

# Dynatrace Professional Certification

## Exam Blueprint

March 2018



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## Introduction

Dynatrace Professional Certification validates that you have knowledge of the Dynatrace infrastructure, data collection and analysis, integration points and visualization concepts. This exam blueprint provides the content and context of the Dynatrace Professional Certification. Please review this blueprint in its entirety to gain a thorough understanding of exam expectations and requirements.

The Professional Certification is a two-part exam, the Written Exam, which is multiple-choice questions, and the Practical exam, which is multiple-choice questions, as well as tasks you need to perform to demonstrate a thorough understanding of the product.

To achieve Professional certification, you must pass the Written exam prior to sitting for the Practical exam. The Written and Practical exams are administered in two separate sessions. You must complete the Practical exam within three (3) months of passing the Written exam.

## Prerequisite Knowledge

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

- Service Oriented Application (SOA) Architectures
- Application Servers, such as WebSphere, WebLogic, JBoss, Tomcat, and IIS
- Windows, Linux, VMware etc.
- Familiarity with Cloud and New Stack Technologies such as Azure, AWS, Docker, Kubernetes, Cloud Foundry, IBM Bluemix, OpenStack, and OpenShift
- Network protocols and administration

## Exam Preparation

Dynatrace Professional Certification is intended for individuals who have theoretical knowledge and hands-on experience with data analysis for Dynatrace. 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:

<b>Prior Experience</b>	Experience using the latest release of Dynatrace, SaaS and Managed, Dashboards, APIs and SDKs, and integrating with other technologies, will provide a good basis to help you prepare for the certification exam.
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<b>vILT Courses</b>	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. Although designed for the Associate level, if you have not attend the vILT, it is recommended. <a href="https://university.dynatrace.com/vseries/vilt/31">https://university.dynatrace.com/vseries/vilt/31</a>
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<b>Dynatrace University</b>	Access Dynatrace University to view training videos. There are product education and release videos for Dynatrace, as well as recorded webinars. <a href="http://university.dynatrace.com/education/dynatrace">http://university.dynatrace.com/education/dynatrace</a>
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<b>Dynatrace Support Center</b>	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. <a href="https://help.dynatrace.com/">https://help.dynatrace.com/</a>
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## Exam Format

You must pass both parts of the exam, Written and Practical, to obtain your Professional Certification.

### *Written Exam*

The Dynatrace Professional Written Certification exam has 100 questions. You will be given 2 hours to complete the exam. The written portion of the Professional exam is 100% computer graded. The passing score is 70%.

For multiple selection questions, that is, questions with more than one correct answer, partial points are awarded for correct answers, and removed for incorrect selections.

### *Practical Exam*

The Dynatrace Professional Practical Certification exam is a hands-on component, requiring examinees to perform tasks such as installing and configuring Dynatrace components. This is followed by multiple-choice questions about Dynatrace.

When you connect with Examity for your exam, you will be directed to the virtual environment created for your exam. This environment is made up of two Windows virtual machines. Please use RDP to connect to the Windows environments. The login credentials will be provided along with the IP addresses. A Dynatrace tenant is also provided to you for use during the exam.

Please ensure you can RDP to the environment and log in to the Dynatrace tenant before starting the exam. Additional environment information needed for completing exam tasks is provided within each task, as part of the exam.

To validate the hands-on portion, you are asked to take screen shots of your work, and paste the images into the provided Validation documents. Please be sure to review the instructions on each Validation step to ensure full credit for your work.

You will be given 2.25 hours to complete the exam, including both the hands-on portion, and the multiple-choice questions.

The passing score of the exam is 86%. The hands-on component requires manual grading; therefore, you will receive results within 3 to 5 days of completing the exam.

### *Tips for Completing the Exam*

- Be sure to manage your time during the exam. You may move ahead to the next question, and return to previous questions as needed. For example, if you are waiting for a program to complete a task, or for a service to start or restart.
  - Be sure to allow time to answer the multiple-choice questions. These questions provide additional points which are important for passing the exam.
  - Please read each task fully, before beginning the work. Additional information and tips are provided in some tasks which will be important as you proceed.
  - Each task is followed by a validation step. Please be sure to review the instructions on each validation step to ensure full credit for your work.
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## Knowledge Areas & Objectives

The 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

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 includes service, process and host monitoring, as well as details about additional components.

1. Use a Service Flow to identify the service calls resulting from web requests, and services that call each other.
2. Describe how Dynatrace monitoring affects other systems and network overhead.

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### Infrastructure & Network Monitoring

Dynatrace provides insight into the quality of communication between hosts and the processes that run on them. This shows if processes are clearly communicating their responses to calling parties and have uninterrupted access to all required resources. You can also see if certain processes are consuming most of your network resources.

1. Review the three key network health metrics monitored by Dynatrace: Traffic, Retransmissions and Connectivity, and determine if there are problems or potential areas of improvement.
2. 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.

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### Integration & API

Full monitoring requires integration and monitoring of parts of your infrastructure where you may need to create a custom plugin or use the API to fetch detailed information and attributes for data, problems, and entities.

1. Create a custom plugin for a specific database process.
2. Describe the features and functions available with the Dynatrace API.

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### Application & Real User Monitoring

Dynatrace provides a complete trace of end-to-end user journeys, the entire click path for all user sessions. Metrics include, completion rates, bounce rates, and new vs. returning users. It is a combination of web analytics and performance measurements that build the picture of how your customer-facing components operate.

1. Describe the importance of Key User Actions and setting appropriate Apdex thresholds for automated Dynatrace anomaly detection.
2. Create a Clickpath web check to ensure a key application function is available to your customers.

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### Problems & Resolution

As Dynatrace analyzes environment data, it creates baselines for what can be considered “normal” behavior for the environment. Using those baselines, it can detect anomalies and identify problems, or potential 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, to triage and troubleshoot issues in their environment.

1. Interpret problem history and identify statistics for a specific time frame using a Time Frame Selector, keeping in mind the limitations of transaction
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storage and time resolution.

2. Access Service infographics, charts, reports and log files to analyze response time, failure rate, CPU consumption and other metrics, and align anomalies with log entries to identify issues.

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#### Dynatrace Managed

Because not all companies can use a SaaS offering, knowing the options and features available with Dynatrace Managed is an important part of overall Dynatrace knowledge.

1. Describe how data is stored and transferred to Mission Control in a Dynatrace Managed installation.
2. Identify actions and events which are logged in a Dynatrace cluster.

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#### Service Monitoring

Specific to features and options for monitoring services, this knowledge area covers server-side and database services, custom service detection, and service anomaly detection.

1. Configure the detection of a custom service and describe the options available for custom service detection.
2. Describe the options available for configuring auto-detected services.

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	19%
Infrastructure & Network Monitoring	14%
Integration & API	5%
Application & Real User Monitoring	34%
Problems & Resolution	11%
Dynatrace Managed	8%
Service Monitoring	9%
<b>Total</b>	<b>100%</b>

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## 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 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.

For the Pro Written exam, you must schedule your appointment **at least 24 hours** in advance of the day and time in which you wish to take the exam.

For the Pro Practical exam, you must schedule your appointment **at least 3 days** in advance of the day and time in which you wish to take the exam. This allows time for the Dynatrace tenant to be allocated to you for 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](http://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.
  - 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
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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](mailto: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](mailto:certpaymentinquiry@dynatrace.com) to obtain a promotional code. You may schedule your exam using this code.

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