AppDynamics Certified Implementation Professional

Advanced Implementation of the AppDynamics Platform

Exam Preparation Guide
Revised: August 2019
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Notice

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Disclaimer

This exam preparation guide is designed to provide candidates for the AppDynamics Certified Implementation Professional certification with pertinent pieces of information to enable preparation for the exam, including references to study resources and ways to interpret and prepare for the topics assessed on the exam.

Please be aware that reading this guide in no way ensures a passing score on the certification exam, nor is not a substitute for gaining the practical experience that may be necessary in order to achieve a passing score.
Exam Overview

Number of Items
Each version of the AppDynamics Certified Implementation Professional exam is a 50-55 question exam written in English (そして、日本語でも入手できます).

Passing Score
The passing score for each version of the current exam is 64%.

Time Limit
• The time limit for the exam is 90 minutes.
• The total approximate seat time is 90 + 25 minutes.
• The total seat time includes times allotted for the Non-Disclosure Agreement (NDA) and surveys.
• Please note, the NDA and surveys are administered as untimed sections of the exam.
Intended Audience

The **AppDynamics Certified Implementation Professional** exam is intended for individuals who plan, configure and deploy AppDynamics technologies on-premises, to enable performance management professionals to monitor systems, applications and business process performance. They should be able to validate the installation from end-to-end, and have the knowledge and skills required to install, configure, instrument, optimize and otherwise prepare for the effective use, AppDynamics core Application Performance Manager, Application Analytics, and End User Monitoring.

This may include the following Application Performance Management (APM) related titles, functions and/or responsibilities:

- Architects
- Consultants
- Administrators
- Systems Engineers
- Systems Implementers
Minimum Competency to Succeed on the Exam

The minimally competent candidate for the exam should have knowledge and/or experience with the following:

- Understands user permissions in the context of Windows and Linux
- Understands operating system resources such as memory, CPU, disk, network
- Understands web applications architectures and design patterns, such as request and response transactions
- Understands basic business transactions custom match rules (can separate two URLs and three URLs)
- Understands application topology
- Can define an application using the AppDynamics Monitoring Architecture
- Can map the AppDynamics Intelligent Platform Architecture
Minimum Competency to Succeed on the Exam (continued)

• Has installed the Controller following the user manual
• Knows how to upgrade the Controller
• Understands Agent deployment and validation
• Can review Business Transaction Auto discovery strategy and update if required
• Can create up to 5 Business Transactions/tier
• Has enabled Transaction Analytics and validated them with default settings (No Configuration)
• Has created health rules, alerts and policies
• Has imported pre-created dashboards templates
Minimum Competency to Succeed on the Exam (continued)

- Can edit dashboards
- Understands the architecture of an AppDynamics implementation, including a High Availability (HA) deployment
- Has installed and configured AppDynamics Agents
- Has managed and implemented on-premises Controller configuration
- Can manage controller configuration management
- Knows how to explore, test and configure complex Business Transaction detection rules
- Has troubleshooting Business Transactions using flow maps, snapshots, metric browser, diagnostics sessions, events
Minimum Competency to Succeed on the Exam (continued)

• Has extended monitoring capabilities by using custom entry points, exit points, information points, data
• Can configure collectors
• Understands the concept of Analytics (Transaction and Log)
• Has theoretical knowledge of Controller Self-Monitoring
Registration and Administration

This exam is administered online through our Learning Management System. Candidates can request registration for the exam at: learn.appdynamics.com/certifications/implementer

Candidates will need the following in order to take the AppDynamics Certified Implementation Professional exam:

• A laptop running Windows or Mac OS
• The latest version of a major web browser such as: Internet Explorer, Chrome, Firefox or Safari
Preparing for the Exam
Pre-requisite Knowledge and Skills Assumed but not Tested

Successful candidates for the AppDynamics Certified Implementation Professional exam should possess the following pre-requisite knowledge and skills that are essential to succeeding on the exam but not assessed on the exam:

- Experience with XML
- Experience with JSON
- Power user knowledge of Windows or Linux
- General knowledge of the usage of REST API
- Experience troubleshooting and solving software related issues
- Knowledge of one or more of the following: Java, .NET, PHP, Node.js, Python
- Knowledge of web application design, web services and common service frameworks
Recommended Product Experience

We recommend that candidates have six to twelve months of experience (~500-1,000 hours, depending on frequency of use) with the following tasks in regards to the AppDynamics App iQ platform:

- Pre-Installation Planning
- Installing and Administering the Platform
- Installing and Configuring Agents
- Post-Deployment Verification
- Using APIs to Extend and Customize the Platform
Recommended Learning

We recommend completing the training outlined in the **Implementer Track**:  
https://learn.appdynamics.com/tracks/implementer

### Primary Courses

- AppDynamics Essentials *(Instructor-led or Self-paced)*
- Implementer Foundations Workshop *(Instructor-led)*
- Essential Administrator Functions I *(Instructor-led)*
- Essential Administrator Functions II *(Instructor-led)*

