



BMC CERTIFICATION POLICY
PLEASE READ CAREFULLY

Fact Sheet

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- *Participants must pass an online Accreditation exam to receive an Accreditation designation*
- *Accreditation exams are:*
 - *Online and non-proctored*
 - *Open book: exam takers can use materials*
 - *Participants will have up to two opportunities to pass the accreditation exam*
- *No exceptions will be granted*
- *Validity: only for the product and version the Accreditation exam was taken for*

Accreditation – Online Exam

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

We thank you for pursuing this accreditation 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 accreditation policy.** Please read and ensure you understand the policy guidelines, as outlined below.

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

Accreditation 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 Accreditation is only valid for the product and version the Accreditation exam was taken for

Accreditation Changes in 2018

BMC Education Services will be transitioning from the Accreditation designation to the new Certified Associate designation. All existing Accreditation designations awarded will remain valid. As Certified Associate exams are published, the equivalent Accreditation exams will be retired. Please see the next page for details regarding the Certified Associate designation.

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- *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*
 - *Participants will have one opportunity to pass the Certified Associate exam*
- *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*

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 BMC 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.

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





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- *Participants must be Accredited prior to pursuing Certification*
- *Participants must pass an online assessment and a practical exam to receive a Certified Professional designate for selected products*
- *Online assessment:*
 - *Participants take an online, non-proctored assessment*
 - *Participants will have up to three opportunities to pass the certification online assessment*
- *Practical Exam rules*
 - *Participants must pass the online assessment to participate in the practical exam*
- *No exceptions will be granted*
- *Validity: 3 years from date candidate was certified. The certification is only valid for the product the certification exam was taken for*

Certified Professional – Online Assessment and Live Practical 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.

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 assessment and a practical exam to receive a Certified Professional designate.

BMC highly recommends completing the preparation training for the Certified Professional Practical Exam to secure the required skill set. Students are required to review the Self Study Material prior to attempting the online assessment.

General rules

- 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 Professional designation is valid for the product the practical exam was taken and for 3 years from the date the candidate was certified

Online Assessment Rules

- You may refer to printed materials and notes during your examination
- You may not receive assistance from another individual

Practical Exam Rules

- Participants must pass the online assessment to participate in the practical exam
- You may not receive assistance from another individual
- The certification is only valid for the product the certification exam was taken for

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- *Participants must be either Accredited or a Certified Associate prior to pursuing Certified Professional*
- *Participants must be a Certified Professional prior to pursuing Certified Expert*
- *Participants must pass an online proctored exam to receive a Certified Professional or Certified Expert designate for selected products*
- *Online proctored exam*
 - *Students must create a ProctorU account to schedule an online proctoring session. Creating a ProctorU account requires the acceptance of the ProctorU terms and conditions*
 - *Purchasing an exam includes a single exam attempt and 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 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*

Certified Professional and Certified Expert – 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.

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 or Certified Expert designation is offered for selected BMC products.

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

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

Online Proctoring Disclaimer

Participants taking an Online Proctored Exam must create an account with the online proctoring vendor, ProctorU. 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.

Online Proctoring Scheduling Rules

Participants will be allowed to schedule a single Online Proctoring Session per exam purchase. 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.

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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:
 - Work ID with name and photo
 - Government issued photo ID such as a Driver's License or Passport
- Follow proctor 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 or Certified Expert designation is valid for the role and product the online proctored exam was taken and for 2 years from the date the candidate was certified.

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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 accreditation or certification expiration.

Certification Credentials

Two weeks after completing the live practical or 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 or Certified Expert 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 <https://www.bmc.com/education/it-certifications.html>.

