BMC Helix Learning Paths and Certifications

BMC Helix Learning

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BMC Helix Discovery

BMC Helix Continuous Optimization

TrueSight Server Automation

TrueSight Orchestration

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Document Guide

Icons and abbreviations throughout this document highlight key details about each course. You can return to the table of contents from any page by selecting the icon.

Each section of the learning path offers an overview of the journey tailored to various user profiles, including Users, Administrators, Developers, and other relevant roles.

Note: Web-based courses are included in both Enterprise and Individual subscriptions for BMC Helix. Individual subscriptions also provide access to Instructor-Led courses, Assisted Self-Paced courses, and Web-Based courses.

Icons and Abbreviations

WBT
Web-based Training

ILT
Instructor-led Classroom/ Online Training

EXAM
Certification

ASP
Assisted Self Paced

Certification
Certified Associate/Certified Professional

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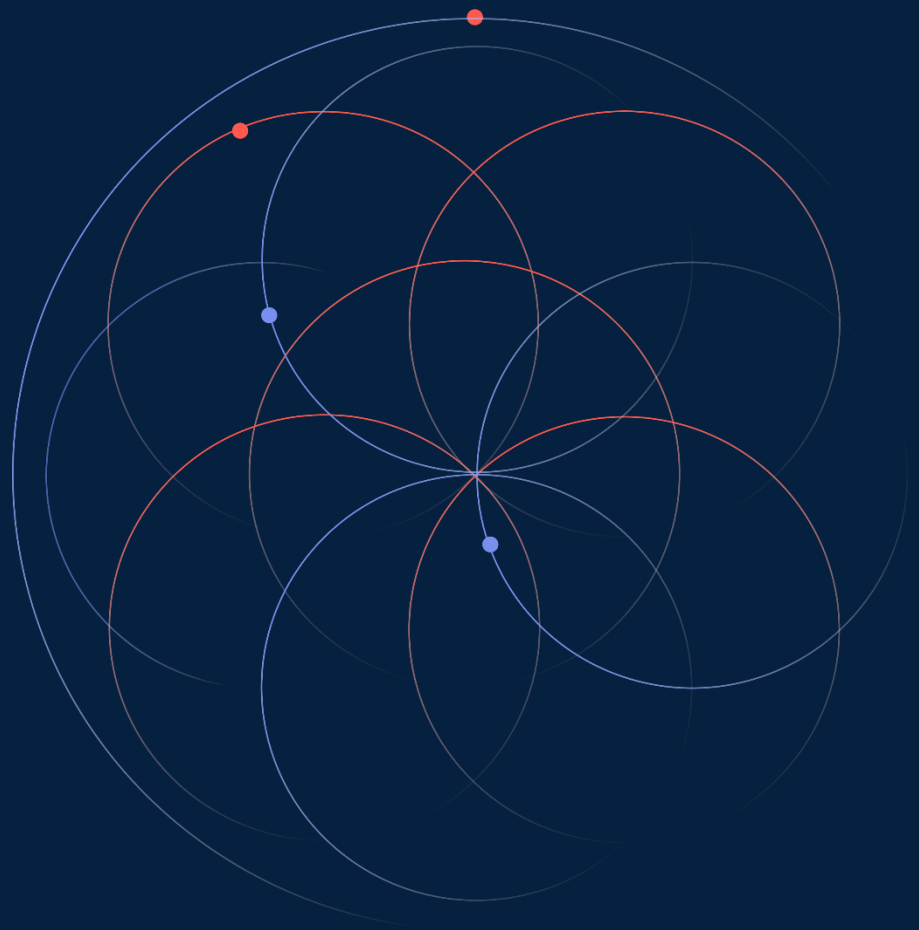
BMC HELIXGPT



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BMC HelixGPT Users & Agentic AI

Recommended for: Users

Product versions: 23.3, 25.x

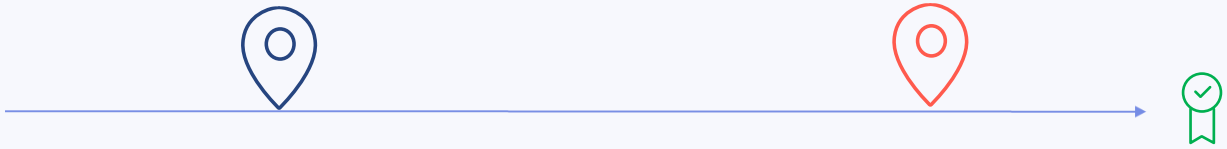
BMC HelixGPT is a generative artificial intelligence (AI) powered capability in the BMC Helix platform that caters to IT, HR, Enterprise Service Management (ESM), and operations (ServiceOps) use cases.

BMC HelixGPT derives a summary insight for incident analysis in simplified plain language, which helps to find the root cause of the problem. It helps analyze and respond to employee queries, and offers personalized and helpful interactions, enhancing the overall user experience.

BMC HelixGPT

BMC HelixGPT 23.x:
Fundamentals Concepts
(WBT)
Duration: **2 Hours**

BMC Certified Associate:
HelixGPT 23.x for Users Online
Exam
Duration: **2 Hours**



Agentic AI

BMC HelixGPT 25.x:
Fundamentals Using
Employee Navigator (WBT)
Duration: **1 Hour**

BMC HelixGPT 25.x:
Fundamentals Using
Insights Finder (WBT)
Duration: **1 Hour**

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HelixGPT Administrators & Agentic AI

Recommended for: Users

Product versions: 23.3, 25.x

BMC HelixGPT is a generative artificial intelligence (AI) powered capability in the BMC Helix platform that caters to IT, HR, Enterprise Service Management (ESM), and operations (ServiceOps) use cases.

BMC HelixGPT derives a summary insight for incident analysis in simplified plain language, which helps to find the root cause of the problem. It helps analyze and respond to employee queries, and offers personalized and helpful interactions, enhancing the overall user experience.

BMC HelixGPT

BMC HelixGPT 23.x:
Fundamentals Concepts (WBT)
Duration: **2 Hours**

BMC HelixGPT 25.x:
Fundamentals
Administering for Service Management
Duration: **3 days**

BMC Certified Associate:
HelixGPT 25.x Administering for Service Management
Online Exam
Duration: **2 Hours**

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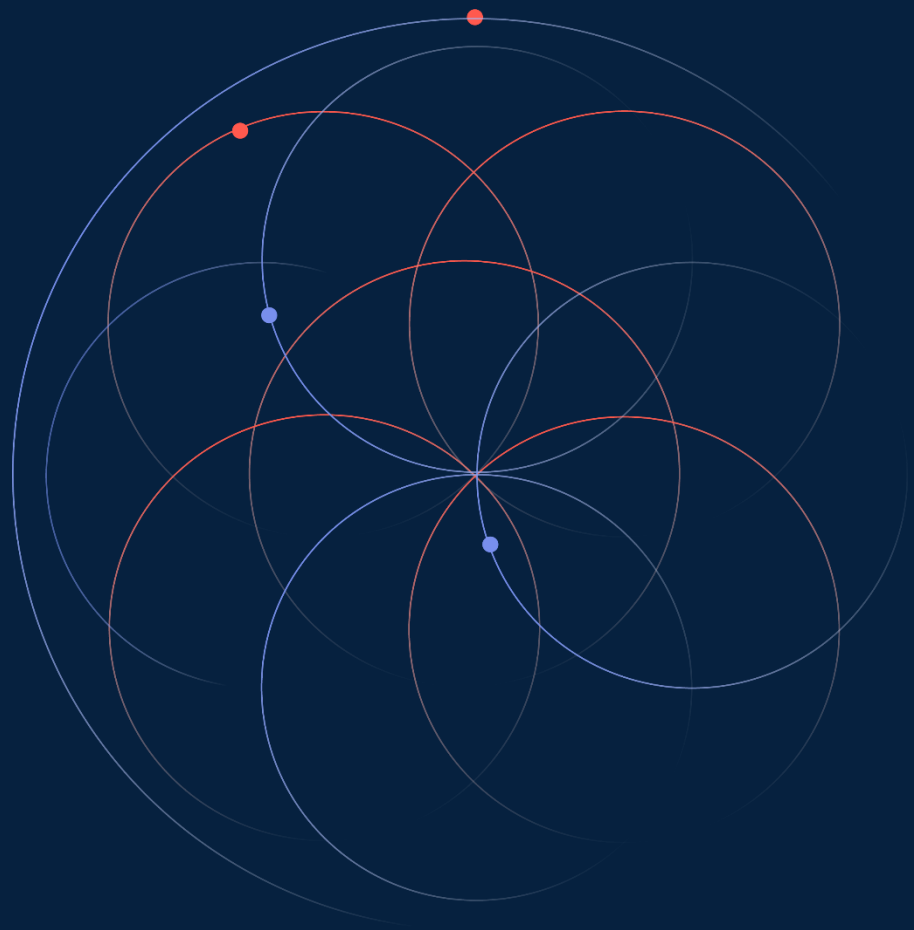
BMC Helix ITSM



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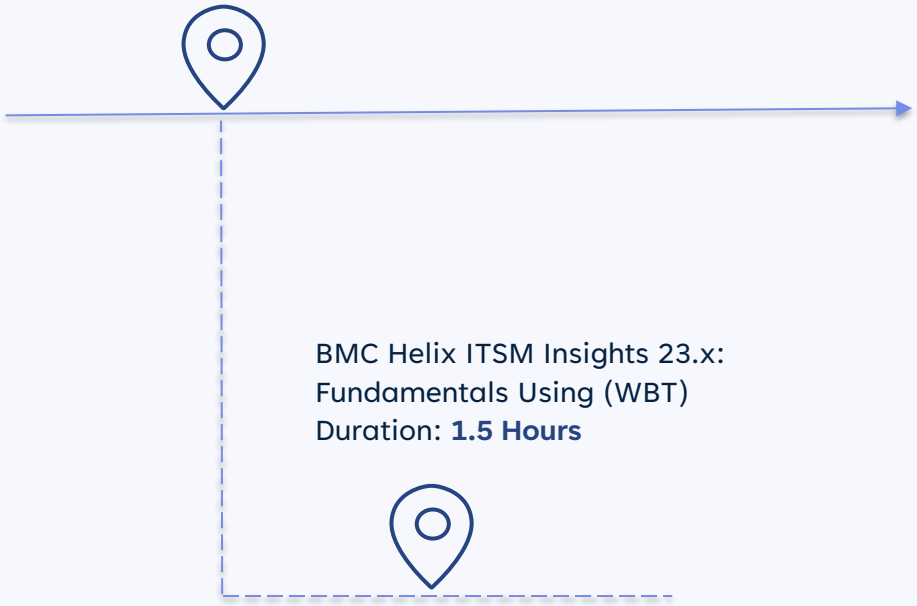
BMC Helix ITSM 23.x: Users

Recommended for: Users

Product versions: 23.3

BMC Helix ITSM sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles.



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BMC Helix ITSM 23.x: Administrator

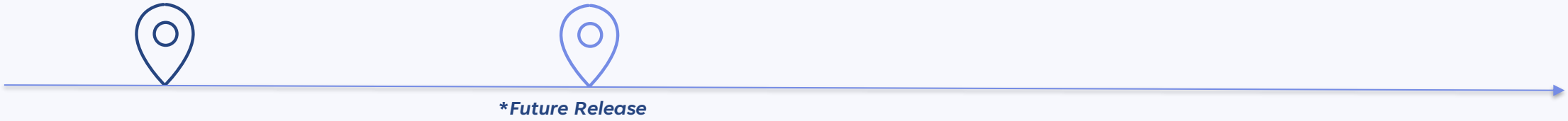
Recommended for: Administrators

Product versions: 23.x

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.
Note: For more information on a course, click the course box below.

BMC Helix ITSM 23.x: Fundamentals Using
Duration: **3 Hours**

BMC Helix ITSM 23.x: Fundamentals Administering Applications
Duration: **3 Days**



Future Release

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BMC Helix ITSM 22.x: Administrator

Recommended for: Administrators

Product versions: 22.x

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.
Note: For more information on a course, click the course box below.

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BMC Helix – Smart IT 21.x: User

Recommended for: Users

Product versions: 21.x

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.
Note: For more information on a course, click the course box below.

BMC Helix ITSM – Smart IT 21.x: Fundamentals Using –
Duration: **4 Hours**

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BMC Helix – Smart IT 21.x: Administrator

Recommended for: Administrators

Product versions: 21.x

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.
Note: For more information on a course, click the course box below.

