BMC/BMC Helix Certification Policy

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Certified Associate – Online Exam

BMC Certified Associate examinations are designed to validate the knowledge and skills required in each area. Prior to release, exam questions are developed and tested by individuals with knowledge relevant to the exam, and with expertise across a varied knowledge base. New examinations undergo a moderation period during which exam questions are validated in a live testing environment. This development methodology enables Education Services to present our Certified Associate examinations with confidence and helps ensure that scores obtained will accurately reflect each candidate's subject matter expertise.

- Participants must pass an online Certified Associate exam to receive a Certified Associate designation

- Certified Associate exams are:
  - Online and non-proctored
  - Open book: exam takers can use materials

- No exceptions will be granted

- Validity: 2 years from date candidate was certified. The Certified Associate designation is only valid for the role
- and product the certification exam was taken for

We thank you for pursuing this Certified Associate title, which is recognized industry-wide. To protect the integrity of this title, we assure you that we will not accept any applicant appeals to review/adjust final scores, nor will we make exceptions to our certification policy. Please read and ensure you understand the policy guidelines, as outlined below.

BMC highly recommends completing the preparation training for the Certified Associate exam to secure the required skill set.

Certified Associate Exam Rules

- You may refer to printed materials and notes during your examination

- You may not receive assistance from another individual

- Do not copy, distribute, forward, or record the exam questions or your responses, by any means. This includes the use of screen captures

- Do not export or import your work

- The Certified Associate designation is valid for the role and product the exam was taken and for 2 years from the date the candidate was certified

Certified Professional – Online Proctored Exam

BMC Education Services offers a world-class BMC Certified program to ensure validation of the technical and support competencies, and expertise needed to plan, deploy, support, and service BMC Solutions.

Prior to release, certifications are developed and tested by individuals with knowledge relevant to the certification and with expertise across a varied

knowledge base. New certifications undergo a beta period during which certifications are validated in a live testing environment.

This development methodology enables BMC Education Services to present our certifications with confidence and helps ensure that scores obtained will accurately reflect each candidate's subject matter expertise.

- Participants must be a Certified Associate prior to pursuing Certified Professional

- Participants must pass an online proctored exam to receive a Certified Professional designate for selected products

- Online proctored exam
  - Students must create a Certiverse account to schedule an online proctoring session. Creating a Certiverse account requires the acceptance of the Certiverse terms and conditions
  - Purchasing an exam includes a single exam attempt and an online proctored exam session.

- Participants may reference any content on bmc.com (e.g. BMC Technical Documentation)
  – Participants may not utilize or access any other materials during the exam (closed book)

- The certified designation may be revoked upon violation of exam rules and terms and conditions identified in a review of the online proctored exam recording

- No exceptions will be granted

- Validity: 2 years from date candidate was certified. The certification is only valid for the role and product the certification exam was taken for

We thank you for pursuing certification, which is recognized industry-wide. To protect the integrity of this title, we assure you that we will not accept any applicant appeals to review/adjust final scores, nor will we make exceptions to our certification policy.

Please read and ensure you understand the policy guidelines, as outlined below.

This certification method for Certified Professional designation is offered for selected BMC products.

Participants must pass an online proctored exam to receive a Certified Professional designate for selected products.

BMC highly recommends completing the preparation training for the Certified Professional Online Proctored Exam to secure the required skill set.

Online Proctoring Disclaimer

Participants taking an Online Proctored Exam will be conducted by Certiverse. The Online Proctored Exam session will be recorded. BMC is not responsible for and does not endorse or accept any responsibility over the content or use of their Web site. You should refer to the policies posted on their Web site regarding privacy and other topics before using it. Participants should check network connection, firewall policy of their organization before attempting the exam as they will need to share screen for the Online Proctored Exam with the Proctor. They need to download and install Safe Exam Browser from Certiverse while scheduling the exam slot.

Online Proctoring Scheduling Rules

Participants will be allowed to schedule a single Online Proctoring Session per exam purchase.
- You need to schedule the online proctored exam for a minimum of 24 hours prior to the exam time.

- This appointment can be rescheduled or canceled with a minimum of 24 hours in advance of the scheduled time with no penalty. If the participant cancels within 24 hours of the appointment, or does not show up for the scheduled session, they will be required to purchase a new session.

Online Proctored Exam Rules

- You may not receive assistance from another individual or refer to any resources other than those on bmc.com during the exam.

- You may use the text portion of translate.google.com. Use of the document portion of translate.google.com or any other google.com service is not allowed.

- Do not copy, distribute, forward, or record your exam information or responses, by any means. This includes the use of screen captures.

- Do not export or import your work.

- The proctor will ask for a valid photo ID to verify your identity. Acceptable forms of ID include:
  - Government issued photo ID such as a Passport

- Follow the proctor's directions during the exam.

- Once the exam starts, all questions and comments must be directed to the Proctor.

- You are allowed a single 5-minute restroom break during the online proctored exam session.

- The Certified Professional designation is valid for the role and product for which the online proctored exam was taken and for two years from the date the candidate was certified.

Additional Information

Exam Retake Policy

Participants who fail an exam must purchase and pay for each additional exam attempt (if not stated differently in the specific exam or certification policies). Participants who fail an exam must wait 1 week before another attempt. Participants can have up to a maximum of 4 exam attempts (same product and role) within 1 year of their first attempt.

It is recommended that in cases where participants fail the exam, participants take time to gain additional field experience or complete the
preparation training before re-registering for another exam. All questions regarding any of the above should be directed to
education@bmc.com.
Once an exam is passed, participants may not retake the same exam until 3 months prior to their certification expiration.

Certification Credentials

Two weeks after completing the proctored online certification exam, participants can log in to BMC Academy and view their scores in their transcript. Participants who have achieved the Certified Professional designation will receive the following credentials within 6 to 8 weeks:

• Welcome letter
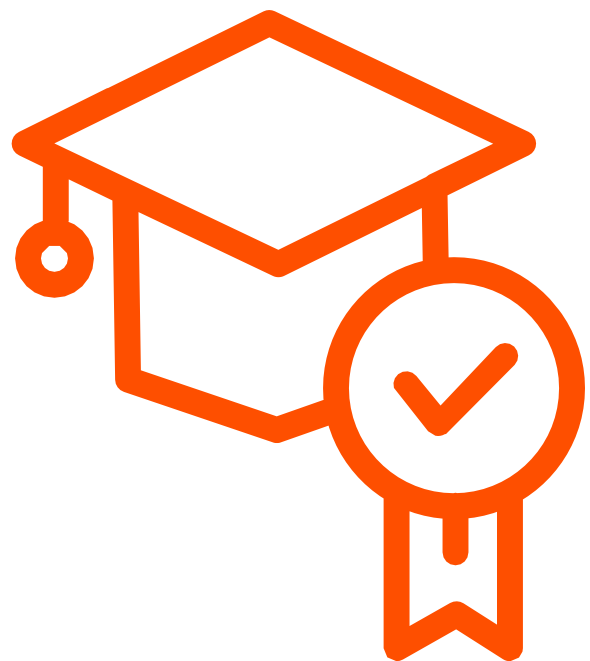
• E-certificate

• Certification logo

Maintaining Certification

Within three months of your certification expiration date, you may take the current exam for your certification level and product. Your certification will be extended for two years, if the exam is passed.

If a certification has expired, you must begin with the lowest level exam in the learning path and pass all exams up to the desired certification level to be
re-certified.

Certification-Specific Information

For additional information related to a specific certification, please refer to
bmc.com/education/ it-certifications.html.

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For more information

For additional information about BMC Education Services, please visit us at
www.bmc.com/education