HCLSoftware Certification Program

HCLSoftware Certified Administrator - BigFix Platform 11 Exam Guide

Introduction

This **entry level** certification is intended for BigFix Administrators/Operators who are familiar with the HCL BigFix Platform functionality and usage. They can demonstrate basic support and technical knowledge of the platform. They are self-sufficient and can effectively perform the required operations activities in the Console or WebUI. In addition, they can provide limited assistance with configuration, management, administrative tasks, and troubleshooting of HCL BigFix platform v11.x.

The administrator is generally self-sufficient and can perform most of the tasks involved in the role with limited assistance from peers and vendor support services. The administrator efficiently uses product documentation and best practices.

Recommended Skills

- BigFix usage including patching and other related activities
- Basic knowledge of BigFix Relevance and Action script
- BigFix Components
- Knowledge of recommended ports & Architecture
- BigFix Console and WebUI
- Basic knowledge of operating systems
- Basic knowledge of networking
- Basic knowledge of 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: 52
- Passing score: 75% (39/52)
- Exam duration: 75 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 cut-off 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 39 out of a possible of 52.

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 11.x.

Competency Area	% of Examination
Foundational Knowledge of Planning & Architecture	15%
Installation, Configuration & Management of Agents and Relays	15%
Basic Administration, & Management of the Platform	20%
Basic Troubleshooting of Platform Components	15%
Operations & Usage	35%
TOTAL	100%

Competency Area 1: Foundational Knowledge of Planning & Architecture – Demonstrate basic knowledge of the BigFix platform components and how they communicate.

    1.1 Basic BigFix Server Infrastructure

    1.2 BigFix Basic Network Requirements/Infrastructure

    1.3 BigFix Platform Components Requirements/Infrastructure

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

Competency Area 2: Installation, Configuration & Management of Agents and Relays – Install and configure the BigFix Agent and Relays.

    2.1 BigFix Platform Components Installation & Configuration

- BigFix Client (agent)
- BigFix Relays

Competency Area 3: Basic Administration, & Management of the Platform – Configure and Manage the BigFix platform and users to carry out the desired operations.

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

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

Competency Area 4: Basic Troubleshooting of Platform Components – Perform basic troubleshooting of the BigFix client functionality and failed actions by checking service status, reviewing logs, and verifying network connectivity. Utilize the available troubleshooting tools and logs to identify issues with Relays, Relay selection and Console health.

4.1 Inspection, Debugging
- Service status
- Reviewing logs
- Cache Management
- Authentication issues
- Checking Relay Settings
- Verifying network connectivity

4.2 Troubleshooting
- Disconnected Client
- Console Health
- Client Health
- Relay Health
- Relay Diagnostics

Competency Area 5: Operations & Usage – Use BigFix to effectively perform the required endpoint management activities utilizing all available user interfaces.

    5.1 BigFix Console & WebUI
    5.2 Properties, Analyses & Settings
    5.3 Fixlets, Tasks, & Baselines

5.4 Taking and Monitoring Actions

5.5 Basic Relevance & Action Script

5.6 Basic Reporting
- • WebUI Inline Reports
- • Web Reports

Exam Preparation Resources

It is recommended to utilize the following resources for the HCL Certified Professional – BigFix Platform 11.x 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 U page that is located on the Pearson Vue website.

https://home.pearsonvue.com/hclsoftwareacademy