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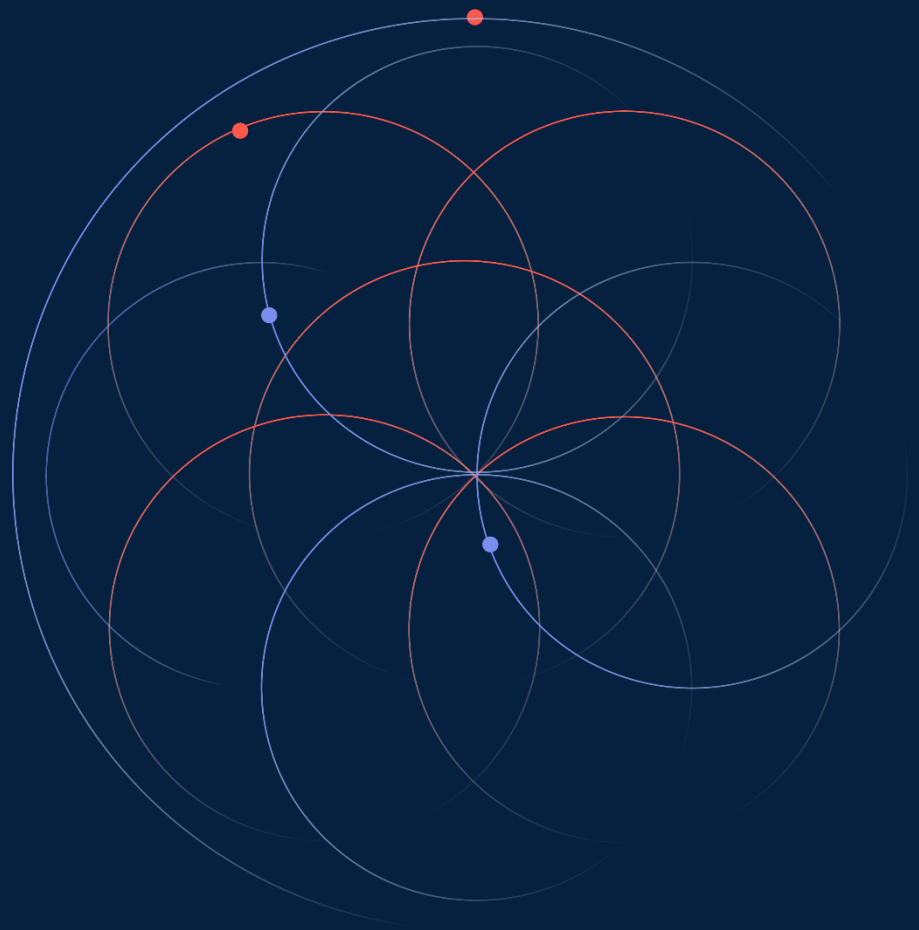
BMC Helix Digital Workplace



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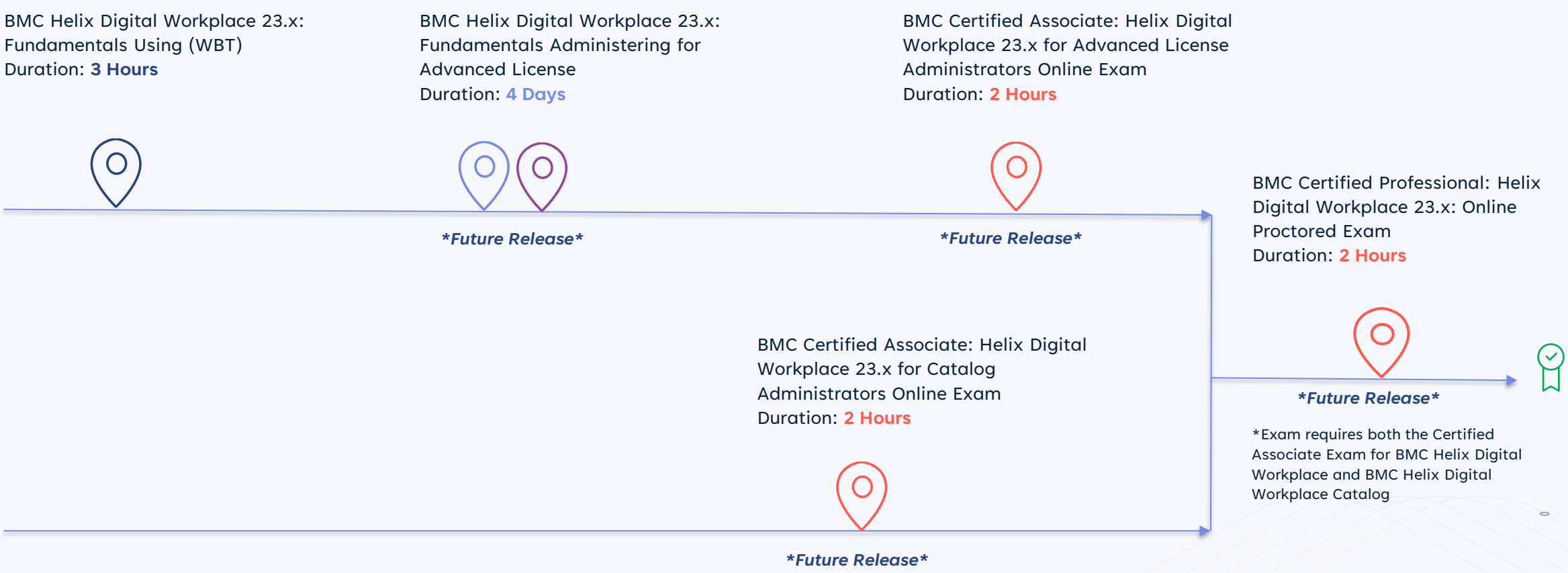
BMC Helix Digital Workplace 23.x: Administrator for Advanced License

Recommended for: Administrators, Developers

Product versions: 23.3

BMC Helix Digital Workplace is a next generation, self-service application for business users to connect with IT and HR anywhere, anytime, on any device. Users are encouraged to share their experiences and post status updates about the resources that concern them. IT can analyze the conversations around resources to gain insight into service usage trends, in order to plan for the organization's future needs more efficiently.
Note: For more information on a course, click the course box below.



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BMC Helix Digital Workplace 23.x: Administrator for Designing Studio

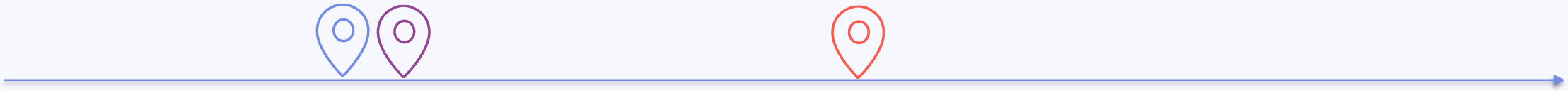
Recommended for: Administrators, Developers

Product versions: 23.3

BMC Helix Digital Workplace (formerly called BMC MyIT) is a next generation, self-service application for business users to connect with IT and HR anywhere, anytime, on any device. Users are encouraged to share their experiences and post status updates about the resources that concern them. IT can analyze the conversations around resources to gain insight into service usage trends, in order to plan for the organization's future needs more efficiently.
Note: For more information on a course, click the course box below.

BMC Helix Digital Workplace 23.x: Fundamentals Designing Studio
Duration: 2 Days

BMC Certified Associate: Helix Digital Workplace 23.x Fundamentals Designing Studio Online Exam
Duration: 2 Hours



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BMC Helix Digital Workplace 23.x: Catalog Administrator

Recommended for: Catalog Administrators

Product versions: 23.3

BMC Helix Digital Workplace offers two applications, Digital Workplace Client and Digital Workplace Catalog. BMC Helix Digital Workplace Catalog is an enterprise app store solution designed to be the center of your digital workplace. This application integrates with external fulfillment systems through service connectors to enable communication between the catalog application platform and the different fulfillment systems. Note: For more information on a course, click the course box below.

BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT)
Duration: **3 Hours**

BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 2
Duration: **3 Days**

BMC Helix Digital Workplace Advanced 23.x Fundamentals Catalog Administering - Part3
Duration: **3 Days**

BMC Certified Associate: Helix Digital Workplace 23.x for Catalog Administrators Online Exam
Duration: **2 Hours**

BMC Certified Professional: Helix Digital Workplace 23.x: Online Proctored Exam
Duration: **2 Hours**

Future Release

BMC Certified Associate: Helix Digital Workplace 23.x for Advanced License Administrators Online Exam
Duration: **2 Hours**

Future Release

* Exam requires both the Certified Associate Exam for Digital Workplace and Digital Workplace Catalog

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BMC Helix Digital Workplace 22.x: Administrator for Basic License

Recommended for: Administrators, Developers

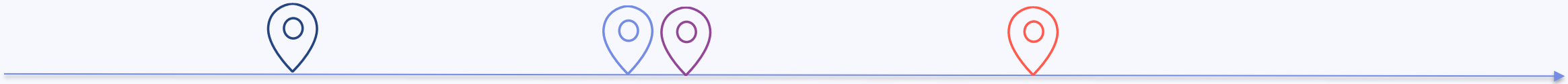
Product versions: 22.1

BMC Helix Digital Workplace (formerly called BMC MyIT) is a next generation, self-service application for business users to connect with IT and HR anywhere, anytime, on any device. Users are encouraged to share their experiences and post status updates about the resources that concern them. IT can analyze the conversations around resources to gain insight into service usage trends, in order to plan for the organization's future needs more efficiently.
Note: For more information on a course, click the course box below.

BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)
Duration: **3 Hours**

BMC Helix Digital Workplace 22.x: Fundamentals Administering for Basic License
Duration: 3 Days

BMC Certified Associate: Helix Digital Workplace 22.x for Basic License Administrators Online Exam
Duration: **2 Hours**



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BMC Helix Digital Workplace 22.x: Administrator for Advanced License

Recommended for: Administrators, Developers

Product versions: 22.1

BMC Helix Digital Workplace (formerly called BMC MyIT) is a next generation, self-service application for business users to connect with IT and HR anywhere, anytime, on any device. Users are encouraged to share their experiences and post status updates about the resources that concern them. IT can analyze the conversations around resources to gain insight into service usage trends, in order to plan for the organization's future needs more efficiently.
Note: For more information on a course, click the course box below.

BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)
Duration: **3 Hours**

BMC Helix Digital Workplace 22.x: Fundamentals Administering for Advanced License
Duration: **4 Days**

BMC Certified Associate: Helix Digital Workplace 22.x for Advanced License Administrators Online Exam
Duration: **2 Hours**

BMC Certified Associate: Helix Digital Workplace 22.x for Catalog Administrators Online Exam
Duration: **2 Hours**

BMC Certified Professional: Helix Digital Workplace 22.x Online Proctored Exam
Duration: **2 Hours**

*Exam requires both the Certified Associate Exam for BMC Helix Digital Workplace and BMC Helix Digital Workplace Catalog

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BMC Helix Digital Workplace 22.x: Catalog Administrator

Recommended for: Catalog Administrators

Product versions: 22.1

BMC Helix Digital Workplace offers two applications, Digital Workplace Client and Digital Workplace Catalog. BMC Helix Digital Workplace Catalog is an enterprise app store solution designed to be the center of your digital workplace. This application integrates with external fulfillment systems through service connectors to enable communication between the catalog application platform and the different fulfillment systems. Note: For more information on a course, click the course box below.

BMC Helix Digital Workplace Catalog 22.x: Fundamental Concepts (WBT)
Duration: **3 Hours**

BMC Helix Digital Workplace 22.x: Fundamentals Configuring Service Catalog and Workflows - Part 2
Duration: **3 Days**

BMC Certified Associate: Helix Digital Workplace 22.x for Catalog Administrators Online Exam
Duration: **2 Hours**

BMC Certified Professional: Helix Digital Workplace 22.x Online Proctored Exam
Duration: **2 Hours**

BMC Certified Associate: Helix Digital Workplace 22.x for Advanced License Administrators Online Exam
Duration: **2 Hours**

* Exam requires both the Certified Associate Exam for Digital Workplace and Digital Workplace Catalog

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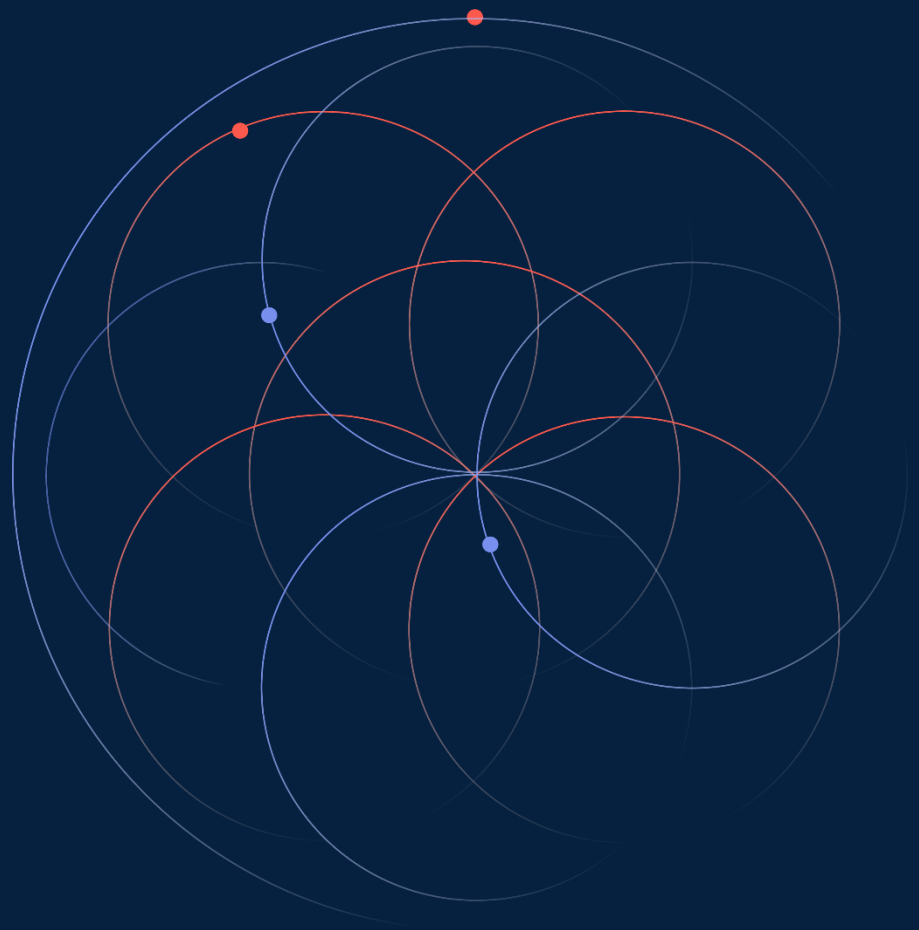
BMC Helix Innovation Studio



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BMC Helix Innovation Studio 23.x: Administrators/Developers

Recommended for: Administrators and Consultants

Product versions: 23.3

BMC Helix Innovation Studio helps you to build your own applications with the help of different designer consoles, deploy them for the end users of these applications, and manage or configure them. You can develop an application without having to know or learn a programming language. It helps you establish data requirements, expose fields for your user interface, and implement complex, powerful business processes.

