



DYNATRACE: AN INTRODUCTION

INTERNAL USE ONLY

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INTERNAL USE ONLY

WELCOME TO DYNATRACE AT UWM

OVERVIEW

Welcome to your first training for Dynatrace! As a new member to our IT team at UWM, we want to introduce you to a powerful tool that is available to all IT team members. Dynatrace is an application performance monitoring tool that is used across all our applications, databases, servers, and more at UWM.

This training will provide you with a high-level introduction to Dynatrace and some examples of how it can be used. Further training is available if you are interested or if your role requires you to use this tool. Other training options will be covered at the end of this training.

This document will help guide you through your online learning experience. Use it to take notes and find resources when you need extra support. When you see this icon , that means the section is related to an item you must complete in Academy.

So, let's get started!

TRAINING EXPECTATIONS

You are going to be completing a curriculum in Academy that includes two online courses and a video. Each online course should take you about 10 minutes to complete and the video is only 2 minutes! Over the course of this training you will learn:

- 1) What is Dynatrace?
- 2) How does it work?
- 3) Why should I use it?
- 4) How do I identify performance issues?
- 5) How do I troubleshoot performance issues?

Each training will have knowledge checks that will give you the opportunity to show your level of understanding and to practice navigating in Dynatrace. At the end of the training, there will be a short survey to give feedback on your learning experience and any questions you may have that were not answered during the modules.



MODULE #1 - DYNATRACE: AN INTRODUCTION

The NOC team and the IT Training team have worked to provide you with a quick introduction to this platform. The purpose of this training is to provide you an introduction to Dynatrace. After this training you should be able to answer the following questions:

1. What is Dynatrace?
2. How does it work?
3. Why should we use it?

At the end of each section in the training, you will be asked to answer a few questions to check that you have the foundational knowledge needed to proceed. You get 2 chances to answer each question before your score is recorded. If you fail more than one question in each section, you will be asked to return to the informational video to review the content.

Please use the following sections to take notes and prepare yourself for the knowledge checks.

PART I: WHAT IS DYNATRACE?

In the table below, write a quick definition/explanation for each of these key terms as they are covered.

Term	Definition/Explanation
Dynatrace	
Full Stack Monitoring	
DAVIS	
ServiceNow Integration (CMDB)	

PART II: HOW DOES DYNATRACE WORK?

In the table below, write a quick definition/explanation for each of these key terms as they are covered.

Term	Definition/Explanation
OneAgent	
Distributed Traces	

PART III: WHY SHOULD I USE DYNATRACE?

In the table below, write a quick definition/explanation for each of these key terms as they are covered.

Term	Definition/Explanation
Auto Detection	
Root Cause Analysis	
User Session Replay	

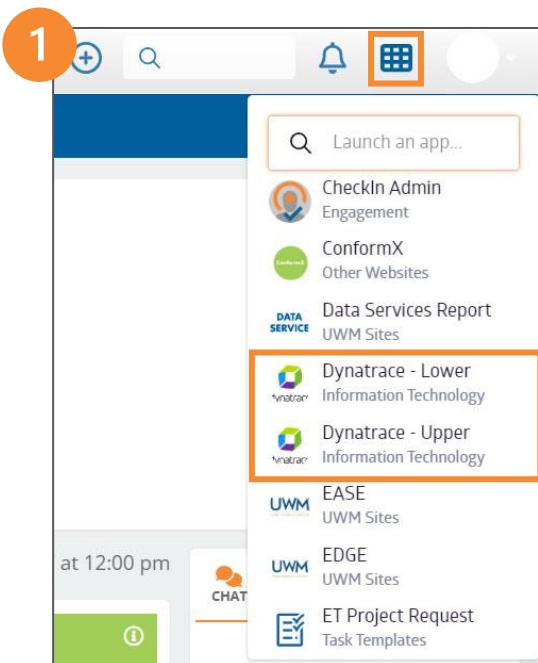


MODULE #2 - HOW TO ACCESS DYNATRACE AT UWM

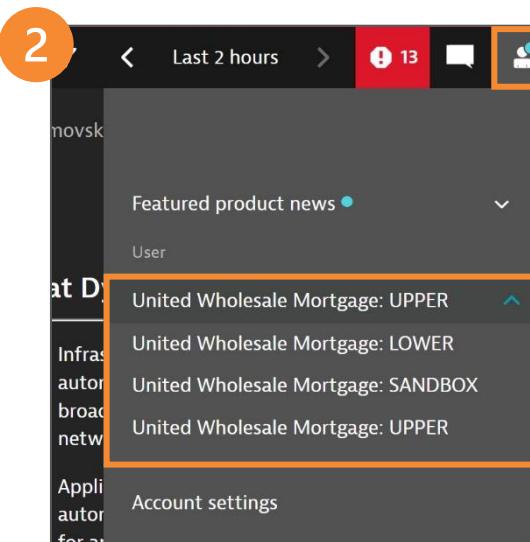
Follow along in the video as the NOC team walks you through how you can access Dynatrace in our UWM environments. Use the information below as a reference when you start to access the platform.

