

Dynatrace Associate Certification

Exam Blueprint

Last Edited: December 2017





Introduction

The **Dynatrace Associate Certification** validates that you have knowledge of the Dynatrace infrastructure, system capabilities and components, supported technologies, reporting, and analysis features and concepts.

This blueprint provides the content and context of the Dynatrace Associate Certification. Please review this blueprint in its entirety to gain a thorough understanding of the certification expectations and requirements.

Prerequisite Knowledge

While knowledge of Dynatrace is required to achieve this certification, examinees must also have working knowledge and familiarity in the following areas:

- Service Oriented Application (SOA) Architectures
- Application Servers, such as WebSphere, WebLogic, JBoss, Tomcat, IIS, etc.
- The structure of mobile and web applications and the underlying hosting architecture, including databases, networks, and processes
- General knowledge of application performance metrics
- Windows, UNIX, VMware, etc.
- Some familiarity with Cloud and New Stack Technologies such as Azure, AWS, Docker, Kubernetes, Cloud Foundry, IBM Bluemix, OpenStack, OpenShift etc.

Certification Preparation

The Dynatrace Associate Certification is intended for individuals who have theoretical knowledge and some hands-on experience with Dynatrace. It is recommended to use the following resources for studying and preparing for this exam.

vILT Courses The Dynatrace Associate vILT is four 4-hour sessions. These sessions are live instructor-led trainings via GoToTraining. Each student has the use of a pre-configured Amazon Web Services environment. For pricing, scheduling and more information, access the link below.
<https://university.dynatrace.com/vseries/vilt/31>

Dynatrace University Access Dynatrace University to view training videos. There are 35 product education videos for Dynatrace.
<http://university.dynatrace.com/education/dynatrace>

Dynatrace Support Center The Dynatrace Support Center hosts the product documentation. Review the documentation side-by-side with your environment to get the best results from this resource.
<https://help.dynatrace.com/>

Taste of the Test Prior to taking the exam, there is an option to take the Taste of the Test. This gives individuals the opportunity to take a sample of the exam without it being counted in the total score.
<https://university.dynatrace.com/certificate/dynatrace>

Dynatrace Associate Exam MindMap As a companion to this document, this [visual representation](#) of topics can help you organize information used while preparing for this exam. This is meant as a study aid, and not a comprehensive list of exam topics.



Exam Format

The Dynatrace Associate Exam is comprised of 70 questions, taken over the course of 75 minutes. The certification is 100% computer graded, with a passing score of 72%.

The exam includes both multiple-choice and multiple-response questions.

- Multiple-choice: select one option from a list that best answers the question or completes the statement.
- Multiple-response: select multiple options from a list to answer the question or complete the statement. Multiple-response test items are clearly identified. Partial percentage for each correct answer is given and that same percentage is deducted for an incorrect choice.

Core Competencies

The questions in the exam are based on the following core competencies. Associate Certification requires an overall knowledge of the following aspects of Dynatrace.

Terminology	A Certified Dynatrace Associate should use the correct verbiage for objects, features, functions, and procedures used within Dynatrace. This also extends to APM/DPM industry terms, which are of importance in determining understanding of APM/DPM concepts when using Dynatrace for monitoring.
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SaaS or Managed Offerings	Dynatrace is offered as a service, as well as an installed version on premises. An examinee should know the differences and similarities of each, and the recommendations and best practices for installation options.
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Additional Components	Additional components for Dynatrace include the following: Security Gateway, Docker, AWS, VMware/Virtual Machines, Agentless RUM, and PaaS Integration options. An examinee should have a general understanding of the options available.
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Installation	This competency encompasses the installation of OneAgent, and the installation of the Dynatrace Server for managed installations. It also includes installation of additional components, such as the Security Gateway, and the enabling of additional features and functions.
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OneAgent	The Dynatrace OneAgent comprises the bulk of the Dynatrace installation and is the data backbone for Dynatrace analytics. The examinee should be able to demonstrate knowledge of the role of OneAgent and how it auto-discovers dependencies in the environment from the host on which it is installed.
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Managing Settings	From the Dynatrace client, the settings for monitoring, services, log analytics, anomaly detection, integration with 3rd party services, and general preferences can be managed, modified, added, or removed. The examinee should be aware of these settings, how to find them, and how they affect the monitored environment.
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Dashboards & Navigation	The Home Dashboard shows the monitored environment in a single glance and provides system navigation with drill-down through tiles and images, interactive charts, buttons, and links. The examinee should be able to demonstrate they have working knowledge of how to use and create dashboards, as well as navigate the Dynatrace user interface via other means, such as menus, buttons, and infographics.
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Smartscape The Dynatrace Smartscape provides the visualization of the complexities of an application stack and delivery chain. It shows how the components of an application work together and the relationships between services. The ability to use and understand the Smartscape is an important part in determining the examinee's knowledge of Dynatrace.