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BMC Helix Innovation Studio 22.x: Administrators/Developers

Recommended for: Administrators and Consultants

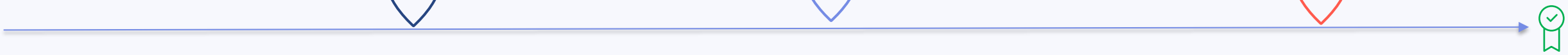
Product versions: 23.3

BMC Helix Innovation Studio helps you to build your own applications with the help of different designer consoles, deploy them for the end users of these applications, and manage or configure them. You can develop an application without having to know or learn a programming language. It helps you establish data requirements, expose fields for your user interface, and implement complex, powerful business processes.

BMC Helix Innovation Studio 22.x: Fundamentals Developing (WBT)
Duration: **2 Hours**

BMC Helix Innovation Studio 22.x: Fundamentals Developing Codeless Application
Duration: **3 Days**

BMC Certified Associate: Helix Innovation Studio 22.x for Developers Online Exam
Duration: **2 Hours**



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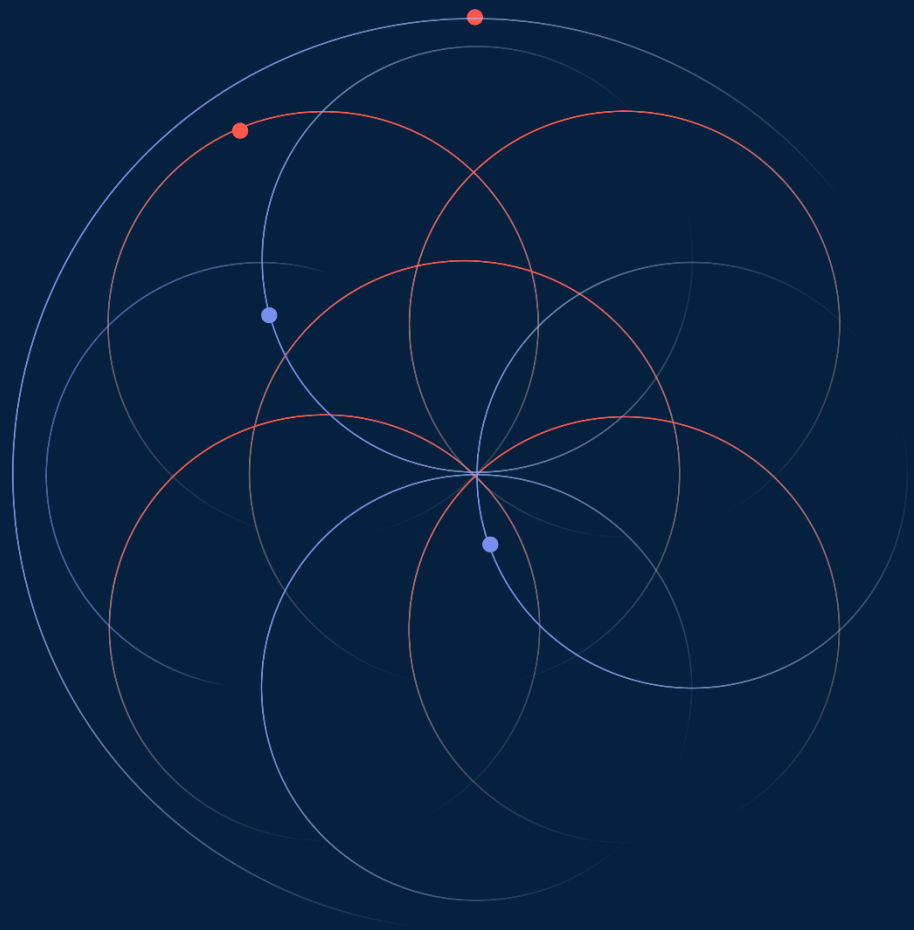
BMC Helix Business Workflow



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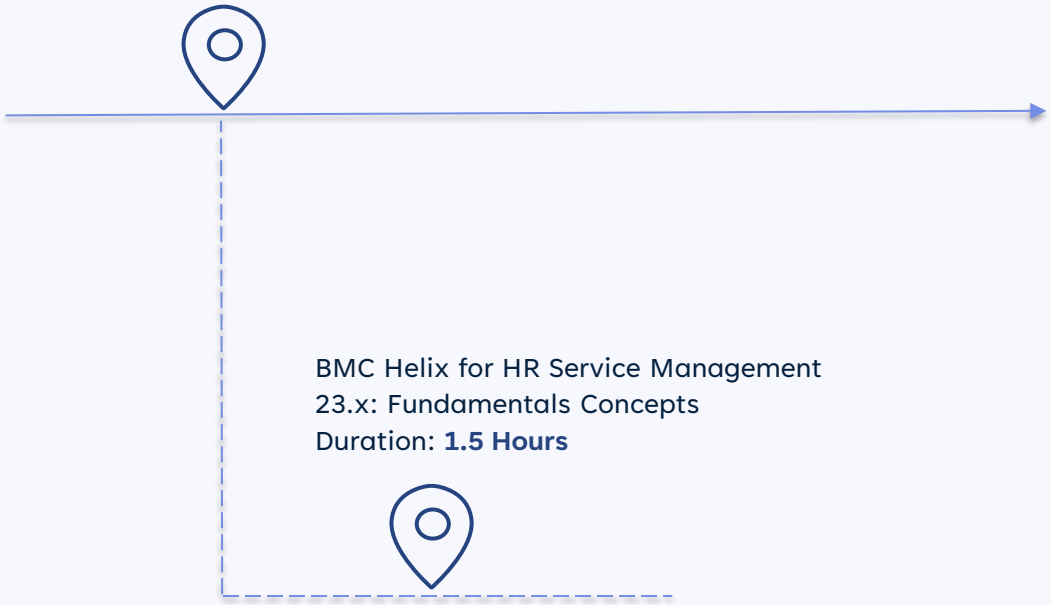
BMC Helix Business Workflows 23.x: Users

Recommended for: Users

Product versions: 23.3

BMC Helix Business Workflows is a cloud-native, case management solution for different lines of business such as Facilities, Travel, Legal, HR, and so on. Users can resolve and manage cases faster by using modern and simple ways to create, resolve, and monitor cases.

BMC Helix Business Workflows
23.x: Fundamentals Using
Duration: **4 Hours**



BMC Helix for HR Service Management
23.x: Fundamentals Concepts
Duration: **1.5 Hours**

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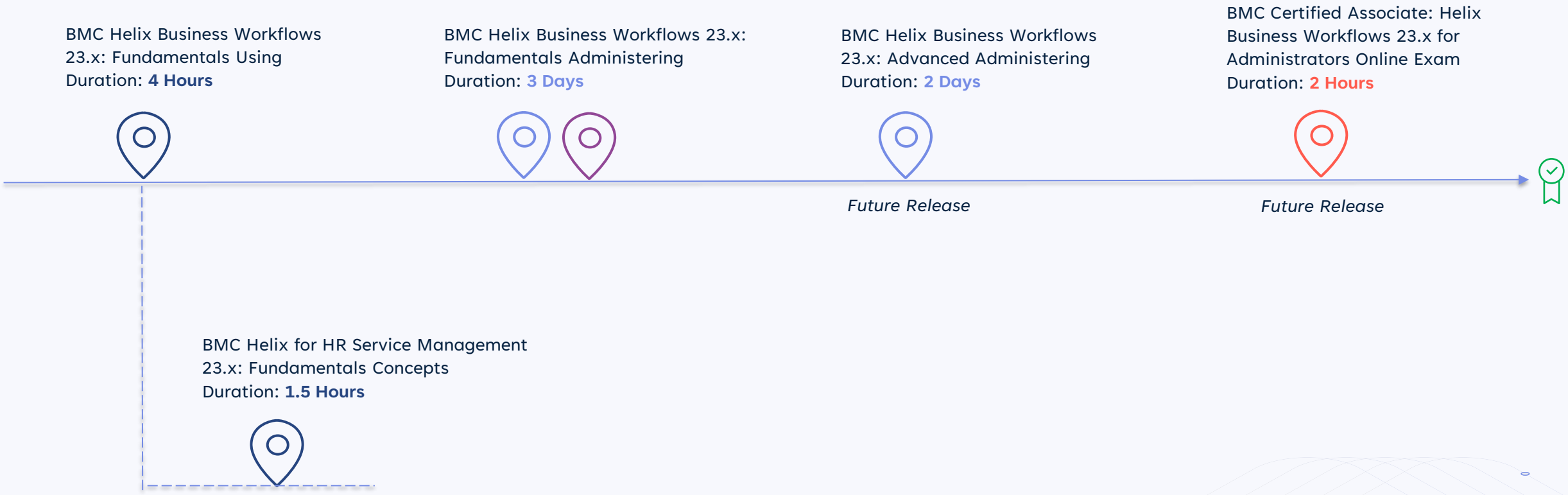
BMC Helix Business Workflows 23.x: Administrators

Recommended for: Administrators and Consultants

Product versions: 23.3

BMC Helix Business Workflows is a cloud-native, case management solution for different lines of business such as Facilities, Travel, Legal, HR, and so on. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Innovation Studio, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's needs.



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BMC Helix Business Workflows 21.x: Administrators

Recommended for: Users, Administrators, and Consultants

Product versions: 21.05

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Innovation Studio, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's needs.

BMC Helix Business Workflows 21.x: Fundamentals Using
Duration: **3 Hours**

BMC Helix Business Workflows 21.x: Fundamentals Administering – Part 1
Duration: **3 Days**

BMC Helix Business Workflows 21.x: Fundamentals Administering – Part 2
Duration: **2 Days**

BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam
Duration: **2 Hours**

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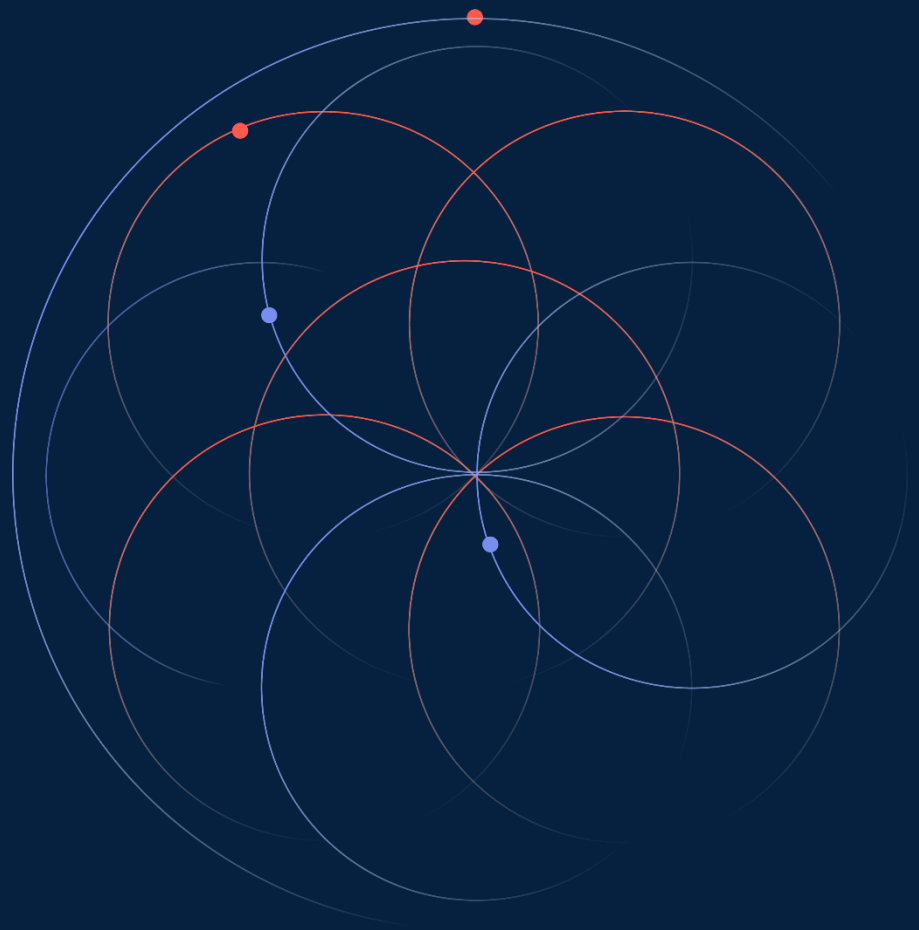
BMC Helix Dashboards



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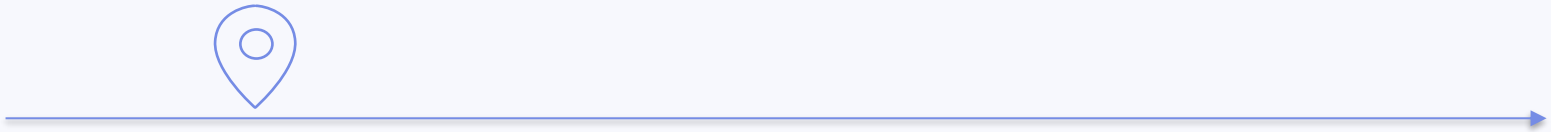
BMC Helix Dashboards 25.x: User

Recommended for: Users

Product versions: 25.2

Multiple AI Agents are powered by BMC HelixGPT in the AI Service Management and AI Operations Management space. One such Agent is the Insight Finder. Using Insight Finder, users can rapidly generate dashboards based on natural language prompts. It simplifies and accelerates the process of creating dashboards and improves the quality of insights derived from them.

