Dynatrace Associate Certification

Exam Blueprint

Last Edited: April, 2020

For exam release: December 16, 2019

TABLE OF CONTENTS

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 Tomcat, IIS, PHP, .NET, 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.
- Familiarity with Cloud and New Stack Technologies such as Azure, AWS, Docker, Kubernetes, Cloud Foundry, IBM Bluemix, OpenStack, OpenShift, etc.

Certification Preparation & Suggested Resources

The Dynatrace Associate Certification is intended for individuals who have theoretical knowledge and approximately six months of 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 five 4-hour live instructor-led trainings via GoToTraining. Topics covered in the vILT provide a basis for study for the certification exam. For pricing, scheduling, and more information, see: https://university.dynatrace.com/training/vilt/23466
Dynatrace University	Access Dynatrace University to view product training videos. https://university.dynatrace.com/ondemand/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 practice exam. Found in the Learning Path here: https://university.dynatrace.com/certification/dynatrace
Dynatrace Associate Exam Mindmap	This visual representation of topics is included as a study aid. It is recommended that you review any topics, features, and technologies included in the Mindmap which also can be found in the Learning Path.

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 an understanding of APM/DPM concepts when using Dynatrace for monitoring.
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, along with recommendations and best practices for each option.
Additional Components	Additional components for Dynatrace include the following: ActiveGate, Docker, AWS, VMware/Virtual Machines, Agentless RUM, and PaaS Integration options. Examinees should have an understanding of the options available.
Installation	This competency encompasses the installation of OneAgent and additional installation options. It also includes installation of additional components, such as the ActiveGate, and the enabling of additional features and functions.
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 it is installed on.
Managing Settings	The settings for monitoring, services, log analytics, anomaly detection, integration with 3rd party services, and general preferences can be managed, modified, added, or removed both globally and by entity. The examinee should know where to find setting and how changes affect monitoring.
Dashboards & Navigation	Dashboards can be built to provide system information and navigation. The examinee should have working knowledge of how to use and create dashboards and charts and navigate the Dynatrace user interface via other means, such as menus, buttons, and infographics.
Smartscape	The Dynatrace Smartscape provides 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 clickpath for all user sessions. This competency covers knowledge of the user metrics and sessions captured in Dynatrace.

Application Monitoring	Dynatrace application monitoring provides full-stack application monitoring and performance metrics in real time. The examinee should 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 health metrics down to the process level. Additionally, Dynatrace can be used to monitor the status of virtualized environments. Individual databases can be monitored for response time and load. An examinee should 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 running 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.
Reports & Infographics	Data from Dynatrace OneAgent takes the form of dashboards, charts, infographics, 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 artificial intelligence and baselines created from a determination of normal application behavior to detect anomalies and identify problems across all tiers. 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 root causes.

Knowledge Areas & Objectives

The core competencies 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.

Capabilities & Monitoring	This area tests your knowledge about how Dynatrace operates in your environment, how data is gathered and analyzed, and features offered by Dynatrace for full-stack performance monitoring of your applications. 1. Describe application baselining and how it is used in Dynatrace. 2. Describe how Dynatrace gathers log files for analysis. 3. Select options and metrics available to configure database and network monitoring. 4. Recall how process groups and services are detected and presented.
Components & Architecture	Here, you are asked to confirm your knowledge about 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 ActiveGates or 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 network overhead.
Digital Experience Management	The Digital Experience Management (DEM) knowledge area combines Real User Monitoring and Synthetic monitoring in order to prioritize the experience of end users. Examinees should have knowledge of DEM metrics and how to use them to optimize user experience. 1. Define Real User Monitoring and describe how it is implemented. 2. Create rules to tune the tracking of user actions and assign tags to components to simplify searches and group metrics. 3. Describe the data and metrics obtained through real user monitoring. 4. Configure Synthetic monitors to test availability.
Install & Configure	This knowledge area encompasses installation of OneAgent and ActiveGate, configuration options available both globally and by entity, system settings, and options for configuration of detection, analysis, and monitoring in Dynatrace and via configuration files. 1. Configure Dynatrace options to customize naming and recognition of services and other entities. 2. Describe options for configuring system settings, alerts, notifications, preferences, and enabling or disabling specific technologies, features, and functions. 3. Describe options for installing and updating OneAgent or ActiveGate.

| Problems & Resolution | Dynatrace automatically detects performance anomalies in your applications, services, and infrastructure. This area encompasses concepts, configuration options, notifications, events, alerting, and problem analysis. |

Problems & Resolution

Dynatrace automatically detects performance anomalies in your applications, services, and infrastructure. This area encompasses concepts, configuration options, notifications, events, alerting, and problem analysis.

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. Correctly identify the parameters Dynatrace uses for frequent issue detection to determine healthy or unhealthy operations.
3. Describe how Dynatrace identifies the root cause of problems.
4. Use Dynatrace tools such as the Problem Evolution Player, Smartscape, log monitoring, and root-cause analysis to identify problems and facilitate problem resolution.

Reporting & Analysis

These questions are about facts, procedures, and principles for using Dynatrace, finding and interpreting data, which is provided via dashboards, the Smartscape, visualized in infographics, or presented in reports.

1. Provided charts and infographics and correctly identify the data presented.
2. Correctly identify the availability and retention of monitoring data.
3. Select options available for creating dashboards and adding tiles.

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
Capabilities & Monitoring	23%
Components & Architecture	9%
DEM	19%
Install & Configure	20%
Problems & Resolution	13%
Reporting & Analysis	16%
Total	100%

Exam Format

The Dynatrace Associate Exam is comprised of 70 questions, taken over the course of 1 hour and 45 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, however, this does not result in negative points for the question overall.

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. If you are registering with Examity for the first time, be sure to use the same email address you use for Dynatrace University.

You must schedule your appointment at least 24 hours in advance of the day and time you wish to take 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 and exam activities are 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
- Screen capturing or recording tools of any kind 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. Please clear off whiteboards and bulletin boards.
- 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 Flexpoints or if you have opted for certifications in your Product Schedule, Statement of Work (SOW) or other contract. Contact your Services Manager or email: dtu.payments@dynatrace.com to obtain a promotional code. You may schedule your exam using this code.

Retake and Scheduling Policies

The exam retake and scheduling policies are available in the Dynatrace Certification Terms and Conditions.