Real-User Monitoring Dynatrace provides a complete trace of end-to-end user journeys, the entire click path for all user sessions. This competency covers knowledge of the user metrics captured in Dynatrace.

Application Monitoring Dynatrace application monitoring provides full stack application monitoring and performance metrics in real time, and detects and diagnoses problems automatically, across all tiers. The examinee should be able to demonstrate knowledge of how Dynatrace monitors applications and an understanding of analysis of the resultant data.

Server-Side Monitoring Dynatrace monitors server CPU, memory, and network health metrics down to the process level. Additionally, Dynatrace can be used to monitor the status of virtualized environments, and individual databases can be monitored for response time and load. An examinee should be able to demonstrate an understanding of the Server-Side monitoring metrics and what they mean to host health, and overall application health.

Network Monitoring Dynatrace provides insight into the quality of communication between hosts and the processes that run on them. Using this data, an examinee should be able to determine if processes are clearly communicating, and identify which are consuming the most network resources.

Synthetic Monitoring Dynatrace provides availability monitoring in the form of simulated monitors. Examinees should be able to create the different types of monitors and correctly interpret the data they provide.

Analyzing Reports & Infographics Data from Dynatrace OneAgent takes the form of dashboards, charts, and reports used to stay on top of your environment's performance. Knowing where to find specific types of information, understanding how data is displayed in charts, and the ability to drill-down and analyze reports, is essential to fully utilizing Dynatrace analytics.

Problem Identification & Resolution Dynatrace uses baselines it creates based on a determination of "normal" application behavior to detect anomalies and identify problems. A Dynatrace user needs to be able to identify potential problems, view existing problems, and drill-down to problem resolution and root-cause analysis, in order to triage and troubleshoot issues in their environment. Questions aligned to this competency test the examinee's knowledge of how Dynatrace identifies problems and potential solutions.





Knowledge Areas & Objectives

The core competencies found above and questions included in the exam are grouped by the following knowledge areas. Sample objectives are included for each knowledge area. The topics and concepts found in the objectives are intended to clarify the knowledge area and are **not** a comprehensive listing of exam content. Other related content may appear on the exam.

Fundamentals This knowledge area includes facts and concepts about Dynatrace terminology, installation options, general system options and information about the platform, integration points, supported systems, and other options.

1. Given specific terms and product features, successfully navigate within Dynatrace to find the specific features, settings, tools, or components.
2. Describe the optional Dynatrace components, and their features and functions.
3. Use the Dynatrace user interface to identify and locate specific features, functions, components, dependencies, relationships, and issues.

Install & Configure This knowledge area focuses on installation options, and the steps to download and install Dynatrace. It also covers accessing configuration options, system settings, customization of the interface, and similar settings.

1. Given specific environmental requirements, recommend the best installation options, describe the steps to install Dynatrace, and any additional components needed.
2. Describe options for configuring system settings, alerts, notifications, preferences, and enabling or disabling specific features and functions.
3. Describe the options available for updating Dynatrace in your environment.

Components & Architecture Here, you are asked to confirm your knowledge about the Dynatrace structure, the components that make up various parts of the system, and how they communicate with each other to report and analyze data. This also includes details about additional components and integration options, including interaction with 3rd party systems.

1. Describe the benefits of enabling additional features and functions, such as optional components and enabling 3rd party integration.
2. List the user roles and groups required for using Dynatrace, for managed installations, and via the user interface.
3. Describe how Dynatrace monitoring affects other systems and network overhead.