BMC HelixGPT 25.x:
Fundamentals Using Insight Finder (WBT)
Duration: 1 hour



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BMC Helix Dashboards 25.x: Administrator/Developer

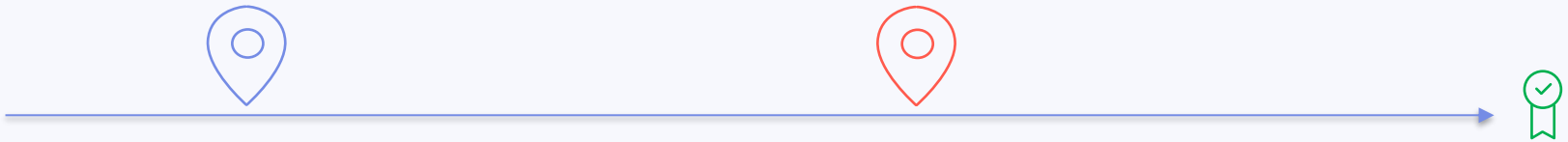
Recommended for: Administrators

Product versions: 25.2

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment.

BMC Helix Dashboards 25.x: Fundamentals Designing for Service Management
Duration: **3 Days**

BMC Certified Associate: Helix Dashboards 25.x Designing for Service Management Online Exam
Duration: **2 Hours**



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BMC Helix Dashboards 24.x: Administrator/Developer

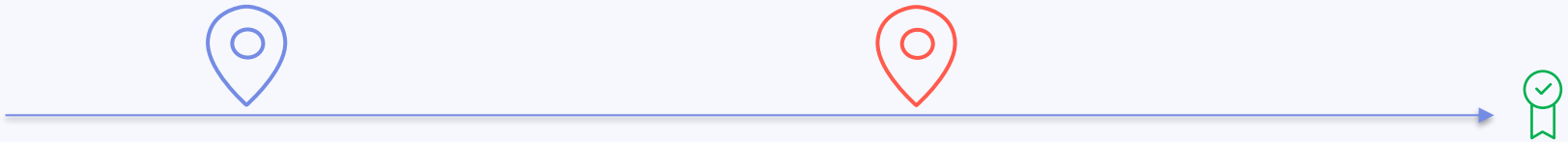
Recommended for: Administrators

Product versions: 24.3

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment.

BMC Helix Dashboards 24.x: Fundamentals Designing for Service Management
Duration: 3 Days

BMC Certified Associate: Helix Dashboards 24.x Designing for Service Management Online Exam
Duration: 2 Hours



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BMC Helix Dashboards 23.x: Administrator

Recommended for: Administrators

Product versions: 23.x

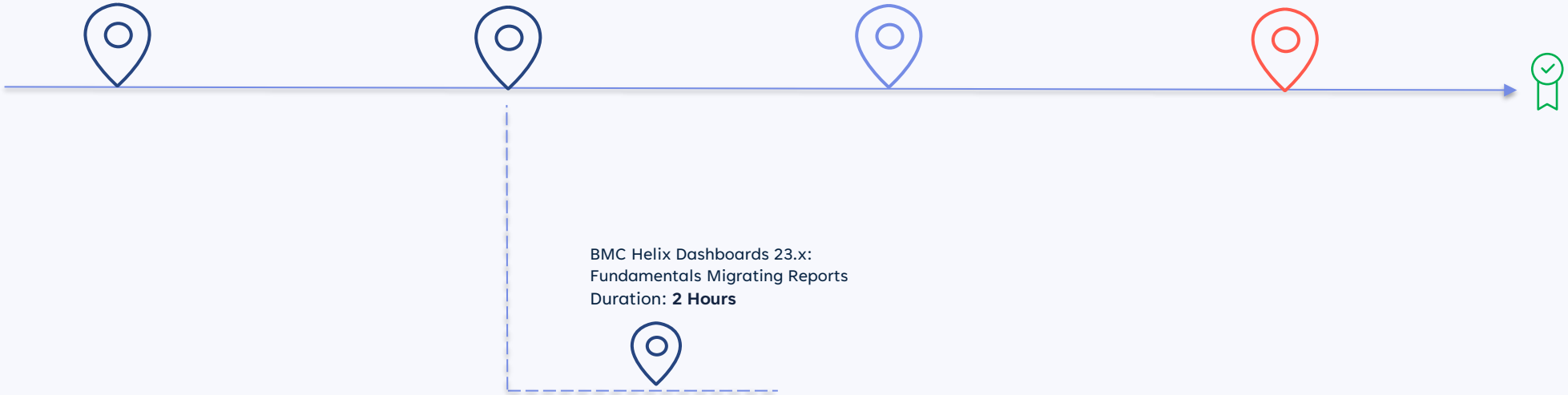
BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment..

BMC Helix Dashboards: Overview
Duration: **1 Hour**

BMC Helix Dashboards 23.x: Fundamentals Using
Duration: **2 Hours**

BMC Helix Dashboards 23.x: Fundamentals Designing for Service Management
Duration: **3 Days**

BMC Certified Associate: Helix Dashboards 23.x Designing for Service Management :Online Exam
Duration: **2 Hours**



BMC Helix Dashboards 23.x: Fundamentals Migrating Reports
Duration: **2 Hours**

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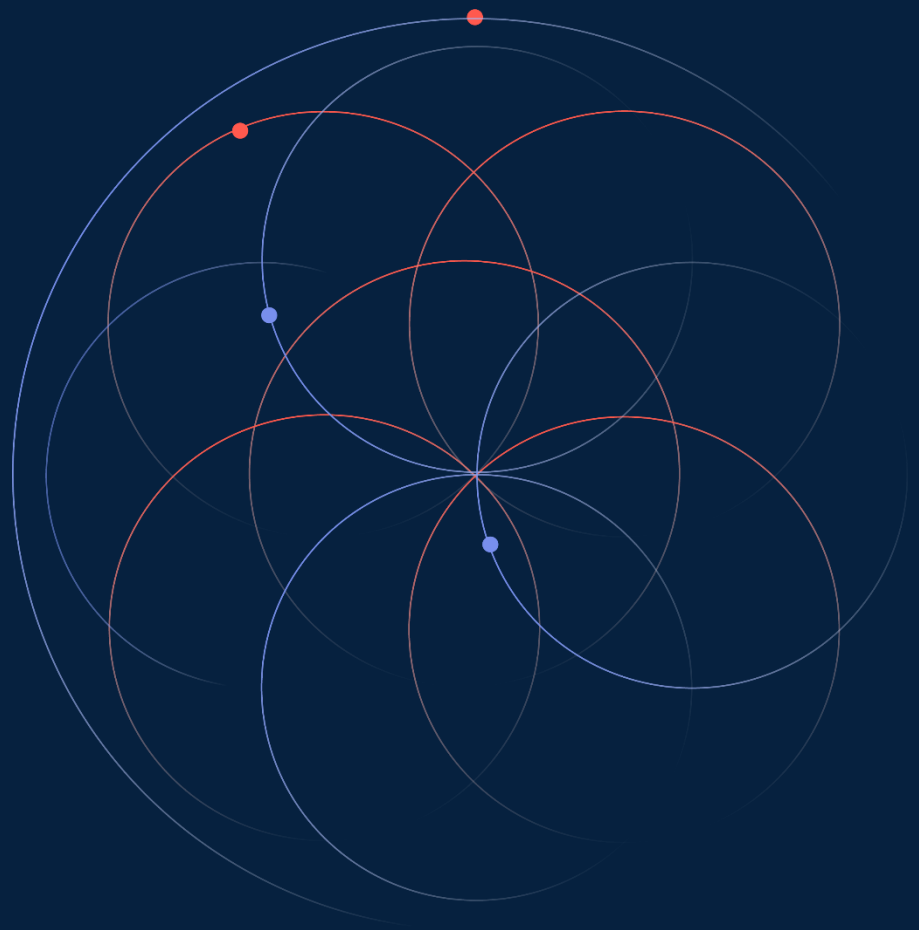
BMC Helix CMDB



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BMC Helix CMDB 22.x: Administrator

Recommended for: Administrators, Configuration Managers, and Developers

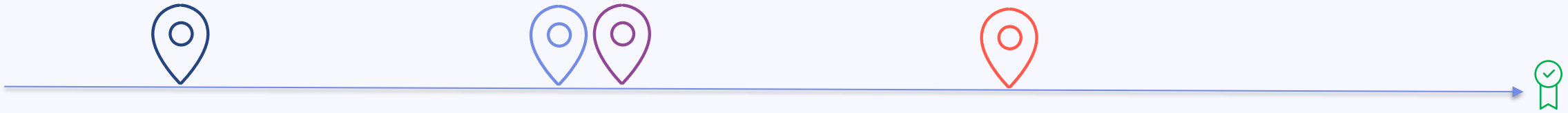
Product versions: 22.1, 22.1.06

BMC Helix Configuration Management Database (CMDB) helps you to source, store, monitor, and manage the configuration item (CI) data from multiple sources into a single location allowing you to understand your environment.
Note: For more information on a course, click the course box below.

BMC Helix CMDB 22.x: Fundamentals Administering - Part 1 (WBT)
Duration: **3 Hours**

BMC Helix CMDB 22.x: Fundamentals Administering - Part 2
Duration: **5 Days**

BMC Certified Associate: Helix CMDB 22.x for Administrators Online Exam
Duration: **2 Hours**



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BMC Helix CMDB 20.x: Administrator

Recommended for: Administrators, Configuration Managers, and Developers

Product versions: 20.02, 20.02.02 (on-premise) and 20.08 (SaaS)

BMC Helix Configuration Management Database (CMDB) helps you to source, store, monitor, and manage the configuration item (CI) data from multiple sources into a single location allowing you to understand your environment.
Note: For more information on a course, click the course box below.

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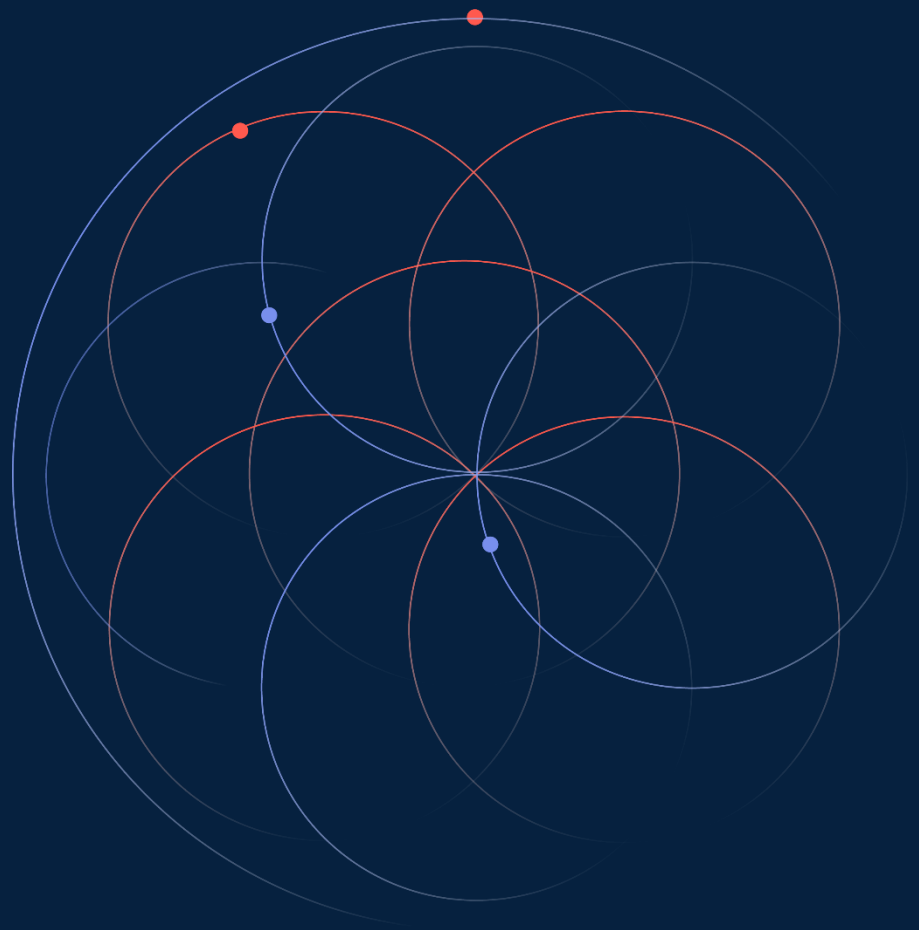
BMC AR System



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BMC AR System 22.x: Administrator

Recommended for: Administrators, Developers

Product versions: 22.x and 23.x

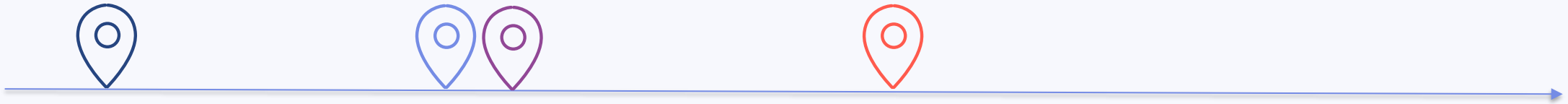
BMC AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions. Using BMC AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.

Note: For more information on a course, click the course box below.

