



| **Certification Program**

# **AppDynamics Certified Associate Performance Analyst**

Exam Preparation Guide

Revised: March 2019

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# Notice

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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

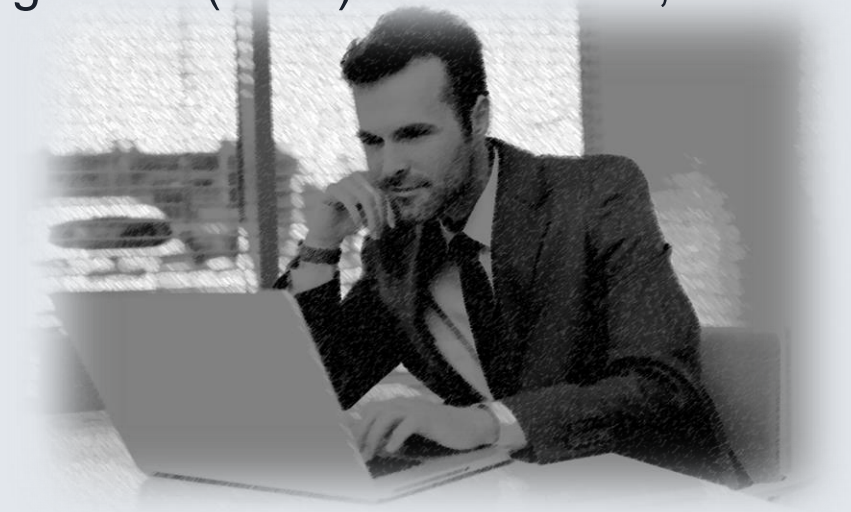
- The time limit for the exam is 105 minutes.
- The total approximate seat time is 105 + 15 minutes.
- The total seat time includes times allotted for the Non-Disclosure Agreement (NDA) and surveys.
- Please note, the NDA and surveys are administered as untimed sections of the exam.

# 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 (continued)

- 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 (continued)

- 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](https://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

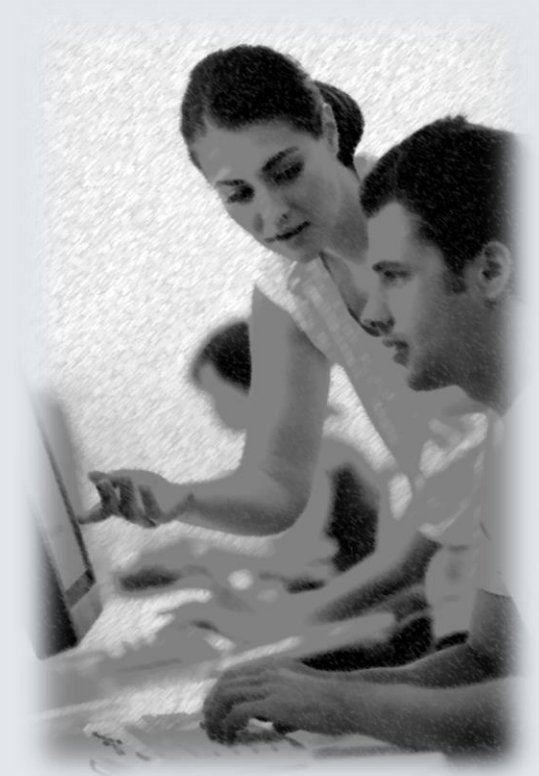
**We recommend that candidates have approximately six months of experience (~200-500 hours, depending on frequency of use) with the following tasks in regard to the AppDynamics Platform:**

- 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

We recommend completing the training outlined in the **Performance Analyst Track**:

<https://learn.appdynamics.com/tracks/performance-analyst>



## Primary Courses

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

**Core APM I** (Instructor-led or Self-paced)

**Core APM II** (Instructor-led or Self-paced)

**Core APM III** (Instructor-led or Self-paced)

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

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

## Optional Courses

Business Insights with Business iQ (Instructor-led)  
or AppDynamics Business iQ (Self-paced)

Database Monitoring (Instructor-led or Self-paced)

Browser Real User Monitoring

(Instructor-led or Self-paced)

