HCLSoftware Certified Professional – BigFix Platform 10
Certification Exam Guide

Introduction

This **intermediate level** certification exam certifies that the successful candidate has knowledge, skills, and abilities necessary to perform planning, installation, upgrade, configuration, management, operations, performance tuning and troubleshooting on HCL BigFix platform v10.x.

The deployment professional is generally self-sufficient and is able to perform most of the tasks involved in the role with limited amount of assistance from peers and vendor support services. The deployment professional efficiently uses product documentation.

Recommended Skills

- BigFix console and WebUI
- BigFix Administration Tool
- Basic knowledge of operating systems
- Intermediate knowledge of networking
- Basic knowledge Directory Servers
- Troubleshooting Procedures

Exam Format

- Multiple choice – one correct response out of four choices
- Multiple Response – two or more correct responses out of five or more choices
- Number of questions: 60
- Passing score: 81% (49/60)
- Exam duration: 90 minutes

Unanswered questions are scored as incorrect; there is no penalty for guessing.

Exam Results

The exam is scored using the Angoff method which is the lowest pass/fail cutoff score that a minimally qualified candidate is likely to achieve on the exam. This score was calculated by using a panel of subject matter experts who reviewed each question and performed an assessment of the level of difficulty of each question. This assessment is a prediction of the number of minimally qualified candidates that will answer the question correctly

Based on this review, the minimum score required to pass the exam is **49** out of a possible of 60.

HCLSoftware Certification Program

Your score report could contain a table of exam competencies that illustrate your performance at for each of the areas that were tested. This information is intended to provide general feedback about your exam performance and help you determine the areas where further study might be required. You do not need to achieve a passing score for each competency area. You only need to pass the overall exam.

Exam Content

This exam guide includes competency areas and weightings for the exam as seen below.
This exam covers content specifically for HCL BigFix Platform 10.

Competency Area	% of Examination
Planning & Architecture	20%
Installation & Configuration	25%
Administration & Management	25%
Performance Tuning & Troubleshooting	15%
Operations & Usage	15%
TOTAL	**100%**

Competency Area 1: Planning & Architecture – Plan and design a BigFix solution based on requirements/environment

    1.1 BigFix Server and Database Requirements/Infrastructure

    1.2 BigFix Network Requirements/Infrastructure

    1.3 BigFix Platform Components Requirements/Infrastructure

- BigFix Relay
- BigFix Client (agent)
- BigFix Console
- WebUI
- WebReports

Competency Area 2: Installation & Configuration – Install, upgrade, and configure the BigFix platform

    2.1 BigFix Platform Components Installation & Configuration

- BigFix Server
- BigFix Relay
- BigFix Client (agent)
- BigFix Console
- WebUI
- WebReports
- Airgap
- Plugins

    2.2 BigFix Platform Components Planning & Upgrade

2.3 Security
- Encryption
- License.pvk file
- Other security topics

Competency Area 3: Administration & Management – Administer and manage BigFix platform and users

3.1 BigFix Platform Management
- Sites
- Settings
- Groups
- Analyses
- Properties
- Licensing
- BigFix Administration Tool

3.2 BigFix User Management
- Users
- Roles
- Authentication & Permissions

Competency Area 4: Performance Tuning & Troubleshooting – Perform tuning to optimize performance and troubleshoot issues within BigFix

4.1 Performance Tuning
- FillDB
- Command Polling
- Cache Management
- Bandwidth Management
- Persistent Connections
- Client Tuning

4.2 Troubleshooting
- Disconnected Client
- Healthcheck Dashboard
- Relay Health
- Relay/Server Diagnostics
- Logs

Competency Area 5: Operations & Usage – Use and operate BigFix using various interfaces

5.1 BigFix Console & WebUI

5.2 Properties & Analyses
- Relevance

5.3 Fixlets, Tasks, & Baselines
- Relevance

5.4 Actions
- Action Scripts

5.5 Reporting
- Inline Reports

Exam Preparation Resources

It is recommended to utilize the following resources for the HCL Certified Professional – BigFix Platform 10 Certification exam. These resources and additional training are not required before taking the exam but are highly recommended opportunities to learn from experts and expand on your knowledge.

- Virtual Training Courses
- Product Documentation
- BigFix Wiki
- BigFix Performance & Capacity Planning Resources
- BigFix Technical Advisors Videos

Exam Registration

Registration for this exam is available on the HCLSoftware Academy page that is located on the Pearson Vue website.

https://home.pearsonvue.com/hclsoftwareacademy