

AppDynamics Certified Associate Performance Analyst

Certification Preparation Guide



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Disclaimer

This exam preparation guide is designed to provide candidates for the AppDynamics Certified Associate Performance Analyst 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 it 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 Associate Performance Analyst** exam is a **60-65** question exam written in English.

Passing Score

- The passing score for each version of the current exam is **62%**.

Time Limit

- The time limit for the exam is 105 minutes.
- The total approximate seat time is 105 + 15 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 Associate Performance Analyst** exam is intended for individuals who, as performance management professionals, utilize AppDynamics technologies to monitor systems, applications, and business process performance. They should have the knowledge and skills required to monitor applications, as well as identify and analyze performance issues using AppDynamics core Application Performance Management (APM), Application Analytics, and End User Monitoring technologies.

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

- **Performance Analyst**
- **Business Analyst**
- **Architects**
- **Consultants**
- **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:

- Basic awareness of one or more of the following: Java, .NET, PHP, Node.js, Python
- Basic knowledge of XML
- Knowledge of web-application design, web services, and common service frameworks
- Advanced knowledge of Windows or Linux
- Experience troubleshooting and solving software-related issues

Minimum Competency to Succeed on the Exam (Cont'd)

- Understand how web applications, such as request and response transactions, can map the AppDynamics Intelligent Platform architecture
- Understand agent deployment and validation
- Install the agent
- Review Business Transaction Auto discovery strategy and update if required
- Create up to 5 Business Transactions per tier
- Review backend grouping strategy and update them if necessary

Minimum Competency to Succeed on the Exam (Cont'd)

- Create health rules, alerts, and policies
- Import and customize pre-created dashboards templates
- Explore, test, and configure basic Business Transaction detection rules
- Troubleshoot Business Transactions using flow maps, snapshots, metric browser, diagnostics sessions, events
- Extend monitoring capabilities by using custom entry points, exit points, information points, data
- Address potential issues by setting up custom dashboards, health rules, actions, policies, and runbook automation

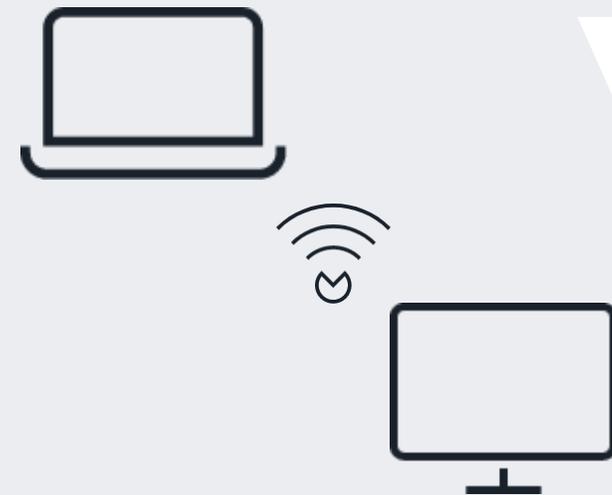
Registration and Administration

This exam is administered online through our Learning Management System. Candidates can request registration for the exam at:

learn.appdynamics.com/certifications/performance-analyst

Candidates will need the following in order to take the **AppDynamics Certified Associate Performance Analyst** 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 Associate Performance Analyst 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 approximately six months of experience (~200-500 hours, depending on frequency of use) with the following tasks in regard to the AppDynamics Platform:

- Installing and Configuring Agents
- Identifying and Monitoring Business Transactions
- Using Data Collectors and Database Collectors
- Utilizing Information Points & Service Endpoints
- Analyzing and Reporting Application Performance Issues
- Monitoring Alerts and Validating Responses
- Creating and Maintaining Dashboards

Recommended Learning

! Please use an incognito window in your browser if you are having trouble accessing the following links

We recommend completing the training outlined in the Performance Analyst Track. The material you have access to will vary based on your available subscription option. Users who have a Standard subscription will only see the 'Essentials Learning' content and Premium users will only see the 'ILT Learning Plan'.

Standard



Performance Analyst Essentials Learning

This learning plan is designed for individuals who will deploy and configure AppDynamics across enterprise-wide applications. This learning plan contains essential self-paced courses for the Performance Analyst Role.

The Performance Analyst learning plan begins with the Essentials and Core APM series. These foundational courses give you a solid understanding of how AppDynamics is used to recognize, analyze, and potentially remediate, performance issues within your application.