# Recommended Learning

## Primary Courses

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

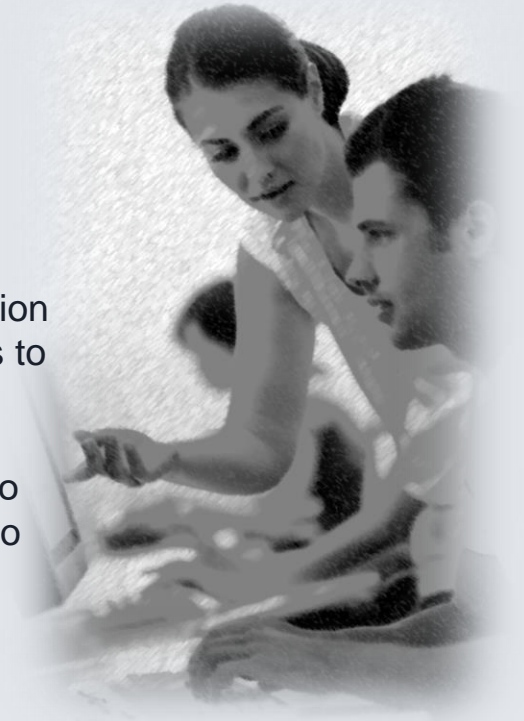
In the Essentials course you will learn the fundamental concepts that power AppDynamics. You will use flow maps to evaluate the health of your application and identify business transactions. You will also learn to troubleshoot workflows using Snapshots in the AppDynamics Controller.

### **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 learn 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.



# Recommended Learning

## Primary Courses

### **Core APM III** ([Instructor-led](#) or [Self-paced](#))

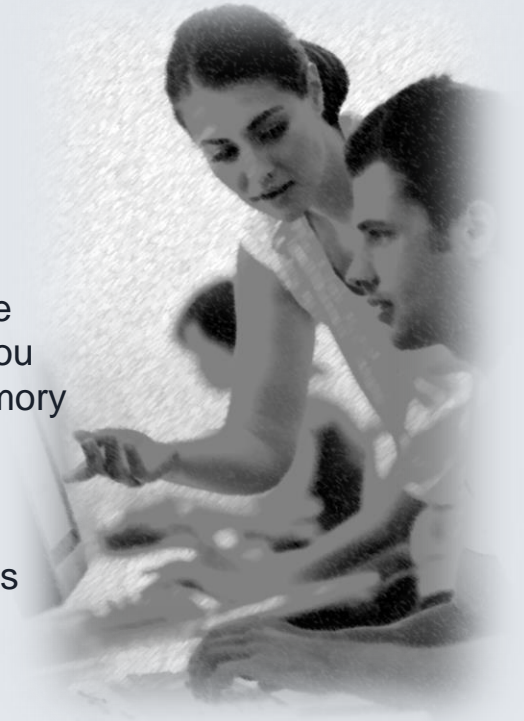
You will learn to provide additional context to your Business Transaction metrics using Information Points, Method Invocation Data Collectors, and HTTP Request Data Collectors, all while using JMX metrics and MBeans attributes to monitor your Application.

### **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

### Business Insights with Business iQ

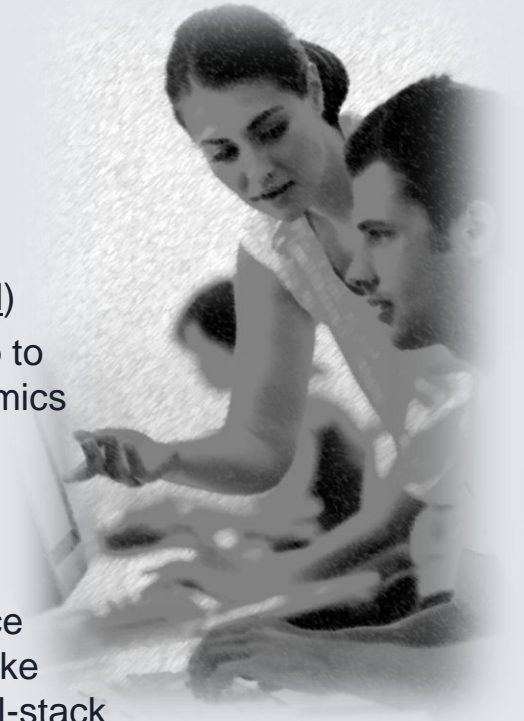
(Instructor-led)

Business Insights with Business iQ will show you how to use AppDynamics Analytics to capture and make the most of your full-stack performance and transaction data to get the tools to answer questions like "how much revenue is lost because of failed checkout transactions," "what's the daily revenue for specific geographic areas," and "what revenue was driven in what products by specific marketing campaigns?" You'll learn the steps to using Business iQ to create dashboards that meet the goals of specific Business iQ use cases. You'll learn to define and manage analytics searches, metrics and visualizations as well as Business iQ specialized features like the Funnel Widget, Experience Level Management and Business Journeys. And you will learn how custom data is collected for each analytics event type and how to troubleshoot infrastructure and application problems using correlated analytics data.

