>
<td>Online exam - non proctored</td>
<td>Online exam - proctored</td>
<td>Online exam - proctored</td>
</tr>
<tr>
<td>Type of questions</td>
<td>Only multiple choice</td>
<td>Multiple choice and scenario based</td>
<td>Mainly scenario based</td>
</tr>
<tr>
<td># of exam questions</td>
<td>40-60</td>
<td>60-90</td>
<td>50-80</td>
</tr>
<tr>
<td>Exam duration</td>
<td>120 min</td>
<td>120 min</td>
<td>120 min</td>
</tr>
<tr>
<td>Measured skills high level</td>
<td>Able to perform basic tasks for the tested product in the specific role</td>
<td>Able to perform all day to day tasks for the tested product in the specific role</td>
<td>Able to efficiently perform all tasks applying best practices in the specific role for BMC solutions</td>
</tr>
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YOUR ROAD TO CERTIFICATION

CERTIFIED ASSOCIATE

1. Take the preparation courses of the Certified Associate learning path.
2. Pass online exam and earn Certification as Certified Associate.
   *There may be more than one Certified Associate designation to earn in a given learning path.

CERTIFIED PROFESSIONAL

1. Earn Certified Associate designation(s).
   *Note – There may be more than one.
2. Take the preparation courses for the Certified Professional learning path.
3. Pass online proctored exam and earn certification as Certified Professional.

CERTIFIED EXPERT

1. Earn Certified Professional designation.
2. Take the preparation courses for the Certified Expert learning path.
3. Pass online proctored exam and earn certification as Certified Expert.
Take the instructor-led training (ILT) course(s) in the learning path or available alternatives as assisted self-paced (ASP) or instructor-led online (VILT).

Pass online exam and earn Accredited Administrator or Scheduler designation.

*There may be more than one accreditation to earn in a given learning path.

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Review study kit to prepare for certification online assessment and practical exam.

Pass certification online assessment.

Attend and pass Certified Professional Practical exam and earn Certified Professional designation.
CERTIFIED PATHS

BMC Certified offers world-class IT accreditation and certification paths across our solutions to ensure validation of the technical and support competencies and expertise needed to plan, deploy, support, and service BMC solutions. The BMC certification paths map out the learning path or training plan within the solution. View Certification Paths

EXAM TESTING

As with any accreditation or certification, testing is required. The testing for accreditation and certification is administered based on the level of certification you seek.

For Accreditation and Certified Associate level testing, the exam is online and not proctored. You don´t need to schedule a date. You will have one attempt to pass the Certified Associate online exam. If you do not pass the online exam, you can re-register, pay for, and schedule another attempt.

To earn your BMC Certified Professional designation, the legacy process includes an online assessment and a multi-day proctored exam online or in a BMC training facility. You need to schedule the exam according to available certification dates. If you do not pass the proctored exam, you can re-register, pay for, and schedule the next available exam. You must pass both the online assessment and proctored exam to earn your designation.

Since February 2018, BMC is exchanging the Online and Proctored Practical Exams with Online Proctored Exams. To earn your BMC Certified Professional or Certified Expert designation for products that have an Online Proctored Exam, you must hold the corresponding prerequisite (Accreditation(s) or Certified Associate(s) for Certified Professional and Certified Professional for Certified Expert). You need to schedule the exam at least a few hours in advance. You need to pass the Online Proctored Exam. If you do not pass the online proctored exam, you can re-register, pay for, and schedule another attempt.

For all exams: If you take the accreditation/certification preparation courses, one attempt for the exam is automatically included in the course fee.