### Optional Courses

- Core APM I *(Instructor-led or Self-paced)*
- Core APM II *(Instructor-led or Self-paced)*
- Core APM III *(Instructor-led or Self-paced)*
- On-Premises Administration I *(Instructor-led)*
- On-Premises Administration II *(Instructor-led)*

### Additional Courses for AppDynamics Professional Services’ Consulting Partners

- Core APM IV *(Instructor-led or Self-paced)*
- Core APM V *(Instructor-led or Self-paced)*
Recommended Learning

Primary Courses

**AppDynamics Essentials** *(Instructor-led or Self-paced)*

In the Essentials course you will learn the fundamental concepts that power AppDynamics. You will use flow maps to evaluate the health of your application and identify business transactions. You will also learn to troubleshoot workflows using Snapshots in the AppDynamics Controller.

**Implementer Foundations Workshop** *(Instructor-led)*

This 5-day intensive workshop is designed for technical professionals who want to gain practical knowledge of how to install, configure, upgrade and troubleshoot the implementation of AppDynamics on-premises components. Presented in case-study format, students perform an installation from initial conceptualization through implementation, troubleshooting, upgrade, and hand-over. This course is focused only on installation and upgrade, and does not cover configuration of the product.
Recommended Learning

Primary Courses

Essential Administrator Functions I (Instructor-led)
In this course you will learn how to best define AppDynamics applications to match your actual application environment, how users and groups are defined and managed and what options are available for configuring authentication and authorization to work best for you. You will explore how to control visibility of sensitive data along with applying a licensing strategy to ensure only permitted groups are able to post metrics. Retention of AppDynamics data will also be explained and the ability to intelligently manage the range of Business Transactions that are actively monitored in your Controller.

Essential Administrator Functions II (Instructor-led)
In this course you will learn how to fine-tune your approach to Business Transaction Detection, looking at enabling and disabling of Detection Rules in conjunction with precedence rules, priority and the use of Discovery Sessions to help expose candidate Business Transactions. You will also learn the principles of how Nodes become historical or disconnected as well as explore administering Appserver Agent properties through the Controller and how to retrieve Agent log files and understand what is revealed in them. Finally, the mechanisms enabling AppDynamics Extensions will be explained, plus ways in which other systems can integrate with AppDynamics using the REST API.
Recommended Learning

Optional Courses (Application Performance Management)

Core APM I (Instructor-led or Self-paced)
You’ll start by establishing Baselines to compare performance while troubleshooting. You’ll learn to use Diagnostic Sessions and Development Mode, and you’ll troubleshoot some common problems such as node-level issues and errors.

Core APM II (Instructor-led or Self-paced)
This course teaches you how Business Transaction Detection works and then shows you some ways to optimize your Business Transactions. You’ll also learn to earn to use Service Endpoints and how they differ from Business Transactions. You’ll also learn to use Discovery Tools, Live Preview, and to set up Health Rules and Events.

Core APM III (Instructor-led or Self-paced)
You will learn to provide additional context to your Business Transaction metrics using Information Points, Method Invocation Data Collectors, and HTTP Request Data Collectors, all while using JMX metrics and MBeans attributes to monitor your Application.

Additional Courses for AppDynamics Professional Services’ Consulting Partners

Core APM IV (Instructor-led or Self-paced)
This course teaches you to implement proactive monitoring to manage high load times with Runbook Automation. You will learn to build and use dashboards to share data across your organization, and to create reports based on AppDynamics metrics. You will also learn to use the troubleshooting war room to create real-time diagnostic sessions.

Core APM V (Instructor-led or Self-paced)
You will learn to troubleshoot common issues like slow database calls and over-synchronization. You will also take a deep dive into the use of the memory tab on the node-level dashboard to confirm and troubleshoot memory leaks. You will use the information from the application flow map or Transaction Snapshots to identify which Business Transactions are using database connections.
Recommended Learning

Optional Courses (Administration)

On-Premises Administration I (Instructor-led)
In this course you will start with a refresher of all that can make up an On Premises AppDynamics deployment. You will then learn about key aspects of a successful On Premises Controller installation, from pre-installation considerations, through Controller sizing, Agent footprint and sizing of the Events Service Cluster. The course will also dive into the various interfaces used to administer the Controller and guide you through administration of the Controller AppServer, how to undertake backups of the distinct types of information held in the Controller, how you can restore that information and how you manage where the Controller records all its data.

On-Premises Administration II (Instructor-led)
In this course you will learn about working with the Glassfish AppServer that hosts the AppDynamics Controller, from administration of the Controller log files to Glassfish’s own logging settings and how to reset the Glassfish root password. You will learn how the Controller license is applied and what to do when a new license needs to be administered. The course will explore how to use the Controller’s Administration interface, from controlling Accounts to managing the global-level configuration settings. It will also outline how to export and import these settings via the REST interface. Finally, the course will outline the principles of using AppDynamics to monitor your AppDynamics deployment, looking at what specific performance metrics should be tracked.
The section weights included in this guide are intended to illustrate how much of the exam is devoted to the topics listed.