Beyond Core APM you can choose from a variety of courses and topics to help you deploy and configure various features of AppDynamics based on your needs. These may include Database Monitoring, End User Monitoring, Business iQ Analytics, and more.

This plan will not fully prepare you to pass an AppDynamics Performance Analyst certification exam, but it will teach you to use AppDynamics to recognize, analyze, and potentially remediate, performance issues within your application while you gain the real-world knowledge and experience to prepare you for certification.

Premium



Performance Analyst ILT Learning Plan

This learning plan is also designed for individuals who will deploy and configure AppDynamics across enterprise-wide applications. However, the main distinction between Standard and Premium options is this learning plan contains instructor-led courses only. Additional self-paced content is available in the Performance Analyst learning plan.

Please refer to the 'Standard' description to the left for a brief synopsis on what topics this plan will cover.

Again, this plan will not fully prepare you to pass an AppDynamics Performance Analyst certification exam, but it will teach you to use AppDynamics to recognize, analyze, and potentially remediate, performance issues within your application while you gain the real-world knowledge and experience to prepare you for certification.

Recommended Learning (Cont'd)

Standard



Learning Plan Structure

Self-paced

- Introduction to AppDynamics and APM *7 min*
- APM Essentials *1 hr 5 min*
- Troubleshooting Tools *25 min*
- Transaction and Data Configuration *45 min*
- Monitoring Your Application *42 min*
- Troubleshooting Scenarios *24 min*
- APM Success – Establishing an APM Strategy *15 min*
- APM Success – Defining Relevant Key Performance Indicators *10 min*
- APM Success – Identifying Proper Business Transactions *12 min*
- APM Success – Optimizing Application Flow Maps *15 min*
- APM Success – Establishing Proactive Health Rules *10 min*
- APM Success – Using Lower Environments as Troubleshooting *10 min*
- APM Success – Correlating Data with Performance Goals *10 min*
- APM Success – Applying a Continuous Delivery Philosophy *10 min*
- APM Success – Runbook *20 min*
- What is AppDynamics Business iQ? *10 min*
- Introduction to End User Monitoring *5 min*
- The Power of Database Visibility *11 min*
- The AppDynamics Network Visibility Solution *7 min*
- Virtual War Room *3 min*
- Reports *5 min*

Premium



Learning Plan Structure

- APM 211 Introduction to AppDynamics *Instructor-led (3.5 hrs)*
- APM 212 Troubleshooting Basics *Instructor-led (3.5 hrs)*
- APM 213 Advanced Troubleshooting and Tools *Instructor-led (3.5 hrs)*
- APM 214 Monitoring the Health of your Application *Instructor-led (3.5 hrs)*
- APM Essentials *Self-paced (1 hr 5 min)*
- On-Demand Lab Environment *Self-paced (No set time)*
- Application and Network Problem Diagnosis *Self-paced (9 min)*
- The AppDynamics Network Visibility Solution *Self-paced (7 min)*
- Network Visibility Metrics *Self-paced (11 min)*
- Diagnosing Network Problems *Self-paced (15 min)*
- Network Visibility Installation and Configuration *Self-paced (9 min)*
- Planning for App Agent Installation *Self-paced (9 min)*
- Overview of App Agent Configuration *Self-paced (9 min)*
- Troubleshooting Agent Installation with Log Files *Self-paced (9 min)*
- Managing App Agents *Self-paced (13 min)*
- Editing Node Level Properties *Self-paced (13 min)*
- Introduction to AppDynamics and APM *Self-paced (7 min)*

- Candidates with a Premium subscription will also have access to all the Standard learning plan self-paced content.
- **No set time:** There is no estimated time for how long it will take to complete this section

Additional Learning Resources

Cisco DevNet offers additional content that may be useful in your preparation for an exam. More information is available at: developer.cisco.com/site/appdynamics



Discover

Technologies

Community

Support

Events

New Announcement



Cloud > AppDynamics

Learn

Docs

Sandbox

AppDynamics

Ensure your code delivers the experience and functionality the business expects by optimizing performance across test, pre-production, and production environments.