Dynatrace is used to monitor all UWM deployment environments across development, integration, staging, and production. There are 3 Dynatrace environments to monitor our various deployment environments. All versions can be opened 4 ways:

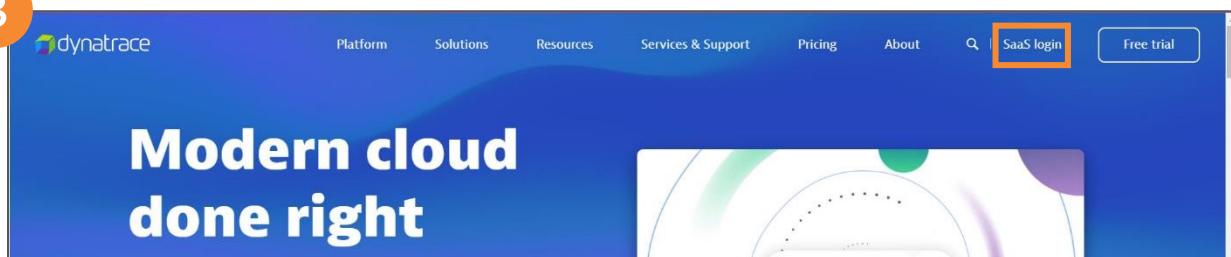
1. Launcher icon in Uzone
2. Account profile menu in Dynatrace
3. SaaS login at www.Dynatrace.com
4. Using a URL (provided on the next page)



Using the Launcher icon in UZone, you can access Dynatrace in either our Lower or Upper environments



Once in Dynatrace, you can switch between environments using the profile menu.



On the Dynatrace Homepage, select SaaS login to use your UWM credential to login.

The sections below detail what environments are included in the different tenants of Dynatrace.

NOTE: When first accessing each environment below, a Master Subscription Agreement will display. Select Agree and Continue to proceed to the environment.

DYNATRACE – UPPER

When you access Dynatrace – Upper, you are accessing monitored data related to our Production and Stage environments.

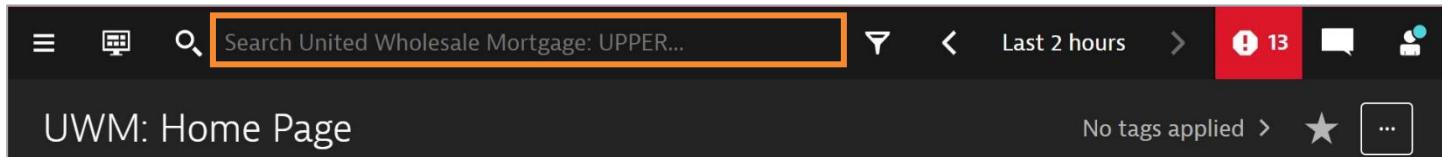
URL - <http://uwm-upper.live.dynatrace.com>

DYNATRACE – LOWER

When you access Dynatrace – Lower, you are accessing monitored data related to our Int and Dev environments.

URL – <http://uwm-lower.live.dynatrace.com>

NOTE: To check and see which environment you're in at any time, simply look at the search bar at the top of the screen. It will say "Search United Wholesale Mortgage: UPPER, LOWER, or SANDBOX."



Check what environment you are in by checking the search bar in Dynatrace



MODULE #3 - TROUBLESHOOTING WITH DYNATRACE

Now that you have a high-level understanding of the Dynatrace Platform, let's go a little deeper and look at how you can use this powerful tool to identify and troubleshoot problems that have occurred in our UWM environments.

NOTE: The examples given in this training are general steps you can take to troubleshoot using Dynatrace and are not specific to any one product we have at UWM. Product/Team specific training is not covered in this training but is available. See the [Training Support Options](#) section of this document to find more information on Product/Team specific training options.