BMC AR System 23.x: Fundamentals Administering - Part 1 (WBT)
Duration: **2 Hours**

BMC AR System 22.x: Fundamentals Administering - Part 2
Duration: **3 Days**

BMC Certified Associate: AR System 22.x for Administrators Online Exam
Duration: **2 Hours**



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BMC AR System 20.x: Developer

Recommended for: Developers, Administrators

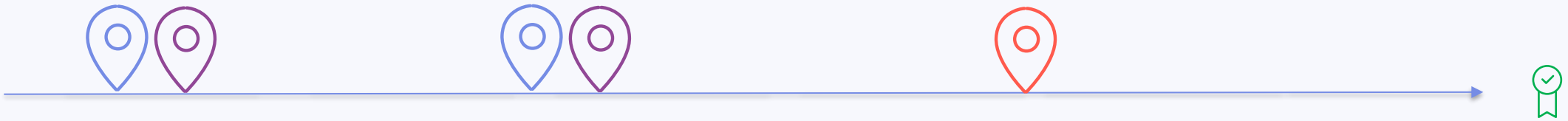
Product versions: 20.x

BMC AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions.
Using BMC AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.
Note: For more information on a course, click the course box below.

BMC AR System 20.x: Fundamentals Developing – Part 1
Duration: 4 Days

BMC AR System 20.x: Fundamentals Developing – Part 2
Duration: 2 Days

BMC Certified Associate: AR System 20.x for Developers: Online Exam
Duration: 2 Hours



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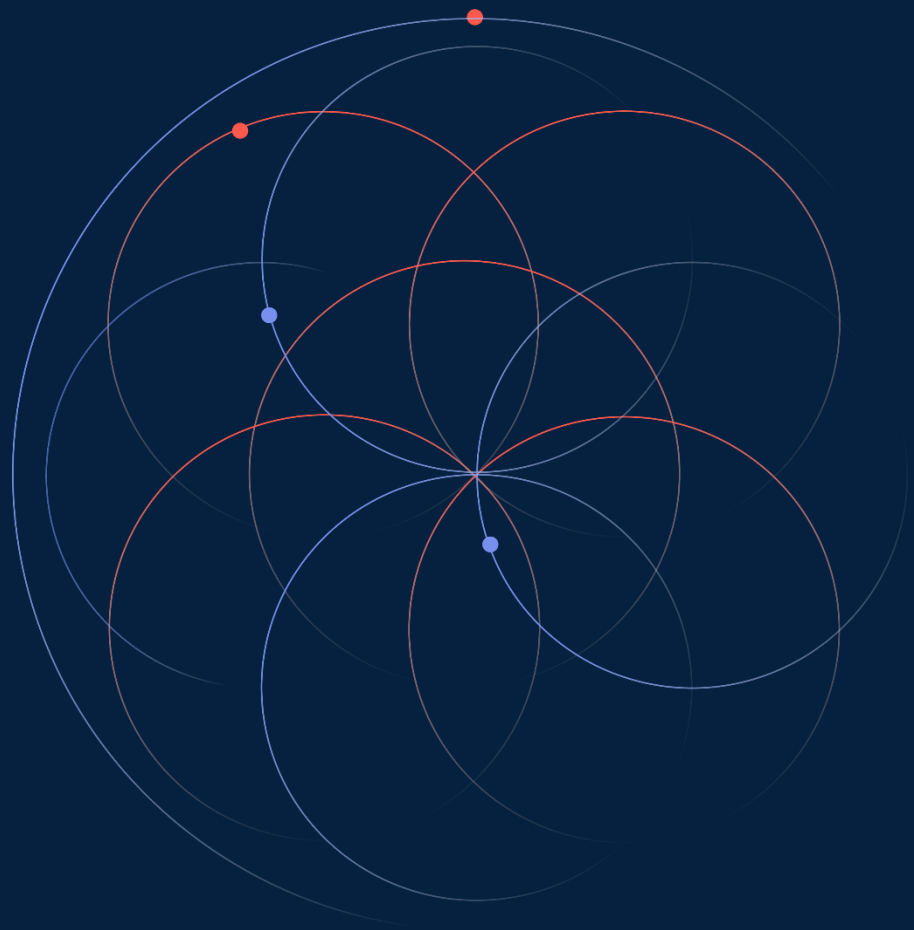
BMC Helix Migration and Deployment



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BMC Helix Data Manager 21.x: Administrators

Recommended for: Administrators

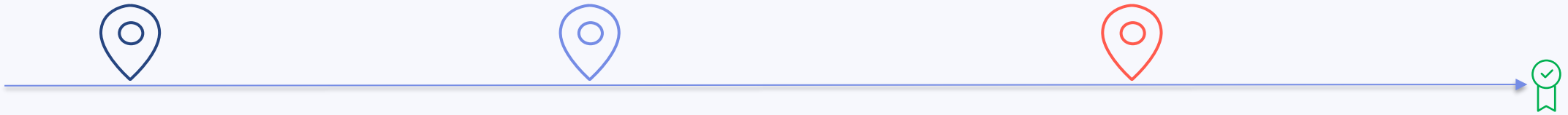
Product versions: 21.x

BMC Helix Data Manager automatically discovers the structure of the applications so that you can migrate data quickly, easily, and intuitively. It includes pre-configured migration packs for the major ITSM releases. You can modify these packs to meet the needs of your application, project, and business.

BMC Helix Data Manager 21.x: Fundamentals Migrating Data - Part 1
Duration: **3 Hours**

BMC Helix Data Manager 21.x: Fundamentals Migrating
Duration: **3 Days**

BMC Certified Associate: Helix Data Manager 21.x for Administrators Online Exam
Duration: **2 Hours**



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BMC Helix IT Service Management Migration: Essential Subscription

Recommended for: Administrators, Consultants

Product versions: 21.3

BMC Helix is a portfolio of SaaS offerings delivering cognitive service management (CSM) that is fast, accurate, and cost effective across multi-cloud, multi-device, and multi-channel environments.
In this series of recordings, you will be introduced to a variety of topics and content that explains and discusses the different aspects of the migration process.

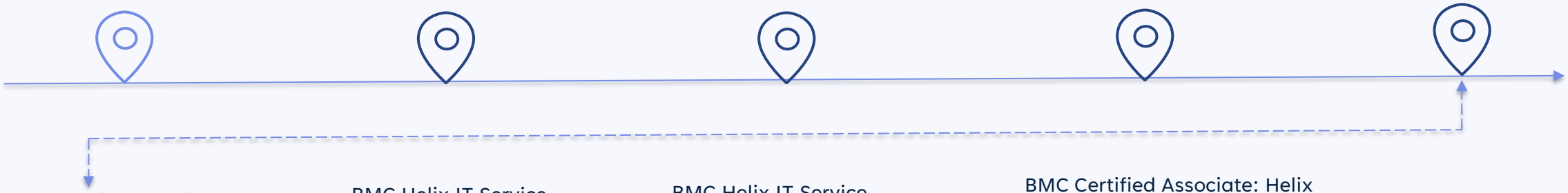
BMC Helix Data Manager 21.x: Fundamentals Migrating
Duration: 3 Days

BMC Helix IT Service Management: BMC Helix Migration Overview
Duration: **30 Minutes**

BMC Helix IT Service Management: Planning the Migration
Duration: **30 Minutes**

BMC Helix IT Service Management: Activation Tasks
Duration: **1 Hour**

BMC Helix IT Service Management: Customizations Migration and Development Tasks
Duration: **30 Minutes**



BMC Helix IT Service Management: Initial Data Migration, Unit Testing and Delta Data Migration - EC1
Duration: **1 Hours**

BMC Helix IT Service Management: UAT, Resolving Issues and Packaging Fixes
Duration: **30 Minutes**

BMC Helix IT Service Management: Pre-final Data Migration, Delta Data Migration - EC2 and Go-Live
Duration: **1 Hour**

BMC Certified Associate: Helix IT Service Management Migration: Online Exam
Duration: 2 Hours

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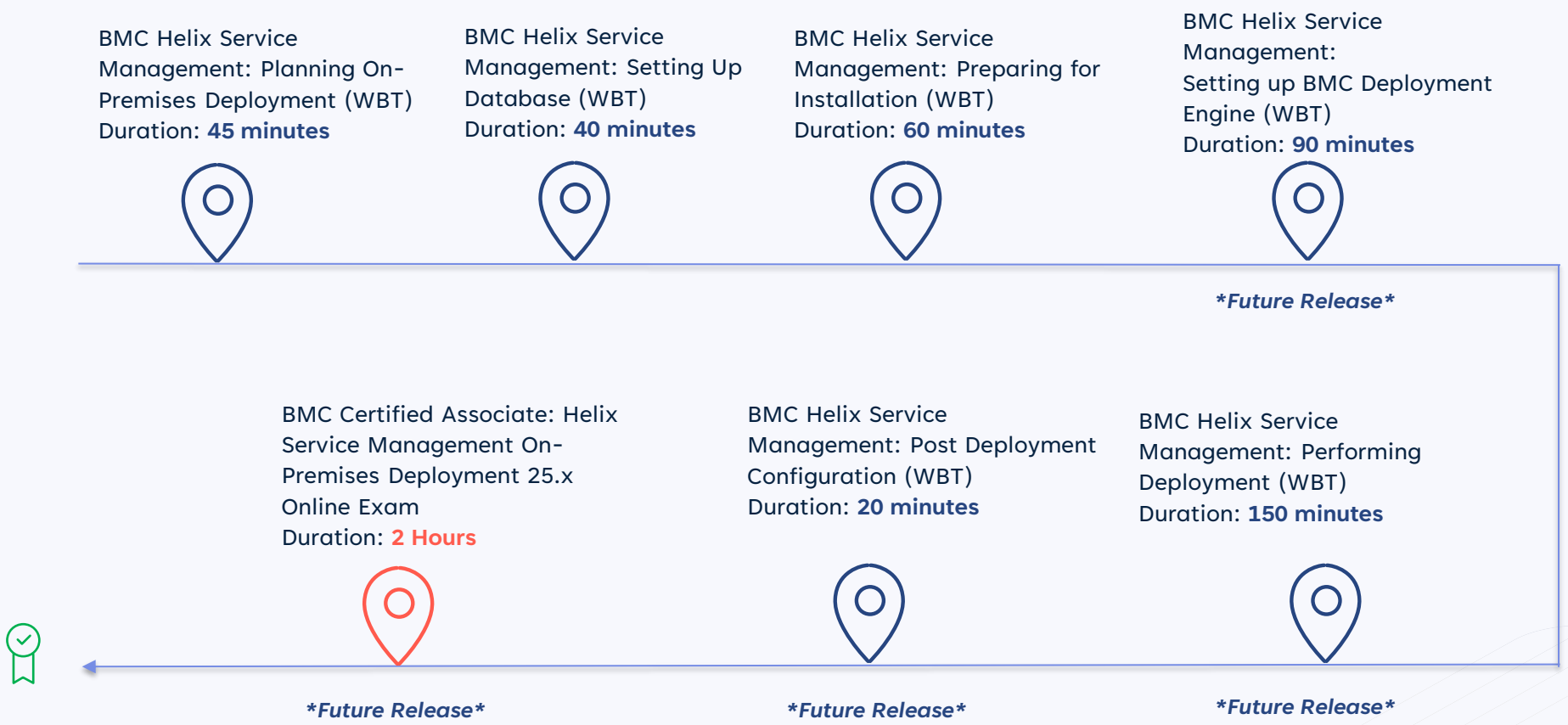
BMC Helix Service Management On-Premises Deployment

Recommended for: Administrators and Consultants

Product versions: 25.x

BMC Helix Service Management deployment involves a fresh installation using containerized images of the BMC Helix Innovation Suite, including BMC Helix ITSM, BMC Helix CMDB, BMC Helix Digital Workplace, BMC Helix ITSM: Smart IT, BMC Helix ITSM Insights, BMC Helix Multi-Cloud Broker, and other components. This subscription includes courses that cover different aspects of BMC Helix Service Management on-premises deployment.



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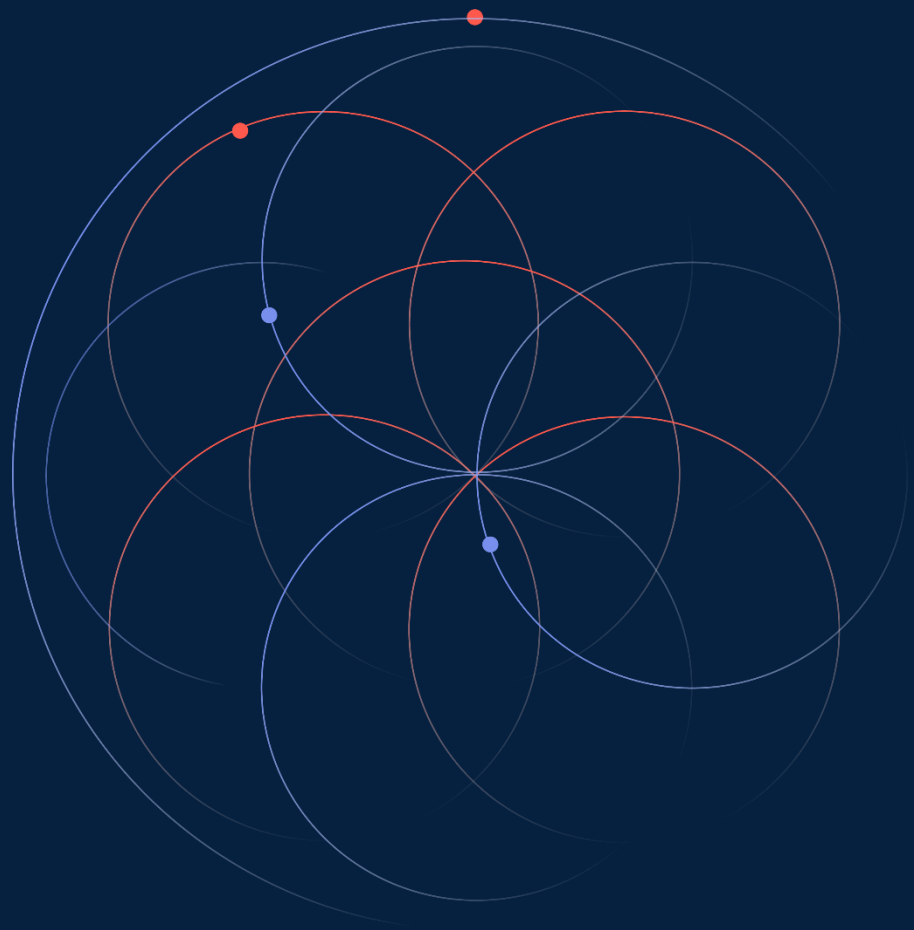
** indicates future releases

bmc helix

BMC HELIX SERVICE MONITORING/AIOps

Learning Path



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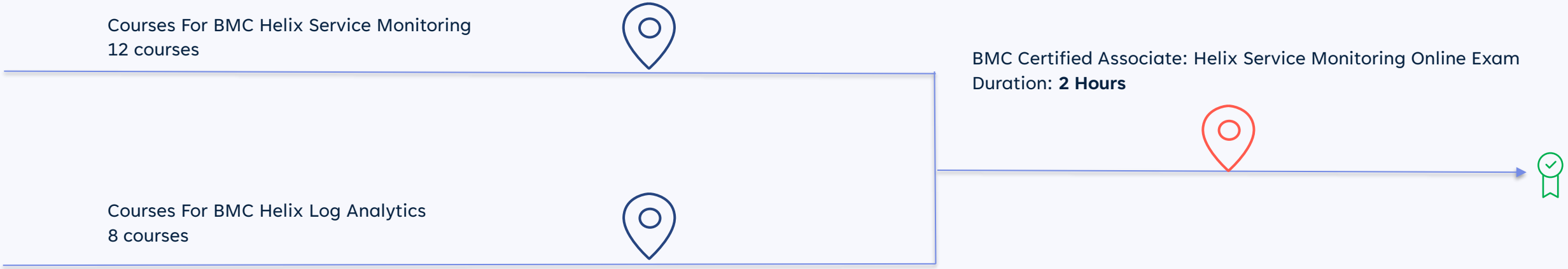
BMC Helix Service Monitoring/AIOps: All Roles

Product versions: 23.x. 24.x

BMC Helix Service Monitoring applies machine learning and analytics to help IT operations manage the increasing volume, variety, and velocity of data across complex environments to predict, find & fix issues faster.

This learning track provides a deep dive into BMC Helix Service Monitoring. The content of this track will explain the features and capabilities of BMC Helix Service Monitoring and help you leverage them.



Note: For the recommended sequence of courses for individual products, refer to subsequent slide.

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BMC Helix Service Monitoring Courses

BMC Helix Service Monitoring: Overview (WBT)
Duration: **25 Minutes**

BMC Helix Service Monitoring: Fundamentals Navigating the Console (WBT)
Duration: **40 Minutes**

BMC Helix Service Monitoring: Fundamentals Key Concepts (WBT)
Duration: **30 Minutes**

BMC Helix Service Monitoring: Fundamentals Monitoring Key Performance Indicators(WBT)
Duration: **20 Minutes**

BMC Helix Service Monitoring: Fundamentals Monitoring Service Health and Performing Causal Analysis (WBT)
Duration: **50 Minutes**

BMC Helix Service Monitoring: Fundamentals Configuring Situation (WBT)
Duration: **25 Minutes**

BMC Helix Service Monitoring: Fundamentals Service Blueprints Overview (WBT)
Duration: **20 Minutes**

BMC Helix Service Monitoring: Fundamentals Monitoring Situations (WBT)
Duration: **40 Minutes**

BMC Helix Service Monitoring: Fundamentals Creating Service Models Using Blueprints (WBT)
Duration: **40 Minutes**

BMC Helix Service Monitoring 24.x: Fundamentals Using Dashboards (WBT)
Duration: **35 Minutes**

BMC Helix Service Monitoring 24.x: Fundamentals Using (WBT)
Duration: **2.4 Hours**

BMC Helix Service Monitoring 24.x: Fundamentals Using Intelligent Integration (WBT)
Duration: **40 Minutes**

BMC Helix Log Analytics Courses

BMC Helix Log Analytics: Overview (WBT)
Duration: **15 Minutes**

BMC Helix Log Analytics: Fundamental Deriving Insights from Logs (WBT)
Duration: **30 Minutes**

BMC Helix Log Analytics: Fundamentals Generating Events Using Alert Policy (WBT)
Duration: **25 Minutes**

BMC Helix Log Analytics: Fundamentals Detecting Anomalies (WBT)
Duration: **30 Minutes**

BMC Helix Log Analytics: Fundamentals Enriching Logs (WBT)
Duration: **25 Minutes**

BMC Helix Log Analytics: Fundamentals Archiving and Restoring Logs (WBT)
Duration: **15 Minutes**

BMC Helix Service BMC Helix Log Analytics: Fundamentals Extracting Fields (WBT)
Duration: **20 Minutes**

BMC Helix Log Analytics: Fundamentals Collecting Logs (WBT)
Duration: **40 Minutes**

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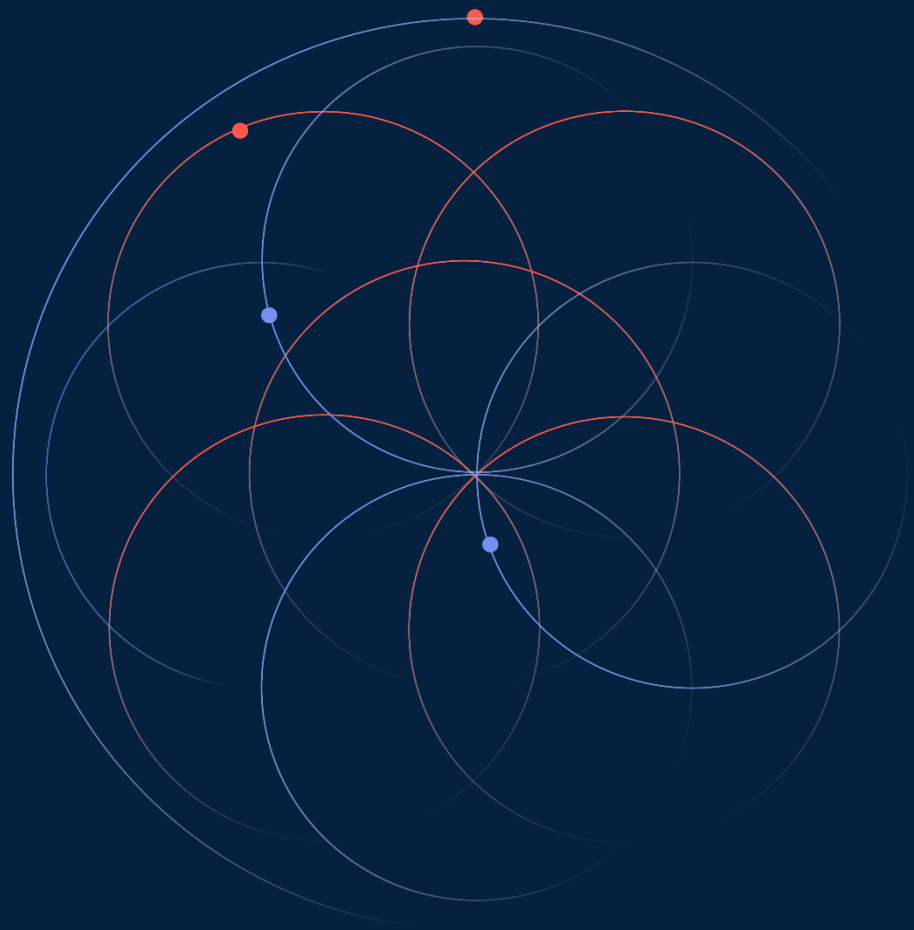
BMC HELIX OPERATIONS MANAGEMENT

Learning Path



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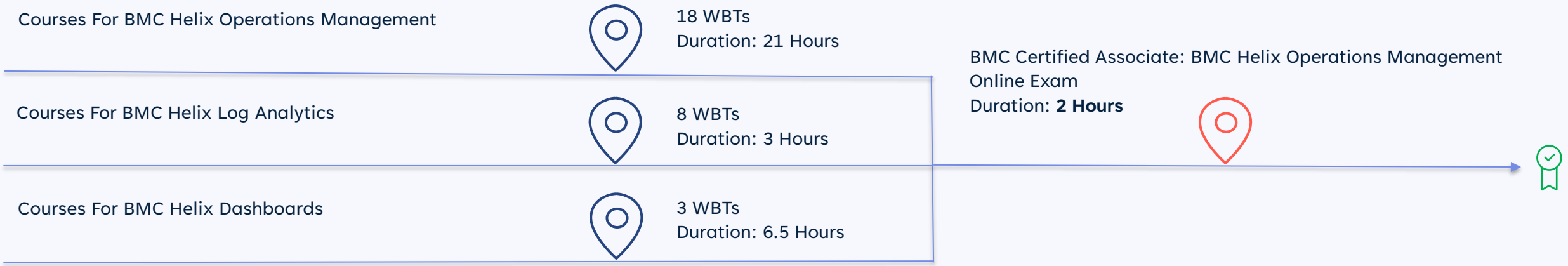
BMC Helix Operations Management: All Roles

Product versions: 22.x, 23.x. 24.x

BMC Helix Operations Management is a SaaS-based solution for monitoring, event management, and other ITOM capabilities. It features a modern user experience and automated workflows to streamline these functions.



Note: For the recommended sequence of courses for individual products, refer to subsequent slides.

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BMC Helix Operations Management Courses

BMC Helix Portal Overview (WBT)
Duration: **30 Minutes**

BMC Helix Operations Management: Overview (WBT)
Duration: **30 Minutes**

BMC Helix Operations Management: Fundamentals Device Monitoring (WBT)
Duration: **20 Minutes**

BMC Helix Operations Management: Fundamentals Groups (WBT)
Duration: **20 Minutes**

BMC Helix Operations Management: Fundamentals Event Processing (WBT)
Duration: **30 Minutes**

BMC Helix Operations Management: Fundamentals Role-Based Access Control (WBT)
Duration: **60 Minutes**

BMC Helix Operations Management: Authorization Profile (WBT)
Duration: **30 Minutes**

BMC Helix Operations Management: Fundamentals Monitor Policies (WBT)
Duration: **40 Minutes**

BMC Helix Operations Management: Fundamentals Implementing Alarm Policies (WBT)
Duration: **60 Minutes**

BMC Helix Operations Management: Fundamentals Event Policy (WBT)
Duration: **40 Minutes**

BMC Helix Operations Management Fundamentals Event Policy Enhancements (WBT)
Duration: **20 Minutes**

BMC Helix Operations Management: Fundamentals Aggregating Events using Correlation Policies (WBT)
Duration: **20 Minutes**

BMC Helix Operations Management: Fundamentals Event Policy – Notifications (WBT)
Duration: **25 Minutes**

BMC Helix Operations Management: Fundamentals Event Policy – Filtering Unwanted Events(WBT)
Duration: **20 Minutes**

BMC Helix Operations Management: Advanced Detecting Anomalies Using Multivariate Policies
Duration: **30 Minutes**

BMC Helix Operations Management 23.x: Fundamentals Operating (WBT)
Duration: **3 Hours**

BMC Helix Operations Management 23.x: Fundamentals Administering (WBT)
Duration: **6.5 Hours**

BMC Helix Operations Management: Fundamentals Migrating (WBT)
Duration: **3 Hours**

Continued on next page

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BMC Helix Log Analytics Courses

BMC Helix Log Analytics:
Overview (WBT)
Duration: **15 Minutes**

BMC Helix Log Analytics:
Fundamental Deriving
Insights from Logs (WBT)
Duration: **30 Minutes**

BMC Helix Log Analytics:
Fundamentals Generating
Events Using Alert Policy (WBT)
Duration: **25 Minutes**

BMC Helix Log Analytics:
Fundamentals Detecting
Anomalies (WBT)
Duration: **30 Minutes**

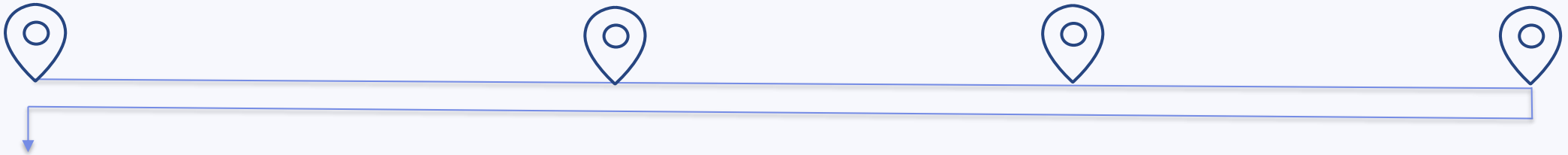
BMC Helix Log Analytics:
Fundamentals Enriching Logs (WBT)
Duration: **25 Minutes**

BMC Helix Log Analytics: Fundamentals
Archiving and Restoring Logs (WBT)
Duration: **15 Minutes**

BMC Helix Log Analytics:
Fundamentals Extracting Fields (WBT)
Duration: **20 Minutes**

BMC Helix Log Analytics:
Fundamentals Collecting Logs (WBT)
Duration: **40 Minutes**

BMC Helix Dashboards Courses



BMC Helix Dashboards:
Overview (WBT)
Duration: **60 Minutes**

BMC Helix Dashboards
21.x: Fundamentals Using (WBT)
Duration: **120 Minutes**

BMC Helix Operations
Management 23.x: Fundamentals
Designing Dashboards (WBT)
Duration: **3.5 Hours**

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BMC Helix Operations Management: Administrators & Consultants

Product versions: 22.x, 23.x. 24.x, 25.x

BMC Helix Operations Management is a SaaS-based solution for monitoring, event management, and other ITOM capabilities. It features a modern user experience and automated workflows to streamline these functions.

