



## BMC CERTIFICATION POLICY

### PLEASE READ CAREFULLY

#### Fact Sheet

- » *Pursuing certification is optional.*
- » *Participants must pass the certification online assessment to participate in the practical exam.*
- » *Participants will have up to three opportunities to pass the certification online assessment.*
- » *Participants must pass the online assessment and practical exam to receive a certification designate.*
- » *No extensions granted.*

#### Certification by BMC Education Services

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.

#### Certification Practical Exam Rules

To maintain the integrity of the certification and to ensure all participants are tested equally you must strictly adhere to the following rules when you attend our practical exams:

- » You may **not** receive assistance from another individual
- » Do not copy, distribute, forward, or record your researched information or responses, by any means
- » Do not export or import your work
- » Exam environment will not be available outside of the defined exam hours
- » Participant guides must be turned in at the end of every day
- » Once the exam starts, all questions and comments must be privately directed to the Proctor

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For additional information about BMC Education Services, please visit us at [www.bmc.com/education](http://www.bmc.com/education).





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#### **Certification Retake Policy**

Participants who fail an examination are not granted an immediate retake. Participants who fail the Certification exam may register and pay for the next available offering of the exam.

It is recommended that in these instances, participants take time to gain additional field experience before re-enrolling in the practical exam. All questions regarding any of the above should be directed to [education@bmc.com](mailto:education@bmc.com).

#### **Certification Credentials**

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

- » Welcome letter
- » E-certificate
- » Certification logo
- » Wallet card

#### **Certification-Specific Information**

For additional information related to a specific certification, please refer to [www.bmc.com/education/certification-programs](http://www.bmc.com/education/certification-programs).