Capabilities & Monitoring This area tests your knowledge about how Dynatrace operates in your environment and the many features Dynatrace offers for digital process monitoring.

1. Discover, describe, and tune anomaly detection sensitivity, override thresholds, create threshold alerts, and disable alerting for certain applications, hosts, database services or for other tiers.
 2. Create rules to tune the tracking of user actions and assign tags to components to simplify searches and group metrics.
 3. Describe how Dynatrace monitors host and network health and provides database performance metrics.
 4. Correctly identify the parameters Dynatrace uses for Frequent Issue Detection to determine healthy or unhealthy operations and describe how Dynatrace identifies the root cause of problems.
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Reporting & Analysis These questions are about facts, procedures, and principles for using Dynatrace, finding and interpreting data, which is provided via the Dashboard, Smartscape, visualized in infographics, or presented in reports.

1. Provided charts and infographics, correctly identify the data presented.
2. Use Dynatrace tools such as the Problem Evolution Player, Smartscape, log analytics, and root-cause analysis, to identify problems and details about a problem, from the start of a problem through resolution.

The table below lists the knowledge areas covered in the exam and the extent to which they are represented in the exam.

Knowledge Area	%of Exam
Fundamentals	24%
Install & Configure	7%
Components & Architecture	11%
Capabilities & Monitoring	25%
Reporting & Analysis	33%
Total	100%

Scheduling

Certification exams are administered and proctored by Examity®. We have partnered with Examity, an online proctoring service, to protect the value of your certification. By utilizing an online proctor, there is no need to travel to a testing center. You can take the exam from your computer, from almost any location. To schedule your Dynatrace Associate exam, please log in to Dynatrace University and follow the certification icons. Once you have accepted the Dynatrace Certification Terms and Conditions, you can connect with Examity to schedule your exam appointment. You must schedule your appointment at least 24 hours in advance of the day and time in which you wish to take the exam.

Please see Exam Requirements below for details about the system and environment setup that is required for taking the exam.

Exam Requirements

This is a 'closed book' exam. You will not be permitted access to any resources, internal or external, while taking the exam. This includes accessing the Internet for resources. Your desktop activity will be recorded and reviewed by the proctor and the Dynatrace Certification team.

System Requirements

The following system requirements should be reviewed and available for the exam:

- Desktop computer or laptop – PC or Mac (no tablets). If using a laptop, be sure you are connected to a power source.
- Webcam (Must be portable enough to scan the room)
- Computer or plug-in microphone (Use of a headset microphone is not allowed)
- Speakers
- The webcam, speakers, and microphone must remain ON throughout the test
- Wired Internet connection with at least a 5 Mbps download speed and a 3 Mbps upload speed. You can perform a speed test here: www.speedtest.net





- Chrome browser with pop-up blocker disabled
- Dual monitors are not allowed
- You can test your readiness with Examity here:
<https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx>

Environmental Requirements

The following environmental requirements must be met and maintained throughout the exam:

- You must have a clear desk and workspace. You will be asked by the proctor to use your webcam to show them your desk and work area.
- You must be alone in the room throughout the test. If you take the exam at your place of work, please book a conference room or an equivalent private space. Do not take the exam in a cubicle or your exam may be interrupted by the proctor.
- Use of cell phones or tablets is not allowed
- Use of headphones is not allowed
- You are not allowed to leave your seat during the exam
- You will not be allowed to speak with anyone except the proctor during the exam
- If you are disconnected from Examity or the exam, DO NOT attempt to log back into the exam. Call Examity at (855) 392-6489 x1 or wait for a representative from Examity to contact you via email or the phone number you provided. Attempting to continue the exam after you are disconnected from the proctor will result in an automatic failure for the exam.

Accommodation

Dynatrace is committed to ensuring its exams are accessible to everyone, including those individuals who may require accommodation. If you believe you require an accommodation to access this exam, please contact dtu.help@dynatrace.com to request assistance.

Payment

An exam may be paid for by credit card or by using a promotional code. Promotional codes can be obtained in exchange for your points or if you have opted for certifications in your Product Schedule, Statement of Work (SOW) or another contract. Contact your Customer Success Manager (CSM) or email: certpaymentinquiry@dynatrace.com to obtain a promotional code. You may schedule your exam using this code.