**BMC Education Services does not make exceptions to BMC Certified policies.**
# CERTIFICATION

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<tr>
<th>CERTIFICATION</th>
<th>Description</th>
<th>SOLUTIONS</th>
<th>TARGET ROLE</th>
</tr>
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</table>
| Certified Associate | Able to perform basic tasks for the tested product in the specific role     | BMC Education will be rolling out the following Associate Certifications:  
  - DBA: Control-M  
  - Orchestration: TrueSight/BladeLogic Server Automation 8.x, Atrium Orchestrator/TrueSight Orchestration 7.x/8.x  
  - Operations: TrueSight Operations Management 10.x/11.x, TrueSight Capacity Optimization 10.x/11.x | Administrators  
  - Consultants  
  - Operators  
  - Scheduler  
  - Technical Presales  
  - Support Engineers  
  - IT manager & Business User |
| Certified Professional | Able to perform all day to day tasks for the tested product in the specific role | BMC Education will be rolling out the following Certified Professional Certifications:  
  - DBA: Control-M  
  - DSM: Remedy Service Desk & Change Mgmt 9.x, Discovery 11.x, DigitalWorkspace/MyIT 3.x/18x, RemedyForce, ClientMgmt  
  - Orchestration: TrueSight/BladeLogic Server Automation 8.x, Atrium Orchestrator/TrueSight Orchestration 7.x/8.x  
  - Operations: TrueSight Operations Management 10.x/11.x, TrueSight Capacity Optimization 10.x/11.x | Administrators  
  - Consultants  
  - Technical Presales  
  - Support Engineers |
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| Certified Expert | Able to efficiently perform all tasks applying best practices in the specific role for BMC solutions | BMC Education will be rolling out the following Certified Expert Certifications:  
- DBA: Control-M  
- DSM: ITSM Service Desk and Change Management  
- Orchestration: TrueSight/BladeLogic Server Automation 8.x, Atrium Orchestrator/TrueSight Orchestration 7.x/8.x | Administrators  
Consultants  
Support Engineers |
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| Accredited Administrator      | Able to perform basic tasks for the tested product in the specific role | • DBA: Control-M  
• DSM: ITSM Admin, AR Server, CMDB  
• DSO: BladeLogic Server Automation, BMC Atrium Orchestrator, TrueSight Operations Management, TrueSight Capacity Optimization | • Administrators  
• IT Managers  
• Operators |
| Accredited Scheduler          | Able to perform basic Control-M Scheduling tasks      | DBA: Control-M                                                            | • Administrators  
• System Programmers  
• Operators  
• Schedulers |

The certification policy is designed to protect the integrity of the program and to validate the competencies of our accredited and certified individuals.

Prior to exam release, exam questions are developed and tested by individuals with knowledge relevant to the solution, and with expertise across a varied knowledge base. The development methodology enables BMC to present our exams with confidence and helps ensure that scores obtained will accurately reflect each candidate’s subject matter expertise. Please be aware that we will not accept any applicant appeals to review/adjust final scores. We will not make exceptions to our certification policy. Certification candidates are asked to review these policies and are responsible for adhering to examination deadlines. To read the entire certification policy, click here.
To recertify, the same process is followed as in the original certification process. If you need to acquire new product knowledge, you can take the accreditation and certification preparation training courses. If you already have the product knowledge for the actual version, you can take the accreditation exam or respective certification exams immediately. Recertification is required prior to the expiration date of your current certification.

To register for the latest certification, visit BMC Academy (for customers and partners) and iLearn (for employees).

**KEEP YOUR CERTIFIED PROFESSIONAL CERTIFICATION UP-TO-DATE**

+ Accreditations do not have expirations but are only valid for the accredited product version.

+ Certified Associate certifications awarded by passing an online exam expire two years from the date that you passed the exam.

+ Certified Professional certifications awarded by passing an online proctored exam expire two years from the date that you passed the exam.

+ Certified Professional certifications awarded by passing a practical exam expire three years from the date that you passed the exam.

+ Certified Expert certifications expire two years from the date that you passed the exam.

+ Recertification is required in order to keep you up-to-date on the latest version of the solution and to maintain your standing within the community.
Earning your accreditation or certification is important, and we want to help you showcase your skills to your management team and colleagues.

If you earned your accreditation, you can log in to BMC Academy (for customers and partners) or iLearn (for employees) to view your scores in your transcript two weeks after completing the exam. For accreditations, the e-certificate is located in your transcript. This can be printed from your transcript.

If you earned your BMC Certified Professional or Certified Expert designation:

- You can log in to BMC Academy or iLearn to view your pass/fail status in your transcript within two weeks after completing the exam and print your e-certificate.
- You will receive a welcome email letter and certification logo.
- You will have access to a closed BMC Community group for individuals who earned their BMC Certified Professional or Certified Expert designation.
- You can log in to BMC Academy (for customers and partners) or iLearn (for employees) to view your scores in your transcript two weeks after completing the exam. The e-certificate is located in your transcript and can be printed from this location.
NEED MORE INFORMATION?

Expansion and Benefits of BMC Certification Program

Preparing for the BMC Certified Professional Exam

Contact Your Education Advisor

Contact Us

Global: education@bmc.com

@BMCEducation   @BMCServices

LinkedIn: BMC Software Education Services group

Communities: BMC Global Services
About BMC
BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises.