

BlackBerry Support Professional

The technical accreditation training path for BlackBerry Support Professional (BSP) includes a blend of instructor-led training and an online assessment. The BSP accreditation is targeted at individuals who will perform Technical Support and troubleshooting tasks on the BlackBerry UEM platform. Please note: the [BlackBerry Systems Integration Professional](#) accreditation is the pre-requisite to completing this accreditation program.

The instructor-led training must be completed using one of BlackBerry's Authorized Training Partners and content will be accessed using the BlackBerry Universe learning portal. The assessment must be proctored through one of BlackBerry's Authorized Training Partners. To successfully achieve the accreditation for BlackBerry Support Professional, learners must complete all training and assessment requirements listed in the chart below.

Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
BlackBerry Support Professional	726-00241-123	1 day	This course introduces learners to advanced troubleshooting concepts in BlackBerry UEM. After taking this training, learners should be able to resolve licensing issues, and troubleshoot installation and administration errors in a BlackBerry UEM deployment.	<ul style="list-style-type: none"> Identify and resolve licensing issues Troubleshoot installation issues Analyze the installation log files to identify error messages that may have prevented a successful installation Research any error messages to find resolution Troubleshoot upgrade and migration issues Troubleshoot activation issues Identify activation error messages in example log files Break down activation error messages in example log files Understand and use advanced tools and techniques for troubleshooting BlackBerry UEM issues
BlackBerry Support Professional - Assessment	729-00245-123	30 minutes	This Assessment will evaluate the learner according to the objectives for the associated instructor-led course.	The passing score for this assessment is 80%.