



# BMC Certified Associate: Track-It! 20.x for Administrators Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Track-It! 20.x for Administrators Online Exam

### CERTIFICATION EXAM CODE

- › SPPT-CERT-TIAD-2022-CA

### APPLICABLE VERSIONS

- › Track-It! 20.22 and 20.21

### PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

Companies deploying and using BMC Track It! realize full value when their solution is effectively deployed and managed. To ensure deployments and operations are performed to best practice standards, BMC Software maintains a technical certification program.

The **BMC Certified Associate: Track-It! 20.x for Administrators Online Exam** will validate the technical competencies required to successfully deploy, configure, and manage the Track-It! products applying help desk best practices.

## Skills Tested

Participants will be tested on their knowledge of the following:

- » Install and configure Track-It!
- » Examine lookup tables, work orders, and other tables
- » Configure administration, help desk, solutions, and purchasing
- » Examine the Directory Importer
- » Examine workflow automation
- » Examine Change Management
- » Examine Discovery and Audit configuration and execution
- » Examine Software License Management
- » Configure the User Interface
- » Configure Email Notification

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 Associate exam and also improve their knowledge and skill level to help build proficiency with the solution:

- » *Track-It! 20x: Fundamentals Administering*



# BMC Certified Associate: Track-It! 20.x for Administrators Online Exam

## Certification Brief

### EXAM REGISTRATION

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

- › Register online for BMC Software certification exam at:  
[www.bmc.com/education](http://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 and 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 Associate learning path. 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

- » Track-It! 20.x Product Documentation
- » Track-It! 20.x Communities

## Recommended Experience

- » Minimum 3 months experience deploying, operating or administering Track-it!

# BMC Certified Associate: Track-It! 20.x for Administrators Online Exam

## Certification Brief

### Certification Process