### or AppDynamics Business iQ

(Self-paced)

This course will get you and your team up to speed on the capabilities of the AppDynamics Analytics plugin, enabling you to find the information you most need to make your app perform better, to assess your IT operations and infrastructure from top to bottom, to make sure your user experience is optimized, and, most importantly, to make your business perform the best it can. Full-stack performance and transaction data gives you performance data you can trust, and our Analytics plugin training will show you how to make the most of it



# Recommended Learning

## Optional Courses

### Database Monitoring ([Instructor-led](#) or [Self-paced](#))

This course is designed for users who want to learn how to expand AppDynamics to include database monitoring and gain visibility into SQL & Stored Procedures, execution plans, wait states, blocked sessions, resource consumption, database objects, schema statistics, and more. Students learn how to install and configure Database Monitoring, as well as how to gather the information to proactively tune and fix database issues before they affect end users. Using real system scenarios, students learn how to use Database Monitoring to add a collector, debug slow queries, create custom metrics, create database health rules using database metrics, and create custom database dashboards to easily monitor a combination of individual business transaction metrics, database metrics, and hardware metrics at a glance.

### Browser Real User Monitoring ([Instructor-led](#) or [Self-paced](#))

AppDynamics End User Monitoring (EUM) provides end-to-end visibility on the performance of your websites, mobile applications and IoT devices. This half-day course covers the Browser Real User Monitoring (BRUM) component of EUM. Learn the major capabilities from basic usage and troubleshooting to advanced configuration and custom data. See how you can link directly to correlated APM snapshots, allowing for true end-to-end analysis. Explanations of topics are followed by demos and hands-on labs that allow you to gather and analyze information about your users and their journey through your website as well as troubleshoot issues on a live system.



# 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%
<b>Total</b>	<b>100%</b>

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.

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

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](https://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 Platform, in order to prepare for an exam.

Additional relevant reference materials can always be found by searching at [www.appdynamics.com/support](https://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 v4.4 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](https://www.appdynamics.com/support) for version-specific content will permit a candidate to review any nuances between their current version and v4.4

# Objectives & Reference Materials (continued)

Managing Agents	References
Verifying Agent Functionality	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Install+App+Server+Agents">https://docs.appdynamics.com/display/PRO44/Install+App+Server+Agents</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Administer+App+Server+Agents">https://docs.appdynamics.com/display/PRO44/Administer+App+Server+Agents</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/App+Agent+Node+Properties">https://docs.appdynamics.com/display/PRO44/App+Agent+Node+Properties</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/AppDynamics+Universal+Agent">https://docs.appdynamics.com/display/PRO44/AppDynamics+Universal+Agent</a></li></ul>
Verifying Agent Performance	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Manage+App+Agents">https://docs.appdynamics.com/display/PRO44/Manage+App+Agents</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Agent+Log+Files">https://docs.appdynamics.com/display/PRO44/Agent+Log+Files</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/How-do-I-measure-Agent-memory-consumption/ta-p/26013">https://community.appdynamics.com/t5/Knowledge-Base/How-do-I-measure-Agent-memory-consumption/ta-p/26013</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Historical+and+Disconnected+Nodes">https://docs.appdynamics.com/display/PRO44/Historical+and+Disconnected+Nodes</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Tune+Java+Agent+Performance">https://docs.appdynamics.com/display/PRO44/Tune+Java+Agent+Performance</a></li></ul>
Verifying Agent Connectivity	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Agent-to-Controller+Connections">https://docs.appdynamics.com/display/PRO44/Agent-to-Controller+Connections</a></li><li>➤ <a href="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/How-do-I-troubleshoot-agents-not-reporting-to-the-Controller/ta-p/26579</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Troubleshooting-Agent-Issues-FAQs/ta-p/30583">https://community.appdynamics.com/t5/Knowledge-Base/Troubleshooting-Agent-Issues-FAQs/ta-p/30583</a></li></ul>
App Agent Installation and Administration (Additional related coursework)	<ul style="list-style-type: none"><li>➤ <a href="https://learn.appdynamics.com/courses/app-agent-installation-and-administration-imp862-il">https://learn.appdynamics.com/courses/app-agent-installation-and-administration-imp862-il</a></li></ul>