Section Titles & Weights

Section	Weight
Managing Agents	5%
Monitoring Application Performance	9%
Reporting Application Performance Issues	8%
Troubleshooting Application Problems	12%
Managing Business Transactions	22%
Creating and Managing Dashboards	6%
Managing Collectors	8%
Managing Health Rules and Alerts	6%
Utilizing Information Points & Service Endpoints	17%
Managing Snapshots	7%
Total	100%

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.

$$\text{Section 1} = 15\% \sim (60 * 0.15) = 9$$

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 education.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 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 Associate Performance Analyst** exam are based on v4.5/20x of the AppDynamics Platform, and the expectation that candidates should have ~200-500 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.

Searching at www.appdynamics.com/support for version-specific content will permit a candidate to review any nuances between their current version and v4.5/20x.

Objectives & Reference Materials (Cont'd)

Managing Agents	References
<i>Verifying Agent Functionality</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Install+App+Server+Agents• https://docs.appdynamics.com/display/PRO20X/Administer+App+Server+Agents• https://docs.appdynamics.com/display/PRO20X/App+Agent+Node+Properties• https://docs.appdynamics.com/display/PRO20X/AppDynamics+Universal+Agent
<i>Verifying Agent Performance</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Manage+App+Agents• https://docs.appdynamics.com/display/PRO20X/Agent+Log+Files• https://community.appdynamics.com/t5/Knowledge-Base/How-do-I-measure-Agent-memory-consumption/ta-p/26013• https://docs.appdynamics.com/display/PRO20X/Historical+and+Disconnected+Nodes• https://docs.appdynamics.com/display/PRO20X/Tune+Java+Agent+Performance
<i>Verifying Agent Connectivity</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Agent-to-Controller+Connections• https://community.appdynamics.com/t5/Knowledge-Base/How-do-I-troubleshoot-agents-not-reporting-to-the-Controller/ta-p/26579• https://community.appdynamics.com/t5/Knowledge-Base/Troubleshooting-Agent-Issues-FAQs/ta-p/30583

Objectives & Reference Materials (Cont'd)

Monitoring Application Performance	References (#1)
<i>Monitoring Performance Trends</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO/Overview+of+Application+Monitoring• https://www.appdynamics.com/how-it-works/business-transaction/• https://docs.appdynamics.com/display/PRO20X/Business+Transaction+Performance• https://docs.appdynamics.com/display/PRO20X/Service+Endpoints• https://docs.appdynamics.com/display/PRO20X/Dynamic+Baselines• https://docs.appdynamics.com/display/PRO20X/Tiers,+Nodes,+and+Naming• https://docs.appdynamics.com/display/PRO20X/Flow+Maps• https://blog.appdynamics.com/product/ensure-applications-meet-business-goals/
<i>Monitoring Application Performance Problems</i>	<ul style="list-style-type: none">• https://blog.appdynamics.com/tag/apm-best-practices/• https://docs.appdynamics.com/display/PRO20X/Business+Transaction+Performance• https://docs.appdynamics.com/display/PRO20X/Transaction+Thresholds• https://docs.appdynamics.com/display/PRO20X/Transaction+Snapshots• https://docs.appdynamics.com/display/PRO20X/End-to-End+Latency+Performance
<i>Configuring Alerts</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Alert+and+Respond• https://docs.appdynamics.com/display/PRO20X/Notification+Actions

Objectives & Reference Materials (Cont'd)

Monitoring Application Performance	References (#2)
<i>Troubleshooting Application Performance Problems</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Troubleshooting+Applications• https://docs.appdynamics.com/display/PRO20X/Troubleshoot+Node+Problems• https://docs.appdynamics.com/display/PRO20X/Slow+Response+Times• https://docs.appdynamics.com/display/PRO20X/Errors+and+Exceptions• https://docs.appdynamics.com/display/PRO20X/Java+Memory+Leaks• https://docs.appdynamics.com/display/PRO20X/Code+Deadlocks+for+Java• https://docs.appdynamics.com/display/PRO20X/Thread+Contention
<i>Monitoring Proactively, Utilizing Health Rules</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Alert+and+Respond• https://docs.appdynamics.com/display/PRO20X/Health+Rules• https://docs.appdynamics.com/display/PRO20X/Actions• https://docs.appdynamics.com/display/PRO20X/Policies• https://community.appdynamics.com/t5/Knowledge-Base/Why-aren-t-my-health-rule-policies-triggering/ta-p/31881

Objectives & Reference Materials (Cont'd)