This Learning Track provides a deep dive into BMC Helix Operations Management features and capabilities. The demonstrations, videos, and presentation content provide a clear understanding of the features and capabilities of BMC Helix Operations Management and how to leverage them.

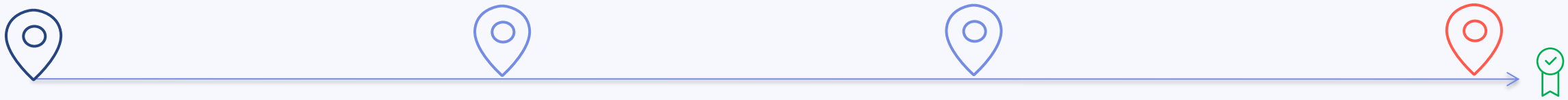
Courses For BMC Helix Operations Management, BMC Helix Log Analytics, and BMC Helix Dashboards

25 WBTs
Duration: **17.5 Hours**

BMC Helix Operations Management 23.x: Fundamentals Administering (ILT)
Duration: **2 Days**

BMC Helix Operations Management 25.x: Fundamentals Designing Dashboards **Duration: 2 Days**

BMC Certified Associate: Helix Operations Management 23.x for Administrators & Consultants Online Exam
Duration: 2 Hours



Note: The recommended sequence and details of the WBTs is depicted on slides 52 & 53.

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BMC Helix Operations Management: Operators

Product versions: 22.x, 23.x. 24.x, 25.x

BMC Helix Operations Management is a SaaS-based solution for monitoring, event management, and other ITOM capabilities. It features a modern user experience and automated workflows to streamline these functions.

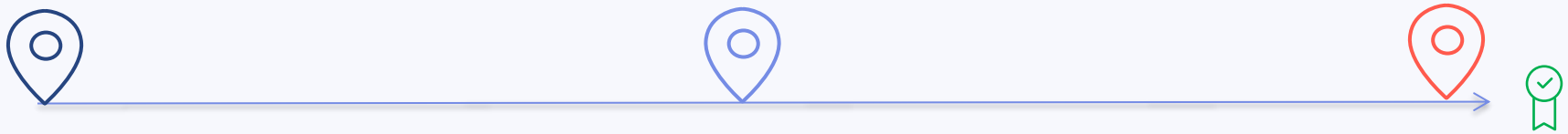
This Learning Track provides a deep dive into BMC Helix Operations Management features and capabilities. The demonstrations, videos, and presentation content provide a clear understanding of the features and capabilities of BMC Helix Operations Management and how to leverage them.

Courses For BMC Helix Operations Management, BMC Helix Log Analytics, and BMC Helix Dashboards

23 WBTs
Duration: **16 Hours**

BMC Helix Operations Management 25.x: Fundamentals Operating (ILT)
Duration: **1 Day**

BMC Certified Associate: Helix Operations Management 25.x for Operators Online Exam
Duration: **2 Hours**



Note: The recommended sequence and details of the WBTs is depicted on slides 52 & 53.

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BMC Helix On-Premises IT Operations Management Container Deployment

Recommended for: Administrators, Consultants

Product versions: 22.x, 23.x

BMC Helix IT Operations Management combines broad capabilities across monitoring and event management that enables fast deployment and upgrades, elastic scalability, and performance. This subscription includes courses that cover different aspects of BMC Helix On-premises IT Operations Management container deployment.

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BMC Helix Operations Management Migration

Recommended for: Administrators, Consultants

Product versions: 22.x

BMC Helix Operations Management is a SaaS-based solution that covers monitoring, event management, and other ITOM capabilities. It features a modern user experience and automated workflows to streamline monitoring and event management.

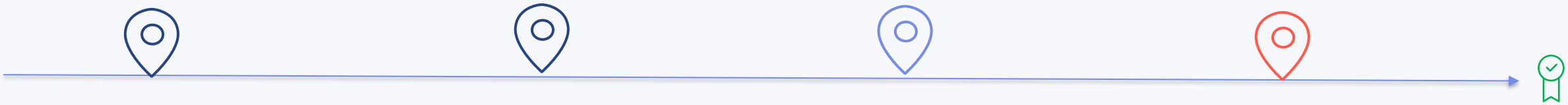
This subscription provides insight into the migration process of TrueSight Operations Management (TSOM) to BMC Helix Operations Management (BHOM). You will be introduced to a variety of topics and content that explain and discuss the different aspects of the migration process.

TrueSight Operations Management to BMC Helix Operations ManagementMigration: Overview (WBT)
Duration: **20 Minutes**

Using the TrueSight Operations Management Health Check Tool (WBT)
Duration: **30 Minutes**

BMC Helix Operations Management: Fundamentals Migrating
Duration: **2 Days**

BMC Certified Associate: Helix Operations Management Migration Online Exam
Duration: **2 Hours**



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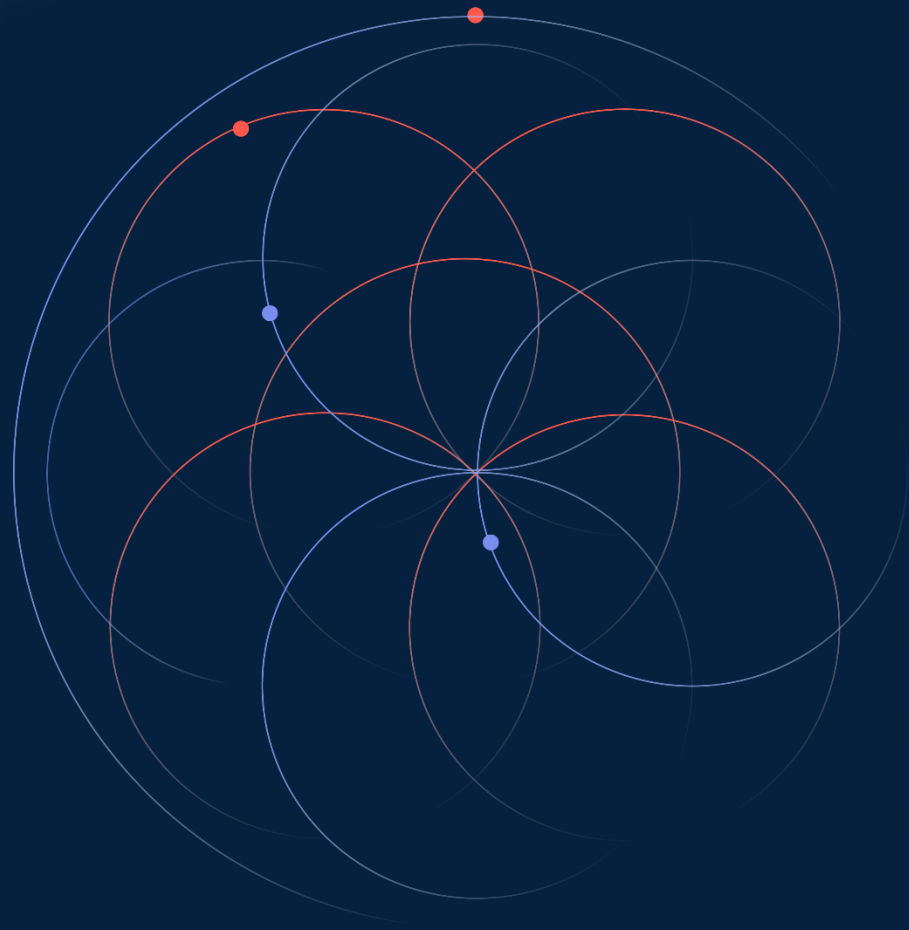
BMC DISCOVERY
Learning Path



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BMC Discovery 24.x: Administrator

Recommended for: Administrators

Product versions: 20.02, 20.08, 21.30, 22.2, 23.3, 24.3

BMC Discovery is a digital enterprise management solution that automates asset discovery and application dependency mapping to build a holistic view of all your data center assets and the relationships between them.

Fundamentals

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BMC Discovery 24.x: Application Modeler

Recommended for: Application Modelers

Product versions: 20.02, 20.08, 21.30, 22.2, 23.3, 24.3

BMC Discovery is a digital enterprise management solution that automates asset discovery and application dependency mapping to build a holistic view of all your data center assets and the relationships between them.

Fundamentals

BMC Discovery 24.x: Fundamentals Application Modeling - Part 1
Duration: **3 Days**

BMC Discovery 24.x: Fundamentals Application Modeling - Part 2
Duration: **1 Day**

BMC Discovery 24.x: Fundamentals Modeling - Part 3
Duration: **1 Day**

BMC Certified Associate: Discovery 24.x Application Modeling for Administrators Online Exam
Duration: **2 Hours**

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BMC Discovery 24.x: Administrator & Application Modeler

Recommended for: Administrators and Application Modelers

Product versions: 22.1, 22.2, 23.3, and 24.3

BMC Discovery is a digital enterprise management solution that automates asset discovery and application dependency mapping to build a holistic view of all your data center assets and the relationships between them.

Advanced

BMC Discovery 24.x:
Advanced Customization
Duration: 2 Days

BMC Certified Professional:
Discovery 24.x Online Exam
Duration: 2 Hours

Future Release

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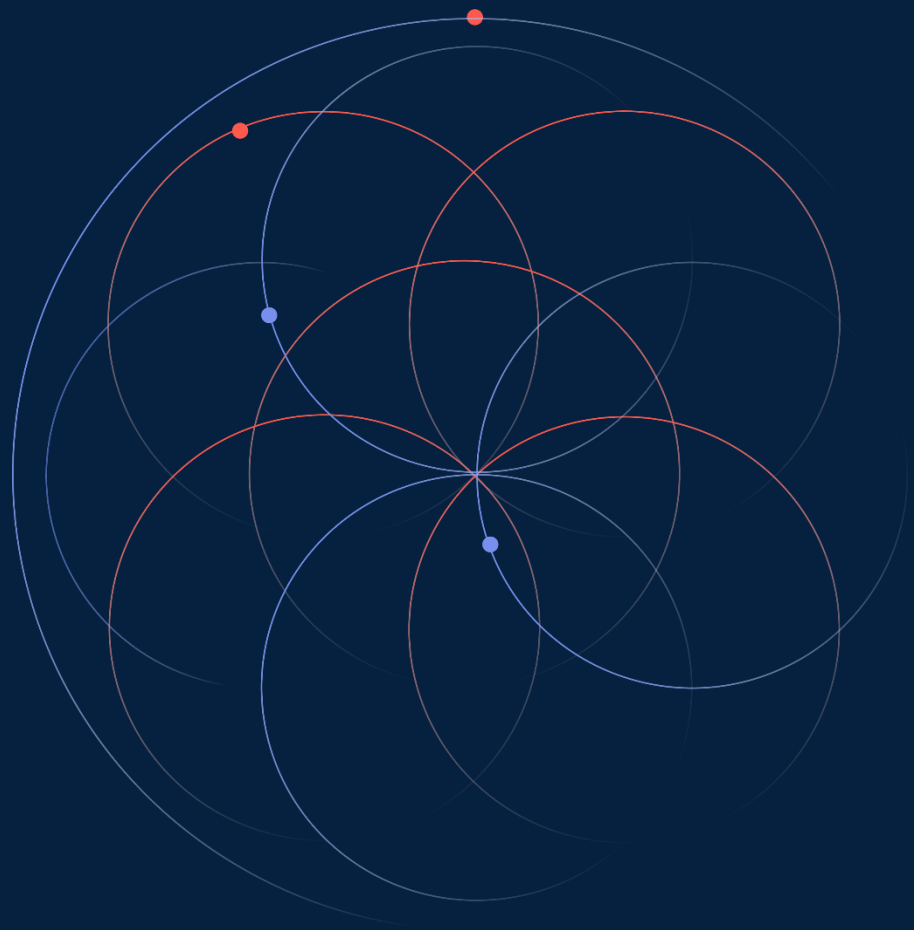
BMC HELIX CONTINUOUS OPTIMIZATION

Learning Path



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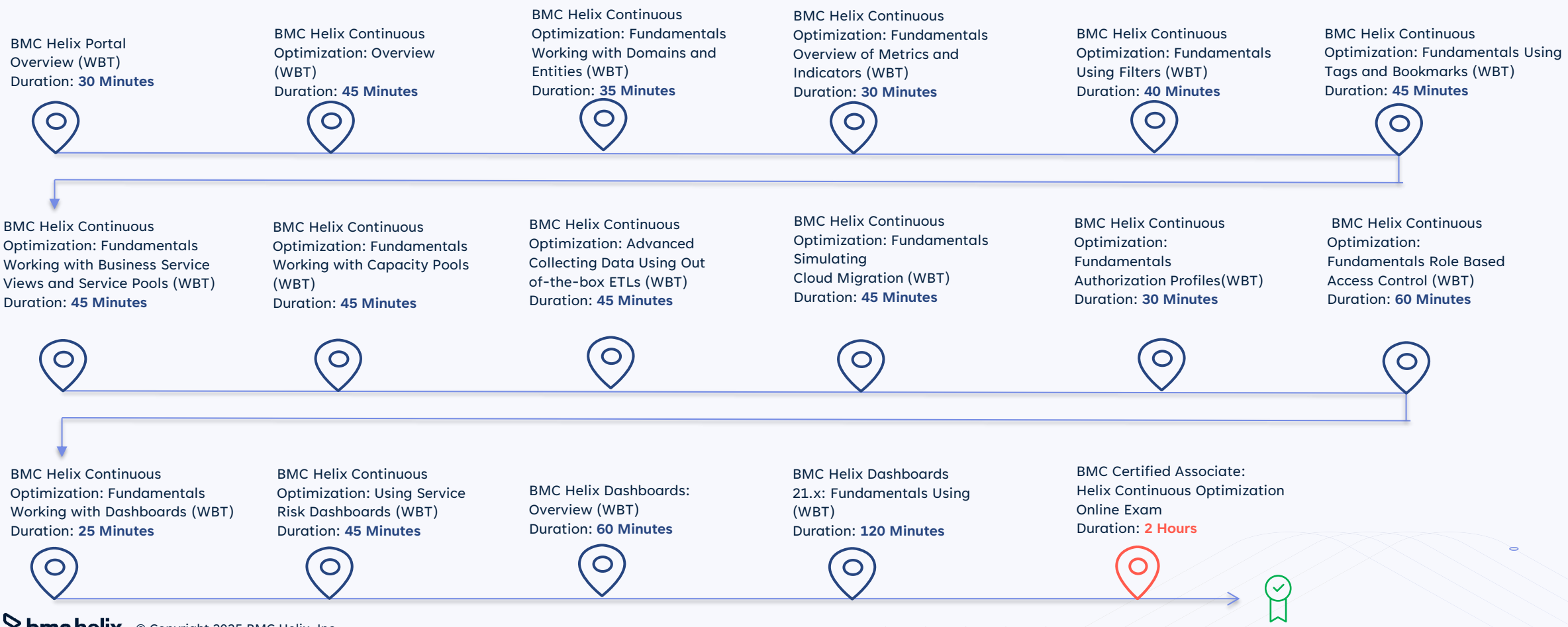
BMC Helix Continuous Optimization: All Roles

Product versions: 22.x

BMC Helix Continuous Optimization is a SaaS capacity management solution that helps optimize IT resources and plan for future needs. It analyzes data on CPU, memory, and storage, providing recommendations for efficiency. The solution supports physical, virtual, container, and cloud infrastructures.