# Objectives & Reference Materials (continued)

Monitoring Application Performance	References (#1)
Monitoring Performance Trends	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Overview+of+Application+Monitoring">https://docs.appdynamics.com/display/PRO44/Overview+of+Application+Monitoring</a></li><li>➤ <a href="https://www.appdynamics.com/how-it-works/business-transaction/">https://www.appdynamics.com/how-it-works/business-transaction/</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance">https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Service+Endpoints">https://docs.appdynamics.com/display/PRO44/Service+Endpoints</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Dynamic+Baselines">https://docs.appdynamics.com/display/PRO44/Dynamic+Baselines</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Tiers+and+Nodes">https://docs.appdynamics.com/display/PRO44/Tiers+and+Nodes</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Flow+Maps">https://docs.appdynamics.com/display/PRO44/Flow+Maps</a></li><li>➤ <a href="https://blog.appdynamics.com/product/ensure-applications-meet-business-goals/">https://blog.appdynamics.com/product/ensure-applications-meet-business-goals/</a></li></ul>
Monitoring Application Performance Problems	<ul style="list-style-type: none"><li>➤ <a href="https://blog.appdynamics.com/tag/apm-best-practices/">https://blog.appdynamics.com/tag/apm-best-practices/</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance">https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Thresholds">https://docs.appdynamics.com/display/PRO44/Transaction+Thresholds</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Snapshots">https://docs.appdynamics.com/display/PRO44/Transaction+Snapshots</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/End-to-End+Latency+Performance">https://docs.appdynamics.com/display/PRO44/End-to-End+Latency+Performance</a></li></ul>
Configuring Alerts	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Alert+and+Respond">https://docs.appdynamics.com/display/PRO44/Alert+and+Respond</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Notification+Actions">https://docs.appdynamics.com/display/PRO44/Notification+Actions</a></li></ul>

# Objectives & Reference Materials (continued)

Monitoring Application Performance	References (#2)
Troubleshooting Application Performance Problems	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Troubleshooting+Applications">https://docs.appdynamics.com/display/PRO44/Troubleshooting+Applications</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Troubleshoot+Node+Problems">https://docs.appdynamics.com/display/PRO44/Troubleshoot+Node+Problems</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Slow+Response+Times">https://docs.appdynamics.com/display/PRO44/Slow+Response+Times</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Errors+and+Exceptions">https://docs.appdynamics.com/display/PRO44/Errors+and+Exceptions</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Java+Memory+Leaks">https://docs.appdynamics.com/display/PRO44/Java+Memory+Leaks</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Code+Deadlocks+for+Java">https://docs.appdynamics.com/display/PRO44/Code+Deadlocks+for+Java</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Thread+Contention">https://docs.appdynamics.com/display/PRO44/Thread+Contention</a></li></ul>
Monitoring Proactively, Utilizing Health Rules	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Alert+and+Respond">https://docs.appdynamics.com/display/PRO44/Alert+and+Respond</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Health+Rules">https://docs.appdynamics.com/display/PRO44/Health+Rules</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Actions">https://docs.appdynamics.com/display/PRO44/Actions</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Policies">https://docs.appdynamics.com/display/PRO44/Policies</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Why-aren-t-my-health-rule-policies-triggering/ta-p/31881">https://community.appdynamics.com/t5/Knowledge-Base/Why-aren-t-my-health-rule-policies-triggering/ta-p/31881</a></li></ul>

# Objectives & Reference Materials (continued)

Monitoring Application Performance	References (#3)
Monitoring Errors and Exceptions	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Errors+and+Exceptions">https://docs.appdynamics.com/display/PRO44/Errors+and+Exceptions</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Error+Detection">https://docs.appdynamics.com/display/PRO44/Error+Detection</a></li><li>➤ <a href="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/How-do-I-exclude-errors-and-exceptions-from-detection/ta-p/13968</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Expected-Errors-or-Exceptions-Are-Not-Showing-Up/ta-p/13952">https://community.appdynamics.com/t5/Knowledge-Base/Expected-Errors-or-Exceptions-Are-Not-Showing-Up/ta-p/13952</a></li></ul>
Identifying Significant System Performance Metrics (KPIs)	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Metrics+and+Graphs">https://docs.appdynamics.com/display/PRO44/Metrics+and+Graphs</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/KPI+Analyzer">https://docs.appdynamics.com/display/PRO44/KPI+Analyzer</a></li><li>➤ <a href="https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm">https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm</a></li><li>➤ <a href="https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf">https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf</a></li></ul>



# Objectives & Reference Materials (continued)

Reporting Performance Issues	References
Reporting Application Performance Impact	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Dashboards+and+Reports">https://docs.appdynamics.com/display/PRO44/Dashboards+and+Reports</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Reports">https://docs.appdynamics.com/display/PRO44/Reports</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Custom+Dashboards">https://docs.appdynamics.com/display/PRO44/Custom+Dashboards</a></li></ul>
Defining, Designing and Running Reports	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Reports">https://docs.appdynamics.com/display/PRO44/Reports</a></li></ul>
Configuring Snapshots	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Snapshots">https://docs.appdynamics.com/display/PRO44/Transaction+Snapshots</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Snapshot+Collection">https://docs.appdynamics.com/display/PRO44/Transaction+Snapshot+Collection</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Development+Level+Monitoring">https://docs.appdynamics.com/display/PRO44/Development+Level+Monitoring</a></li></ul>
Forwarding Issue Details to the Development Team	<ul style="list-style-type: none"><li>➤ <a href="https://www.appdynamics.com/community/exchange/extension/appdynamics-servicenow-rest-api-alerting-extension">https://www.appdynamics.com/community/exchange/extension/appdynamics-servicenow-rest-api-alerting-extension</a></li></ul>

# Objectives & Reference Materials (continued)

Troubleshooting App Problems	References
Utilizing Dashboards to Identify Performance Issues	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Custom+Dashboards">https://docs.appdynamics.com/display/PRO44/Custom+Dashboards</a></li><li>➤ <a href="https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/">https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/</a></li></ul>
Utilizing Preestablished Procedures to Investigate Specific Functional Problems	<ul style="list-style-type: none"><li>➤ <a href="https://www.appdynamics.com/how-it-works/application-diagnostics/">https://www.appdynamics.com/how-it-works/application-diagnostics/</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Java+Resource+Issues">https://docs.appdynamics.com/display/PRO44/Java+Resource+Issues</a></li></ul>
Capturing Snapshots with Diagnostic Sessions	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Diagnostic+Sessions">https://docs.appdynamics.com/display/PRO44/Diagnostic+Sessions</a></li></ul>
Triaging Health Rule Violations	<ul style="list-style-type: none"><li>➤ <a href="https://blog.appdynamics.com/tag/health-rule-violation/">https://blog.appdynamics.com/tag/health-rule-violation/</a></li></ul>
Identifying Slow Performance and Errors from Backend Systems	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Backend+Detection+Rules">https://docs.appdynamics.com/display/PRO44/Backend+Detection+Rules</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Exit+Point+Detection+Rules">https://docs.appdynamics.com/display/PRO44/Exit+Point+Detection+Rules</a></li></ul>
Evaluating Server Performance Metrics	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Server+Visibility">https://docs.appdynamics.com/display/PRO44/Server+Visibility</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Enable+Server+Visibility">https://docs.appdynamics.com/display/PRO44/Enable+Server+Visibility</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Monitor+Your+Servers+using+Server+Visibility">https://docs.appdynamics.com/display/PRO44/Monitor+Your+Servers+using+Server+Visibility</a></li></ul>
Recognizing Memory Thrashing and Leaks	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Java+Memory+Thrash">https://docs.appdynamics.com/display/PRO44/Java+Memory+Thrash</a></li></ul>
Identifying Slow, Error and Stalled Business Transactions	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Thresholds">https://docs.appdynamics.com/display/PRO44/Transaction+Thresholds</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Slow+Response+Times">https://docs.appdynamics.com/display/PRO44/Slow+Response+Times</a></li></ul>