Monitoring Application Performance	References (#3)
<i>Monitoring Errors and Exceptions</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Errors+and+Exceptions• https://docs.appdynamics.com/display/PRO20X/Error+Detection• https://community.appdynamics.com/t5/Knowledge-Base/How-do-I-exclude-errors-and-exceptions-from-detection/ta-p/13968• https://community.appdynamics.com/t5/Knowledge-Base/Expected-Errors-or-Exceptions-Are-Not-Showing-Up/ta-p/13952
<i>Identifying Significant System Performance Metrics (KPIs)</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Metrics+and+Graphs• https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm• https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf

Objectives & Reference Materials (Cont'd)

Reporting Performance Issues	References
<i>Reporting Application Performance Impact</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Dashboards+and+Reports• https://docs.appdynamics.com/display/PRO20X/Reports• https://docs.appdynamics.com/display/PRO20X/Custom+Dashboards
<i>Defining, Designing and Running Reports</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Reports
<i>Configuring Snapshots</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Transaction+Snapshots• https://docs.appdynamics.com/display/PRO20X/Transaction+Snapshot+Collection• https://docs.appdynamics.com/display/PRO20X/Development+Level+Monitoring

Objectives & Reference Materials (Cont'd)

Troubleshooting App Problems	References
<i>Utilizing Dashboards to Identify Performance Issues</i>	<ul style="list-style-type: none">https://docs.appdynamics.com/display/PRO20X/Custom+Dashboardshttps://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/
<i>Utilizing Preestablished Procedures to Investigate Specific Functional Problems</i>	<ul style="list-style-type: none">https://www.appdynamics.com/how-it-works/application-diagnostics/https://docs.appdynamics.com/display/PRO20X/Java+Resource+Issues
<i>Capturing Snapshots with Diagnostic Sessions</i>	<ul style="list-style-type: none">https://docs.appdynamics.com/display/PRO20X/Diagnostic+Sessions
<i>Identifying Slow Performance and Errors from Backend Systems</i>	<ul style="list-style-type: none">https://docs.appdynamics.com/display/PRO20X/Backend+Detection+Ruleshttps://docs.appdynamics.com/display/PRO20X/Exit+Point+Detection+Rules
<i>Evaluating Server Performance Metrics</i>	<ul style="list-style-type: none">https://docs.appdynamics.com/display/PRO20X/Server+Visibilityhttps://docs.appdynamics.com/display/PRO20X/Enable+Server+Visibilityhttps://docs.appdynamics.com/display/PRO20X/Monitor+Your+Servers+using+Server+Visibility
<i>Recognizing Memory Thrashing and Leaks</i>	<ul style="list-style-type: none">https://docs.appdynamics.com/display/PRO20X/Java+Memory+Thrash
<i>Identifying Slow, Error and Stalled Business Transactions</i>	<ul style="list-style-type: none">https://docs.appdynamics.com/display/PRO20X/Transaction+Thresholdshttps://docs.appdynamics.com/display/PRO20X/Slow+Response+Times

Objectives & Reference Materials (Cont'd)

Managing Business Transactions	References (#1)
<i>Creating Business Transaction Configurations</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Business+Transactions• https://docs.appdynamics.com/display/PRO20X/Transaction+Detection+Rules
<i>Creating Custom Business Transaction Configurations</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Custom+Match+Rules
<i>Determining Business Transaction Scope, and Assigning Rules to Them</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Scope+Configuration+Model
<i>Managing Business Transaction Discovery</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Automatic+Transaction+Discovery+Rules
<i>Discovering Uninstrumented Code and Identifying Entry Points</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Business+Transaction+Discovery+Sessions
<i>Initiating Business Transaction Preview</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Custom+Match+Rule+Live+Preview
<i>Analyzing Business Transaction Metrics</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Business+Transaction+Performance• https://docs.appdynamics.com/display/PRO20X/Metric+Browser
<i>Managing and Maintaining Business Transactions</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Organize+Business+Transactions

Objectives & Reference Materials (Cont'd)

Managing Business Transactions	References (#2)
<i>Validating that Business Transactions Have Been Correctly Identified</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/Java-Java-Agent-Installation-JVM/AppDynamics-Calls-Validation/td-p/26331• https://community.appdynamics.com/t5/Knowledge-Base/Why-aren-t-business-transactions-appearing-in-the-Business/ta-p/13973
<i>Replacing Business Transactions with Service Endpoints</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Service+Endpoints• https://blog.appdynamics.com/product/how-to-identify-impactful-business-transactions-in-appdynamics/
<i>Reviewing Business Transactions to Determine Required Detection Logic</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Organize+Business+Transactions
<i>Validating Backend Identification</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/Knowledge-Base/Backend-Life-Cycle/ta-p/13985

Objectives & Reference Materials (Cont'd)

Creating and Managing Dashboards	References
<i>Creating Dashboards</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Dashboards+and+Reports• https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/
<i>Designing Custom Dashboards</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Custom+Dashboards• https://docs.appdynamics.com/display/PRO20X/Create+and+Manage+Custom+Dashboards+and+Templates• https://docs.appdynamics.com/display/PRO20X/Widgets• https://community.appdynamics.com/t5/Knowledge-Base/Dashboard-Do-s-and-Don-ts/ta-p/24185
<i>Sharing Reports and Dashboards</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/Dashboards/AppDynamic-s-Dashboard-sharing-to-external-website/td-p/29289
<i>Using Dashboards to Identify Potential Problems</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/Knowledge-Base/Sample-custom-dashboard-for-Application-Key-Metrics/ta-p/25887• https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/• https://community.appdynamics.com/t5/Dashboards/Dashboard-with-Nodes-and-metrics-from-different-applications/td-p/33150• https://docs.appdynamics.com/display/PRO20X/Server+Dashboard• https://docs.appdynamics.com/display/PRO20X/Crash+Dashboard

Objectives & Reference Materials (Cont'd)

Managing Collectors	References
<i>Defining Data Collectors</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Data+Collectors
<i>Updating Data Collector Settings</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/NET-Agent-Installation/HTTP-Data-Collector-How-to-know-the-HTTP-Params-name/td-p/24186
<i>Configuring Data Collector Settings for Debugging and Analysis</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/Java-Java-Agent-Installation-JVM/Default-HTTP-Request-Data-Collector/td-p/31835• https://community.appdynamics.com/t5/End-User-Monitoring-EUM/Generate-an-alert-depends-on-the-Data-Collector-response/m-p/24047
<i>Testing and Using Database Collectors</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Add+Database+Collectors
<i>Sensitive Data and Security</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Sensitive+Data+Collection+and+Security• https://docs.appdynamics.com/display/PRO20X/Filter+Sensitive+Data• https://docs.appdynamics.com/display/PRO20X/Analytics+and+Data+Security
<i>Reporting on the Poorest Performing SQL Calls</i>	<ul style="list-style-type: none">• https://blog.appdynamics.com/product/the-appd-approach-how-to-identify-problematic-database-queries-with-business-transactions/• https://docs.appdynamics.com/display/PRO20X/Monitor+Databases - MonitorDatabases-SlowDatabaseCalls

Objectives & Reference Materials (Cont'd)

Managing Health Rules & Alerts	References
<i>Creating Health Rules</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Health+Rules• https://docs.appdynamics.com/display/PRO20X/Configure+Health+Rules• https://docs.appdynamics.com/display/PRO20X/JMX+Health+Rules• https://community.appdynamics.com/t5/Knowledge+Base/Policy-and-Health-Rule-Configuration-Matrix/ta-p/14985
<i>Determining the Most Significant KPIs to Use</i>	<ul style="list-style-type: none">• https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm• https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf
<i>Configuring Health Rules for Specific Scenarios</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/Controller-SaaS-On-Premise/Template+for+Health-Rule-and-Basic-Custom-Configuration/td-p/32787• https://docs.appdynamics.com/display/PRO20X/Configure+Health+Rules+to+Monitor+Servers
<i>Monitoring Health Rule Events</i>	<ul style="list-style-type: none">• https://community.appdynamics.com/t5/Dashboards/Event-on-a-Health-rule+widget/td-p/25688• https://docs.appdynamics.com/display/PRO20X/Troubleshoot+Health+Rule+Violations• https://docs.appdynamics.com/display/PRO20X/Database+Health+Rules+and+Alerts

Objectives & Reference Materials (Cont'd)

