



Associate Certification Exam Study Guide

The Dynatrace Associate Certification validates that an observability and security practitioner can relay the value of Dynatrace and apply base level knowledge and skills across the Dynatrace platform.

The certification assumes that the candidate has hands-on experience using Dynatrace.

Having completed this certification, candidates should be able to:

- Describe the value Dynatrace brings to observability, security and automation through the various capabilities available
- Demonstrate the ability to navigate the Dynatrace platform
- Navigate through a monitored business application, starting from the user interface and through all layers of the application, including services, database and infrastructure.
- Analyze a problem identified by Dynatrace, showing root cause and impact
- Explain how you can use Notebooks and Dashboards to investigate a problem, determine the root cause, share results with stakeholders, and proactively monitor systems to prevent the issue going forward
- Explain how Dynatrace could help remediate problems through workflows and automation
- Describe the function and purpose of DQL at a high level, and use DQL to create queries in dashboards and notebooks

Prerequisites

There are no official certification prerequisites for the Associate Certification. Completion of the Dynatrace Essentials Learning Path, any related knowledge checks as well as 6 months of hands-on Dynatrace experience is recommended.

Exam Content Outline and Structure

Topic Outline

The Associate Exam covers the following topics:

- Infrastructure Observability
- Foundational Platform Capabilities
- Synthetics
- Log Investigation
- Reporting and Analysis
- Security
- User Experience Monitoring
- Business Analytics
- Traces
- Kubernetes Infrastructure
- Automation
- Dashboards

Structure

The Associate Certification Exam consists of two main parts:

- Part 1: Multiple choice & multiple response questions
- Part 2: Hands-on Practical, coding exercise

Note: It is recommended that you spend 2 hours on Part 1 and 1 hour on Part 2.

The exam includes multiple-choice, multiple-response, and hands-on practical questions.

- Multiple-choice: Select one option from a list that best answers the question or completes the statement.

- **Multiple-response:** Select multiple options from a list to answer the question or complete the statement. Multiple-response test items are clearly identified. Partial percentage for each correct answer is given, and that same percentage is deducted for an incorrect choice, however, this does not result in negative points for the question overall.
- **Hands-on practical:** Complete the tasks as directed and upload the screenshots and/or files as required.

Language

The exam is a live, proctored exam facilitated by ProctorU. Proctoring is provided verbally in English only, and upon starting, identity verification will require brief communication in English. Exam questions are available in several languages, currently including English, Chinese, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish and Thai. (Please confirm that your preference is available at time of registration)

Preparation

Preparation for the Dynatrace Associate Certification requires a combination of study and hands-on learning. There are several resources available which can guide you through your preparation:

Required Preparation:

- **Complete all courses in the [Dynatrace Associate Certification Learning Plan](#):** Complete each item within the Dynatrace Associate Certification Learning Plan, ensuring to complete all activities and knowledge checks within each section, and review all recommended resources. Pay special attention to the "call to action" section at the end of each lesson and execute the recommended action items to reinforce your learning.
- **Hands-on Experience:** Practice your skills hands-on. Use your Dynatrace platform account or sign up for the [Dynatrace Playground](#), a public Sandbox environment, where you can get familiar with interacting with the various capabilities of the platform. Incorporate any study guides available from the certification registration portal in Dynatrace University.

- **Schedule your exam:** Familiarize yourself with the requirements of the proctored exam, ensure that you meet the system and environment requirements, and visit Dynatrace University to schedule your exam.

Recommended Preparation:

- **Review Associate Preparation Study Guides:** Review any additional study guides mentioned on the Dynatrace University registration page for this certification.
- **Review Dynatrace Documentation and Community:** Review and familiarize yourself with Dynatrace Documentation and Community.

Exam Session Preparation

The Dynatrace Associate Certification is offered via a remote (online), proctored exam, provided by [ProctorU](#), an industry leading credentialing platform. Candidates use their own equipment and download industry standard components provided by ProctorU, which enable their proctors to guide, support and monitor the exam.