# Objectives & Reference Materials (continued)

Managing Business Transactions	References (#1)
Creating Business Transaction Configurations	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Business+Transactions">https://docs.appdynamics.com/display/PRO44/Business+Transactions</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Detection+Rules">https://docs.appdynamics.com/display/PRO44/Transaction+Detection+Rules</a></li></ul>
Creating Custom Business Transaction Configurations	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Custom+Match+Rules">https://docs.appdynamics.com/display/PRO44/Custom+Match+Rules</a></li></ul>
Determining Business Transaction Scope, and Assigning Rules to Them	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Scope+Configuration+Model">https://docs.appdynamics.com/display/PRO44/Scope+Configuration+Model</a></li></ul>
Managing Business Transaction Discovery	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Automatic+Transaction+Discovery+Rules">https://docs.appdynamics.com/display/PRO44/Automatic+Transaction+Discovery+Rules</a></li></ul>
Discovering Uninstrumented Code and Identifying Entry Points	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Business+Transaction+Discovery+Sessions">https://docs.appdynamics.com/display/PRO44/Business+Transaction+Discovery+Sessions</a></li></ul>
Initiating Business Transaction Preview	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Custom+Match+Rule+Live+Preview">https://docs.appdynamics.com/display/PRO44/Custom+Match+Rule+Live+Preview</a></li></ul>
Analyzing Business Transaction Metrics	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance">https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Metric+Browser">https://docs.appdynamics.com/display/PRO44/Metric+Browser</a></li></ul>
Managing and Maintaining Business Transactions	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Organize+Business+Transactions">https://docs.appdynamics.com/display/PRO44/Organize+Business+Transactions</a></li></ul>

# Objectives & Reference Materials (continued)

Managing Business Transactions	References (#2)
Validating that Business Transactions Have Been Correctly Identified	<ul style="list-style-type: none"><li>➤ <a href="https://community.appdynamics.com/t5/Java-Java-Agent-Installation-JVM/AppDynamics-Calls-Validation/td-p/26331">https://community.appdynamics.com/t5/Java-Java-Agent-Installation-JVM/AppDynamics-Calls-Validation/td-p/26331</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Why-aren-t-business-transactions-appearing-in-the-Business/ta-p/13973">https://community.appdynamics.com/t5/Knowledge-Base/Why-aren-t-business-transactions-appearing-in-the-Business/ta-p/13973</a></li></ul>
Replacing Business Transactions with Service Endpoints	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Service+Endpoints">https://docs.appdynamics.com/display/PRO44/Service+Endpoints</a></li><li>➤ <a href="https://blog.appdynamics.com/product/how-to-identify-impactful-business-transactions-in-appdynamics/">https://blog.appdynamics.com/product/how-to-identify-impactful-business-transactions-in-appdynamics/</a></li></ul>
Reviewing Business Transactions to Determine Required Detection Logic	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Organize+Business+Transactions">https://docs.appdynamics.com/display/PRO44/Organize+Business+Transactions</a></li></ul>
Validating Backend Identification	<ul style="list-style-type: none"><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Backend-Life-Cycle/ta-p/13985">https://community.appdynamics.com/t5/Knowledge-Base/Backend-Life-Cycle/ta-p/13985</a></li></ul>

# Objectives & Reference Materials (continued)

Creating and Managing Dashboards	References
Creating Dashboards	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Dashboards+and+Reports">https://docs.appdynamics.com/display/PRO44/Dashboards+and+Reports</a></li><li>➤ <a href="https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/">https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/</a></li></ul>
Designing Custom Dashboards	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Custom+Dashboards">https://docs.appdynamics.com/display/PRO44/Custom+Dashboards</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Create+and+Manage+Custom+Dashboards+and+Templates">https://docs.appdynamics.com/display/PRO44/Create+and+Manage+Custom+Dashboards+and+Templates</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Widgets">https://docs.appdynamics.com/display/PRO44/Widgets</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Dashboard-Do-s-and-Don-ts/ta-p/24185">https://community.appdynamics.com/t5/Knowledge-Base/Dashboard-Do-s-and-Don-ts/ta-p/24185</a></li></ul>
Sharing Reports and Dashboards	<ul style="list-style-type: none"><li>➤ <a href="https://community.appdynamics.com/t5/Dashboards/AppDynamic-s-Dashboard-sharing-to-external-website/td-p/29289">https://community.appdynamics.com/t5/Dashboards/AppDynamic-s-Dashboard-sharing-to-external-website/td-p/29289</a></li></ul>
Using Dashboards to Identify Potential Problems	<ul style="list-style-type: none"><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Sample-custom-dashboard-for-Application-Key-Metrics/ta-p/25887">https://community.appdynamics.com/t5/Knowledge-Base/Sample-custom-dashboard-for-Application-Key-Metrics/ta-p/25887</a></li><li>➤ <a href="https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/">https://blog.appdynamics.com/product/7-steps-to-great-apm-dashboards/</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Dashboards/Dashboard-with-Nodes-and-metrics-from-different-applications/td-p/33150">https://community.appdynamics.com/t5/Dashboards/Dashboard-with-Nodes-and-metrics-from-different-applications/td-p/33150</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Server+Dashboard">https://docs.appdynamics.com/display/PRO44/Server+Dashboard</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Crash+Dashboard">https://docs.appdynamics.com/display/PRO44/Crash+Dashboard</a></li></ul>