In fact, the percentages directly map to the number of questions on the exam. For example, if there were ~60 questions on each version of the exam, and Section 1, was 15% of the exam, 9 questions (approximately) on the exam would be from Section 1.

Section 1 = 15% ~ (60*0.15) = 9

Please be warned that section weights are NOT used to calculate your score.

Scoring is far more complicated as exam questions may be given different weights based on their overall importance. Because some questions may have different point values assigned to them, section weights and exam scores do not always have a one-to-one correlation.
Objectives & Reference Materials

Guidance

The following pages are provided to introduce certification candidates to the range of incremental reference materials that are available to supplement the recommended formal AppDynamics University courses. Details of available training deliverables can be found at learn.appdynamics.com

These references are not definitive, but are rather a subset intended expand a candidate’s realm of knowledge, and help facilitate additional hands-on practical experience with the AppDynamics App iQ Platform, in order to prepare for an exam.

Additional relevant reference materials can always be found by searching at www.appdynamics.com/support

Platform Version

As of the date of this publication, current versions of the AppDynamics Certified Implementation Professional exam are based on v4.4 of the AppDynamics App iQ Platform, and the expectation that candidates should have ~500-1,000 hours of practical experience post its release.

In addition, all exams are designed in anticipation that candidates should be sufficiently skilled that they are able to apply their knowledge to existing on-premises installations, that may be using previous platform versions, or the latest SaaS release… where, when and as may be appropriate. Please note, in addition, this exam explicitly assesses platform upgrade knowledge and related competencies.

Searching at www.appdynamics.com/support for version-specific content will permit a candidate to review any nuances between their current version and v4.4
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➢ [https://docs.appdynamics.com/display/PRO44/Events+Service+Requirements](https://docs.appdynamics.com/display/PRO44/Events+Service+Requirements)  
➢ [https://docs.appdynamics.com/display/PRO44/Prepare+Linux+for+the+Controller](https://docs.appdynamics.com/display/PRO44/Prepare+Linux+for+the+Controller)  
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| Configuring the Controller               | ➢ [https://docs.appdynamics.com/display/PRO44/Access+the+Administration+Console](https://docs.appdynamics.com/display/PRO44/Access+the+Administration+Console)  
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APPDYNAMICS CERTIFICATION PROGRAM

August 2019

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Sample Exam Questions

The following are sample exam questions. The correct answer(s) is/are provided at the end of each question.
Sample Exam Question 1

What is a primary consideration when sizing the deployment of an AppDynamics Controller?

a) Number of nodes  
b) Number of business applications  
c) Number of business transactions  
d) Metric ingestion rate

Correct answer: d
Sample Exam Question 2

Scenario: A consultant was hired to deploy an AppDynamics Analytics Server and a large number of agents. The AppDynamics Controller will be installed using an Extra Large performance profile.

Where should the consultant install the Events Service?

a) EUM Server
b) Separate cluster
c) Same server as the Controller
d) Servers where the agents are installed

Correct answer: b
Sample Exam Question 3

What is the most important factor for determining hardware requirements for an AppDynamics Controller?

a) The type of agents
b) The number of agents
c) The planned HA configuration of the Controller
d) The number of network interfaces on the managed systems

Correct answer: b
Sample Exam Question 4

The IT security policy of an organization mandates that the AppDynamics Controller must be installed and configured to communicate over a secure port.

How should a consultant configure the Controller to ensure communication takes place over HTTPS ONLY?

a) Re-run the installer and disable HTTP port
b) Disable HTTP, but only if the controller is installed in Linux
c) Use asadmin Glassfish tool to disable the HTTP port
d) Disable HTTP, which is only possible while installing Controller

Correct answer: b
Sample Exam Question 5

Which two AppDynamics Controller installation modes are supported on Linux? (Choose two.)

a) Installing in silent mode
b) Installing using a GUI Installer
c) Installing from an RPM package
d) Installing by unzipping the archive

Correct answers: a and b
Sample Exam Question 6

Which two measurements are needed to estimate the system requirements for an AppDynamics Controller? (Choose two.)

a) The number of active users on the Controller
b) The metrics per minute the Controller will ingest
c) The number of dashboards to be displayed in rotation
d) The number of agents expected to report to the Controller
e) The amount of calls per minute that the monitored application will receive

Correct answers: b and d
Sample Exam Question 6

Custom correlation is required to maintain business transaction context with calls that _______. (Please choose the correct option to complete the sentence.)

a) use unsupported frameworks  
b) cross application boundaries  
c) are made to external systems that are unmonitored  
d) cross different technologies, for example, from Java to .NET

Correct answer: a
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