To prepare for the exam session, follow these steps:

- Study and prepare as per the recommended preparations
- Ensure that you equipment meets system requirements specified below
- Download the necessary browser extensions to enable proctoring
- Prepare a workspace which meets environment requirements without any interruptions
- Have the required identification materials available for the proctor to review
- Schedule your exam session via Dynatrace University
- Prepare to spend up to 3 hours without any interruptions to complete the exam

System Requirements

Your equipment needs to meet the following requirements before attempting the exam:

- Desktop computer or laptop (PC or Mac) connected to a power source.

- Webcam (portable enough to scan the room) and built-in or plug-in microphone. Headset microphones or headphones are not allowed, and speakers must remain ON throughout the test.
- Chrome browser with pop-up blocker disabled.
- Dual monitors are not allowed. A single, large monitor is allowed to be used instead of a laptop display, however the laptop display has to remain closed down during the exam.
- Screenshots: Ability to take screenshots, save to your desktop and upload during the exam.

Download the ProctorU Browser Extension and Test Your Equipment: ProctorU will proctor your exam. They require you to use Google Chrome and download a Browser Extension to connect with the proctor and monitor your test.

1. Ensure Google Chrome is Installed; if you don't have Google Chrome installed, you can download it [here](#).
2. Download and Install the ProctorU Chrome Browser Extension [here](#).
3. Make sure to test your equipment before your exam [here](#).
4. If you need assistance from ProctorU, please see their support page [here](#).

More information is provided during the scheduling process.

Environment Requirements

Adhere to the following environment requirements during the exam:

- Maintain a clear desk and workspace, clearing off whiteboards and bulletin boards.
- Remain alone in the room throughout the test; book a conference room or equivalent private space if taking the exam at your workplace.
- Cell phones or tablets are not permitted.
- Do not leave your seat during the exam.
- Communication is restricted to the proctor only.

- In case of disconnection, do not attempt to log back in; contact ProctorU for assistance.

Identity Confirmation

You will need to confirm your identity with the proctor, by providing an officially issued ID and answering security questions set during account creation. This process will require interaction in English.

Accommodation

If you require accommodation to access the exam, please create a [Dynatrace University support ticket](#) to request assistance. Dynatrace is committed to ensuring exam accessibility for all individuals.

Your Results

Obtaining Your Results

Your Dynatrace Certification exam results are automatically evaluated and if there are no anomalies which require manual review, your results should be available within a few hours of taking the exam. Results will be delivered to the email address used to register for the exam.

Where to find your badge

Once you have passed the exam, your Dynatrace Associate Certification badge will be displayed on your Dashboard in Dynatrace University. You can also download the digital badge from [Credly](#), the official registrar for Dynatrace certifications. You may use the badges to display online, attach to emails and share via social media.

To obtain your badge via Credly, register for a Credly account or login with the same email address used to register for your Dynatrace Certification exam. Your downloadable Dynatrace badges will be available from the Credly platform.

Expiration and Recertification

Certification Lifecycles

The Dynatrace Associate Certification is valid for 2 calendar years from date of issue.

Recertification

You can maintain your level of certification by retaking the exam for the highest level you have been certified for, before your certification expires. If you achieve certification for a prerequisite level, e.g. Associate, and assuming that the prerequisite certification is still active and valid, then you will only need to recertify at the higher level. Ensure that you continue to recertify at the highest level or certification **active** at the time of the exam.

Exam Attempts

You may attempt each exam up to four times within a 12-month period. After each attempt, a minimum waiting period of 14 days is required before you can schedule your next attempt, up to the fourth try. After your fourth attempt, the next availability will be 12 months from the date of your first attempt within the 12-month window. Each attempt is subject to the applicable exam fees.

Dynatrace continues to evolve our certification programs to meet the needs of our customers as well as align with industry standards. Program changes may occur from time to time, however you would retain any active certifications until expiration and be able to download the credentials from Credly.

Resources

- [Dynatrace University](#): Online Courses, Certifications and Live Training registration
- [Dynatrace Playground](#): Public Sandbox, available to anyone who registers for an account to interact with sample data without having to install software
- [Dynatrace Documentation](#): Learn about Dynatrace and explore resources to enhance your observability and security.

- [Dynatrace Community](#): Interact with our community, ask questions and share experiences
- [Dynatrace University Support](#): Visit our Support Center and submit a request for the University