# Objectives & Reference Materials (continued)

Managing Collectors	References
Defining Data Collectors	➤ <a href="https://docs.appdynamics.com/display/PRO44/Data+Collectors">https://docs.appdynamics.com/display/PRO44/Data+Collectors</a>
Updating Data Collector Settings	➤ <a href="https://community.appdynamics.com/t5/NET-Agent-Installation/HTTP-Data-Collector-How-to-know-the-HTTP-Params-name/td-p/24186">https://community.appdynamics.com/t5/NET-Agent-Installation/HTTP-Data-Collector-How-to-know-the-HTTP-Params-name/td-p/24186</a>
Configuring Data Collector Settings for Debugging and Analysis	➤ <a href="https://community.appdynamics.com/t5/Java-Java-Agent-Installation-JVM/Default-HTTP-Request-Data-Collector/td-p/31835">https://community.appdynamics.com/t5/Java-Java-Agent-Installation-JVM/Default-HTTP-Request-Data-Collector/td-p/31835</a> ➤ <a href="https://community.appdynamics.com/t5/End-User-Monitoring-EUM/Generate-an-alert-depends-on-the-Data-Collector-response/m-p/24047">https://community.appdynamics.com/t5/End-User-Monitoring-EUM/Generate-an-alert-depends-on-the-Data-Collector-response/m-p/24047</a>
Testing and Using Database Collectors	➤ <a href="https://docs.appdynamics.com/display/PRO44/Add+Database+Collectors">https://docs.appdynamics.com/display/PRO44/Add+Database+Collectors</a>
Sensitive Data and Security	➤ <a href="https://docs.appdynamics.com/display/PRO44/Sensitive+Data+Collection+and+Security">https://docs.appdynamics.com/display/PRO44/Sensitive+Data+Collection+and+Security</a> ➤ <a href="https://docs.appdynamics.com/display/PRO44/Filter+Sensitive+Data">https://docs.appdynamics.com/display/PRO44/Filter+Sensitive+Data</a> ➤ <a href="https://docs.appdynamics.com/display/PRO44/Analytics+and+Data+Security">https://docs.appdynamics.com/display/PRO44/Analytics+and+Data+Security</a>
Reporting on the Poorest Performing SQL Calls	➤ <a href="https://blog.appdynamics.com/product/the-appd-approach-how-to-identify-problematic-database-queries-with-business-transactions/">https://blog.appdynamics.com/product/the-appd-approach-how-to-identify-problematic-database-queries-with-business-transactions/</a> ➤ <a href="https://docs.appdynamics.com/display/PRO44/Monitor+Databases+MonitorDatabases-SlowDatabaseCalls">https://docs.appdynamics.com/display/PRO44/Monitor+Databases+MonitorDatabases-SlowDatabaseCalls</a>

# Objectives & Reference Materials (continued)

Managing Health Rules and Alerts	References
Creating Health Rules	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Health+Rules">https://docs.appdynamics.com/display/PRO44/Health+Rules</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Configure+Health+Rules">https://docs.appdynamics.com/display/PRO44/Configure+Health+Rules</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/JMX+Health+Rules">https://docs.appdynamics.com/display/PRO44/JMX+Health+Rules</a></li><li>➤ <a href="https://community.appdynamics.com/t5/Knowledge-Base/Policy-and-Health-Rule-Configuration-Matrix/ta-p/14985">https://community.appdynamics.com/t5/Knowledge-Base/Policy-and-Health-Rule-Configuration-Matrix/ta-p/14985</a></li></ul>
Determining the Most Significant KPIs to Use	<ul style="list-style-type: none"><li>➤ <a href="https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm">https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm</a></li><li>➤ <a href="https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf">https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf</a></li></ul>
Configuring Health Rules for Specific Scenarios	<ul style="list-style-type: none"><li>➤ <a href="https://community.appdynamics.com/t5/Controller-SaaS-On-Premise/Template-for-Health-Rule-and-Basic-Custom-Configuration/td-p/32787">https://community.appdynamics.com/t5/Controller-SaaS-On-Premise/Template-for-Health-Rule-and-Basic-Custom-Configuration/td-p/32787</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Configure+Machine+Health+Rules%2C+Policies%2C+and+Alerts">https://docs.appdynamics.com/display/PRO44/Configure+Machine+Health+Rules%2C+Policies%2C+and+Alerts</a></li></ul>
Monitoring Health Rule Events	<ul style="list-style-type: none"><li>➤ <a href="https://community.appdynamics.com/t5/Dashboards/Event-on-a-Health-rule-widget/td-p/25688">https://community.appdynamics.com/t5/Dashboards/Event-on-a-Health-rule-widget/td-p/25688</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Troubleshoot+Health+Rule+Violations">https://docs.appdynamics.com/display/PRO44/Troubleshoot+Health+Rule+Violations</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Database+Health+Rules+and+Alerts">https://docs.appdynamics.com/display/PRO44/Database+Health+Rules+and+Alerts</a></li></ul>