Utilizing Information Points & Service Endpoints	References
<i>Creating, Configuring and Utilizing Information Points</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Information+Points
<i>Identifying Methods That Should be Tracked</i>	<ul style="list-style-type: none">• https://blog.appdynamics.com/product/how-to-identify-impactful-business-transactions-in-appdynamics/
<i>Identifying KPIs for Methods Being Tracked</i>	<ul style="list-style-type: none">• https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm• https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf• https://docs.appdynamics.com/display/PRO20X/Metric+Data+Resolution+Over+Time
<i>Managing Business Transaction Split Configurations</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Split+Servlet+Transaction+by+Payload+Examples
<i>Configuring Asynchronous Transactions</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Asynchronous+Transaction+Demarcators
<i>Using Service Endpoints to Supplement and Replace Business Transactions</i>	<ul style="list-style-type: none">• https://blog.appdynamics.com/tag/service-endpoints/• https://docs.appdynamics.com/display/PRO20X/Service+Endpoints• https://docs.appdynamics.com/display/PRO20X/Service+Endpoint+Detection

Objectives & Reference Materials (Cont'd)

Managing Snapshots	References
<i>Capturing Snapshots</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Transaction+Snapshots
<i>Utilizing Snapshots</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Transaction+Snapshot+Collection• https://docs.appdynamics.com/display/PRO20X/Process+Snapshots+and+Business+Transaction+Snapshots• https://docs.appdynamics.com/display/PRO20X/Browser+Snapshots• https://docs.appdynamics.com/display/PRO20X/Network+Request+Snapshots
<i>Applying Development Monitoring</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Development+Level+Monitoring
<i>Analyzing Snapshots and Drill-Down Content</i>	<ul style="list-style-type: none">• https://docs.appdynamics.com/display/PRO20X/Call+Graphs• https://docs.appdynamics.com/display/PRO20X/Call+Graph+Settings• https://docs.appdynamics.com/display/PRO20X/Business+Transaction+Performance• https://docs.appdynamics.com/display/PRO20X/Diagnostic+Sessions

Sample Exam Questions



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

Disclaimer: The correct answers on the following pages reflect product functionality at the time they were first written. They may no longer be the best option.

Sample Exam Question #1

When upgrading the agent to a newer major version than the Controller what should the Performance Analyst do?

- a) Upgrade the agent first, then the Controller
- b) Upgrade the Controller first, then the agent
- c) Upgrade only the agent, do not upgrade the Controller
- d) Upgrade the Controller, then wait for the agent to auto update

Correct answer: b

Sample Exam Question #2

Which two On Demand Reports only accept one input? (Choose two.)

- a) Node Performance Summary Report Upgrade the Controller first, then the agent
- b) Business Transaction Trend Report
- c) Hardware Utilization Report
- d) Node Trend Report
- e) Memory Utilization Report

Correct answer: b & d

Sample Exam Question #3

Which two statements are true about Business Transactions? (Choose two.)

- a) A Business Transaction can be initiated in a downstream tier
- b) A Business Transactions measures the experience of users
- c) A Business Transaction is a user-initiated interaction, batch process or other service
- d) A Business Transaction consists of all interactions required to perform a business function

Correct answer: b & c

Sample Exam Question #4

A Business Transaction has the same URI even though the Business Transaction is performing different functions.

Which two methods will split the Business Transaction to identify the function being executed without using a custom expression? (Choose two.)

- a) Split based on request method (GET/PUT/POST)
- b) Split based on a regex applied to the URI
- c) Split based on a header value
- d) Split based on Cookie Name

Correct answer: a & c

Sample Exam Question #5

A Performance Analyst is trying to capture Snapshots with the Preview Business Transactions Feature on a POJO, but no snapshots are being produced.

Which of the following options explains why no snapshots are produced?

- a) Capture Snapshots with the Preview Business Transactions Feature only works with Servlets
- b) Capture Snapshots with the Preview Business Transactions Feature only works with Web Services
- c) Capture Snapshots with the Preview Business Transactions Feature only works with Spring Bean
- d) Capture Snapshots with the Preview Business Transactions Feature only works with JMS

Correct answer: a

Sample Exam Question #6

Using Service Endpoints a Performance Analyst wants to create Key Performance Indicators (KPIs) for a specific class and method.

Which two approaches should the Performance Analyst use? (Choose two.)

- a) Review snapshot call graphs
- b) Review code with the developers
- c) Review JMX metrics
- d) Use Live Preview

Correct answer: b & d

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