

Application Monitoring Associate Certification

Exam Blueprint

July, 2017



Introduction

The Application Monitoring (AppMon) Associate Certification validates that you have knowledge of the Application Monitoring infrastructure, data collection, modeling, and visualization concepts. This exam is not based on a specific software version. However, it is recommended to use the most current software version and training materials for exam preparation.

This blueprint provides the content and context of the Application Monitoring 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 AppMon is required to achieve this certification, examinees must also have working knowledge in the following areas:

- Object-oriented programming: Java or .NET
- Service Oriented Application (SOA) Architectures
- Application Servers, such as WebSphere, WebLogic, JBoss, Tomcat, IIS, etc.
- Processes in Windows, UNIX, VMware, etc.

Exam Preparation

The Application Monitoring Associate Certification is intended for individuals who have theoretical knowledge and hands-on experience with AppMon. The combination virtual instructor led training (vILT) courses, self-paced learning on Dynatrace University, self-study on the Dynatrace Community, and some basic hands-on experience will prepare the examinee for certification. It is recommended to use the following resources for studying and preparing for this exam:

Prior Experience	Experience using the latest release of AppMon will provide a good basis to help you prepare for the certification exam.
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vILT Courses	The Application Monitoring Associate vILT is five 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
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Dynatrace University	Access Dynatrace University to view training videos. There are product education and release videos for AppMon, as well as recorded webinars. http://university.dynatrace.com/education/appmon
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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://www.dynatrace.com/support/doc/appmon
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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/appmon
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Exam Format

The AppMon Associate exam is 70 multiple-choice items. You will be given 1.25 hours to complete the exam. The exam is 100% computer graded and the passing score is 71%.

Knowledge Areas & Objectives

The core competencies and questions included in the exam are grouped by the following knowledge areas. It is possible that a question could span knowledge areas, or could be considered in one or multiple 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.

Components & Architecture

In this knowledge area, you are expected to recall the characteristics of the Application Monitoring architecture and components. This includes the following:

- Data storage, granularity, and retention concepts
 - Continuous and stored session concepts
 - Client types and configurations
 - PurePath and PureStack characteristics
 - Sensor types and characteristics
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Data Modelling

The Data Modelling knowledge area includes the concepts and usage of Business Transactions, Measures and Incidents. For example, you should know how to use Business Transaction splitting, filtering, and baselining. With Measures, you should be able to recall the types and options such as web requests, methods, and Measure aggregation. You will also need to know when to create or configure new Business Transactions, Measures and Incident Rules.

Data Visualization

Data Visualization is an important part of Application Monitoring. Finding, interpreting and acting on the data gathered requires usage and creation of Dashboards, Dashlets and Reports. You should be familiar with the different types of Dashlets such as PurePath-based and Measure-based Dashlets and the options for displaying and charting. As well, this knowledge area includes combining data from Dashboards and Dashlets to create and review reports.

Error Analysis

This core competency is based on your usage and ability to select, configure and filter appropriate out-of-the-box dashboards and event Dashlets to analyze application errors. This includes:

- Out-of-the-box Application Monitoring dashboards
 - Start Center dashboards
 - Dashlets relating to events such as exceptions, errors, and incidents
 - Visual error indicators on performance related Dashlets such as Transaction Flow or the PurePath Dashlet
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Performance Analysis

As with Error Analysis, you should know how to select, configure and filter appropriate out-of-the-box dashboards and performance Dashlets to analyze performance issues in the following areas:

- Application Overview, Mobile Overview, and Errors and Failures Overview
 - Out-of-the-box Application Monitoring dashboards
 - Start Center dashboards
 - Performance related Dashlets such as Transaction Flow, Response Time Hotspots, etc.
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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
Components & Architecture	30%
Data Modeling	19%
Data Visualization	19%
Error Analysis	11%
Performance Analysis	21%
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 Synthetic Monitoring 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>
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Environmental Requirements

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

- You must have a clear desk and workspace.
- 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 during the exam for any reason, DO NOT attempt to log back into the exam. You must call Examity at +1(855) 392-6489 x1 or wait for a representative from Examity to contact you via email or the phone number you provided in your Examity profile. Be aware, logging in after you are disconnected will result in an automatic failure for that exam. You will have to retake the exam. If a cable is accessible to you, try and reconnect to the internet with the cable and call or wait for a representative from Examity to contact you.

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.