This Learning Track provides a deep dive into BMC Helix Continuous Optimization features and capabilities. The demonstrations, videos, and presentation content provide a clear understanding of the features and capabilities of BMC Helix Continuous Optimization and how to leverage them.



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BMC Helix Continuous Optimization Migration

Recommended for: Administrators, Consultants

Product versions: 23.4

BMC Helix Continuous Optimization is a SaaS-based capacity management solution that gives you insights to optimize your current IT resources and plan for future demands. It collects and analyzes the capacity data and core metrics for CPU, memory, and storage.

This subscription provides a deep dive into migrating from TrueSight Capacity Optimization to BMC Helix Continuous Optimization. The web-based training courses included in this subscription provide comprehensive details for the migration, including migration overview, planning, and post-migration tasks.

BMC Helix Continuous Optimization: Fundamentals Migrating Overview (WBT) Duration: **30 Minutes**

BMC Helix Continuous Optimization: Planning the Migration and Activating(WBT) Duration: **30 Minutes**

BMC Helix Continuous Optimization: Installing the Remote ETL Engine (WBT) Duration: **30 Minutes**

BMC Helix Continuous Optimization: Downloading and Running the Migration Toolkit(WBT) Duration: **30 Minutes**

BMC Helix Continuous Optimization: Validating Data and Performing Post-Migration Tasks(WBT) Duration: **30 Minutes**

BMC Certified Associate: Helix Continuous Optimization Migration Online Exam Duration: **2 Hours**

Future Release

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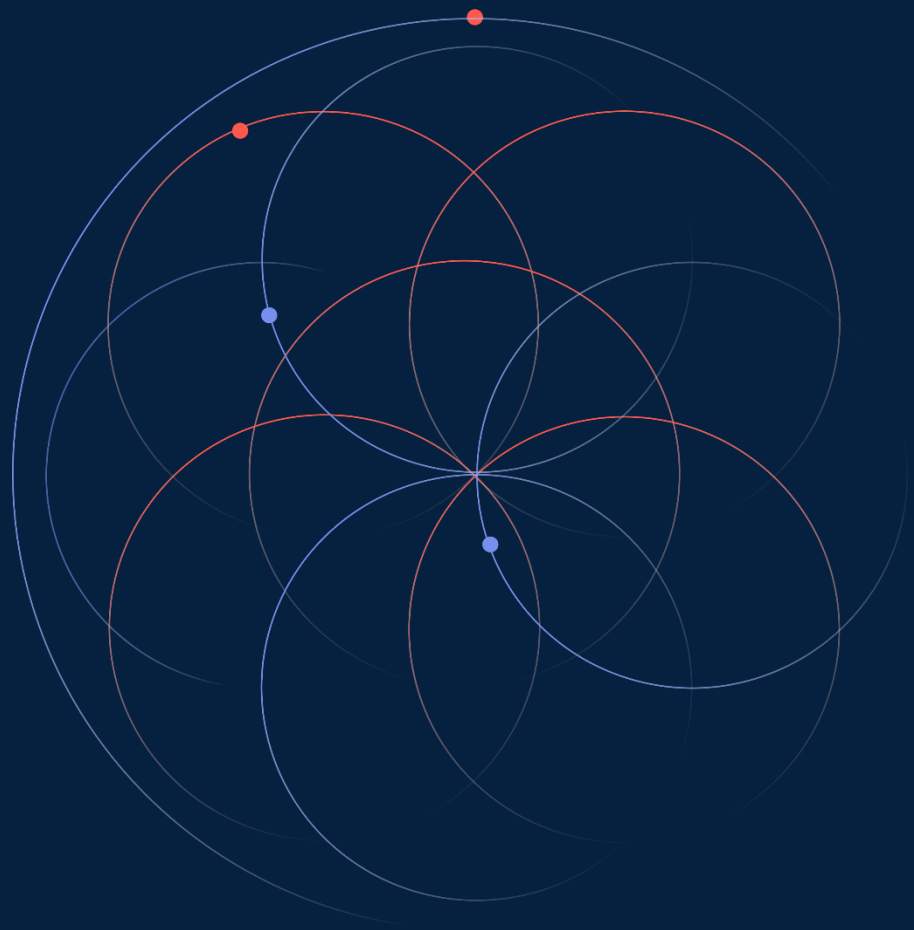
TrueSight Server Automation
Learning Path



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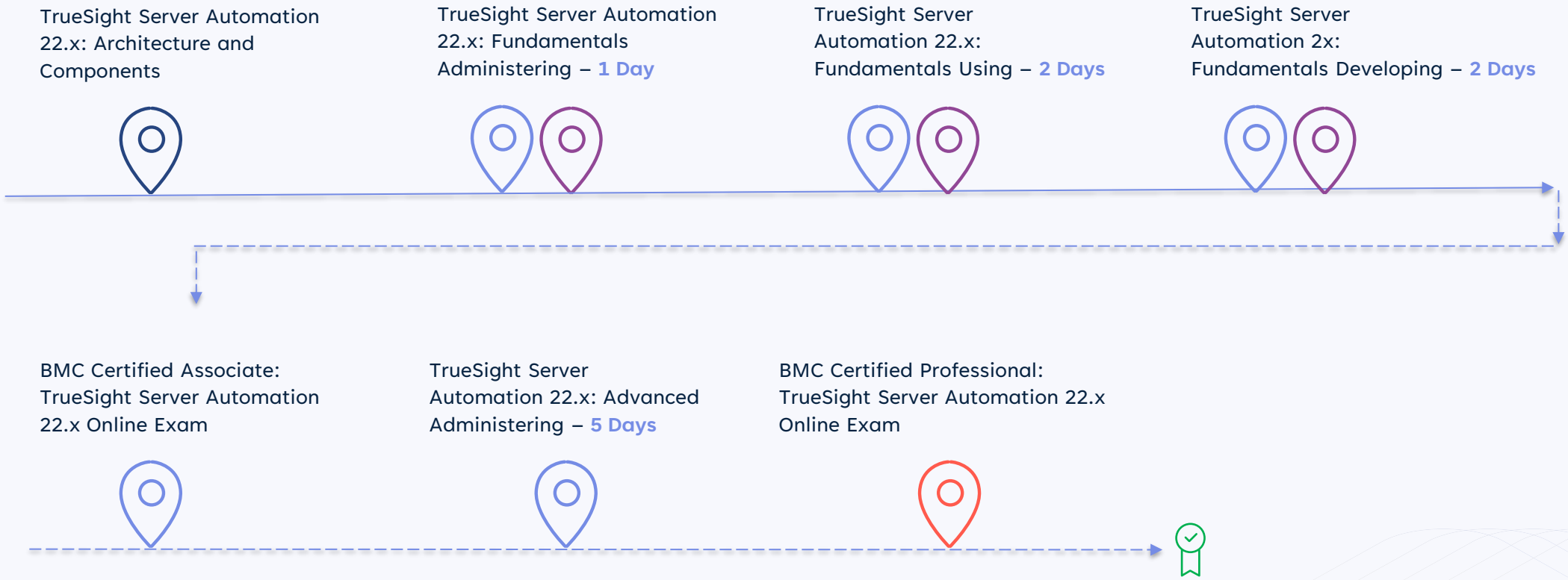
TrueSight Server Automation 22.x Fundamentals Learning Track

Recommended for: Administrators, Consultants

Product versions: 21.x

TrueSight Server Automation is a leading platform for the management, control, and enforcement of configuration changes in the datacenter. Using this platform administrators can manage both physical and virtual servers.



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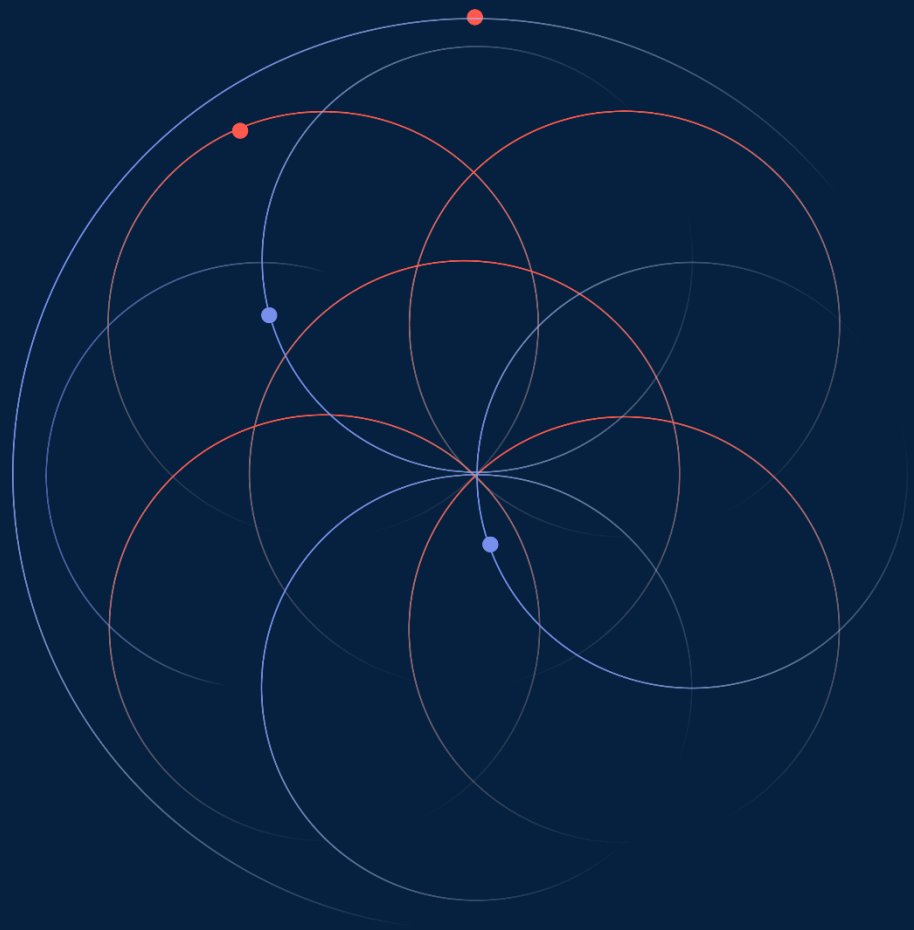
TrueSight Orchestration
Learning Path



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TrueSight Orchestration 20.x Fundamentals Learning Track

Recommended for: Administrators, Designers, Developers

Product versions: 20.02

TrueSight Orchestration is an IT process automation solution that allows IT to create workflows across applications, platforms, and tools to orchestrate critical activities such as event remediation, compliance, security and service desk automation across the organization

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TrueSight Orchestration 20.x Advanced Learning Track

Recommended for: Administrators, Designers, Developers

Product versions: 8.0, 8.1, 8.2

TrueSight Orchestration is an IT process automation solution that allows IT to create workflows across applications, platforms, and tools to orchestrate critical activities such as event remediation, compliance, security and service desk automation across the organization

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Additional Resources

The BMC Certified Associate levels validate the knowledge and skills needed to support, schedule, maintain, and apply best practices on BMC solutions.

The BMC Certified Professional level verifies all required skills to deploy, operate, and troubleshoot our products.

To earn your BMC Certified Professional designation for products that have an Online Proctored Exam, you must be Certified Associate and pass the Online Proctored Exam. If you do not pass the online proctored exam, you can re-register, pay for, and schedule another attempt within the guidelines set in the BMC Education Certification Policy.

Enterprise Web based Subscriptions

- BMC Helix IT Service Management Education Enterprise Subscription – Web-Based
- BMC Helix IT Operations Management Education Enterprise Subscription – Web-Based

Individual Instructor Led Subscriptions

- BMC Helix IT Service Management Education Individual Subscription – Instructor-Led
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