# Objectives & Reference Materials (continued)

Utilizing Information Points & Service Endpoints	References
Creating, Configuring and Utilizing Information Points	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Information+Points">https://docs.appdynamics.com/display/PRO44/Information+Points</a></li></ul>
Identifying Methods That Should be Tracked	<ul style="list-style-type: none"><li>➤ <a href="https://blog.appdynamics.com/product/how-to-identify-impactful-business-transactions-in-appdynamics/">https://blog.appdynamics.com/product/how-to-identify-impactful-business-transactions-in-appdynamics/</a></li></ul>
Identifying KPIs for Methods Being Tracked	<ul style="list-style-type: none"><li>➤ <a href="https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm">https://cloud.kapostcontent.net/pub/5f3a687b-7268-497a-a178-bd8f2704c6db/7-steps-to-maximizing-the-value-of-apm</a></li><li>➤ <a href="https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf">https://www.appdynamics.com/media/uploaded-files/1432066155/white-paper-16-metrics-every-mobile-team-should-monitor.pdf</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Metric+Data+Resolution+Over+Time">https://docs.appdynamics.com/display/PRO44/Metric+Data+Resolution+Over+Time</a></li></ul>
Managing Business Transaction Split Configurations	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Split+Servlet+Transaction+by+Payload+Examples">https://docs.appdynamics.com/display/PRO44/Split+Servlet+Transaction+by+Payload+Examples</a></li></ul>
Configuring Asynchronous Transactions	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Asynchronous+Transaction+Demarcators">https://docs.appdynamics.com/display/PRO44/Asynchronous+Transaction+Demarcators</a></li></ul>
Using Service Endpoints to Supplement and Replace Business Transactions	<ul style="list-style-type: none"><li>➤ <a href="https://blog.appdynamics.com/tag/service-endpoints/">https://blog.appdynamics.com/tag/service-endpoints/</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Service+Endpoints">https://docs.appdynamics.com/display/PRO44/Service+Endpoints</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Service+Endpoint+Detection">https://docs.appdynamics.com/display/PRO44/Service+Endpoint+Detection</a></li></ul>



# Objectives & Reference Materials (continued)

Managing Snapshots	References
Capturing Snapshots	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Snapshots">https://docs.appdynamics.com/display/PRO44/Transaction+Snapshots</a></li></ul>
Utilizing Snapshots	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Transaction+Snapshot+Collection">https://docs.appdynamics.com/display/PRO44/Transaction+Snapshot+Collection</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Process+Snapshots+and+Business+Transaction+Snapshots">https://docs.appdynamics.com/display/PRO44/Process+Snapshots+and+Business+Transaction+Snapshots</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Browser+Snapshots">https://docs.appdynamics.com/display/PRO44/Browser+Snapshots</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Network+Request+Snapshots">https://docs.appdynamics.com/display/PRO44/Network+Request+Snapshots</a></li></ul>
Applying Development Monitoring	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Development+Level+Monitoring">https://docs.appdynamics.com/display/PRO44/Development+Level+Monitoring</a></li></ul>
Analyzing Snapshots and Drill-Down Content	<ul style="list-style-type: none"><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Call+Graphs">https://docs.appdynamics.com/display/PRO44/Call+Graphs</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Call+Graph+Settings">https://docs.appdynamics.com/display/PRO44/Call+Graph+Settings</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance">https://docs.appdynamics.com/display/PRO44/Business+Transaction+Performance</a></li><li>➤ <a href="https://docs.appdynamics.com/display/PRO44/Diagnostic+Sessions">https://docs.appdynamics.com/display/PRO44/Diagnostic+Sessions</a></li></ul>

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