PART I: HOW TO IDENTIFY PERFORMANCE ISSUES

All problems that have triggered in Dynatrace can be found on the Problems Page.

To access this page, navigate to **Observe and explore** and then select **Problems**

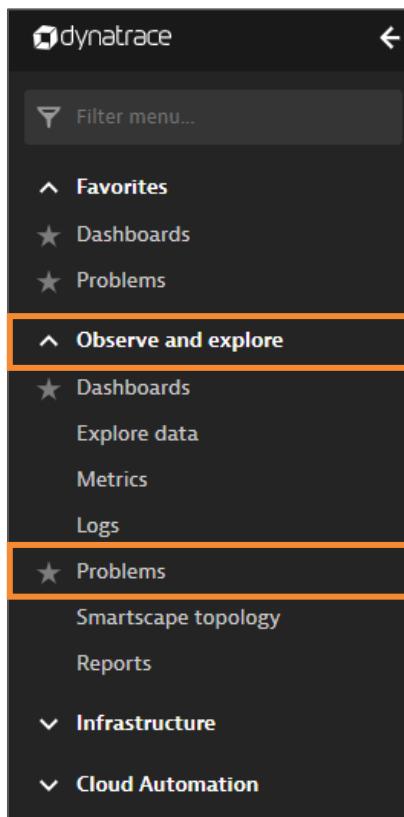


Figure 1: To locate the problems page, open the Observe and explore menu in Dynatrace

FILTERING PROBLEMS

Once you have navigated to the Problems page, you will be able to filter the list of problems based on several factors. A few of these include:

- Timeframe
- Management zone
- Severity
- Impact level

NOTES

PART II: HOW TO TROUBLESHOOT PERFORMANCE ISSUES

The purpose of using Dynatrace is to monitor our environments. That way, when things go wrong, we can figure out what is happening and how to fix it. For example, if one of our pages is loading slowly or even a page is down, we can use Dynatrace to troubleshoot the issue and see what is causing the problem. Troubleshooting with Dynatrace is a valuable skill. This portion of the training will get you started on the path of building that skill.

In the box below, list what types of information DAVIS provides that can help you understand a problem.

IMPACT ANALYSIS

This section gives you information on the direct consequences of the problem. This shows how many real users are impacted by the problem as well as what other entities are affected.

VISUAL RESOLUTION PATH

This is an overview of your topology that is being affected by the problem. By clicking the play button, you can watch the problem's lifespan and how it has progressed.

ROOT CAUSE ANALYSIS

When a problem is triggered, DAVIS will look at all components that may be involved. Information such as the topology, as well as transaction and code-level details, are analyzed to look for the big picture – the root cause of the problem. Because Dynatrace can see everything, it is able to locate the root cause and identify only the involved systems and teams.



STEP 4: COMPLETE FEEDBACK SURVEY

Now that you have completed this online onboarding training, please take a few minutes to give us some feedback on your learning experience.



CONGRATS!
YOU FINISHED YOUR ACADEMY CURRICULUM!

Now that you have finished this online introduction to Dynatrace, what comes next? So glad you asked!

There are many avenues you can take to continue learning about Dynatrace and how we use it at UWM. On the next page is a quick infographic that offers a few of the different paths you can take to learn more about this tool.

These options, and more, are covered more in-depth over the pages that follow.

GET STARTED WITH dynatrace

This infographic visualizes the training opportunities for UWM IT Team Members to get started with Dynatrace.



UWM Video Library and Dynatrace University

Dynatrace offers a free library of training videos. Take advantage and dive a little deeper into Dynatrace. Want something specific to UWM IT environments? There are videos that go into more depth on specific use cases of Dynatrace for UWM IT environments as well! Videos vary in length



Introduction to Dynatrace

Complete an online curriculum in Academy that includes guided notes, online classes, and a video to give you a foundational understanding of Dynatrace.
Time to complete: ~20 min



YOU ARE HERE



NOC Support

Join the NOC team each week on Thursday for office hours to ask questions and get help. Thursday 2-3pm via Zoom



Team Coaching Sessions

As you start to use Dynatrace in our systems and environments, you may have questions or want to level up your skills. If you think your team would benefit from a team training session, reach out the NOC team to schedule one.
Session Length: ~1 hour

TRAINING SUPPORT OPTIONS

As you become familiar with how to use Dynatrace, you will have several support options available to you. See the sections below to learn more about these options.

VIDEO LIBRARY OF UWM COACHING SESSIONS

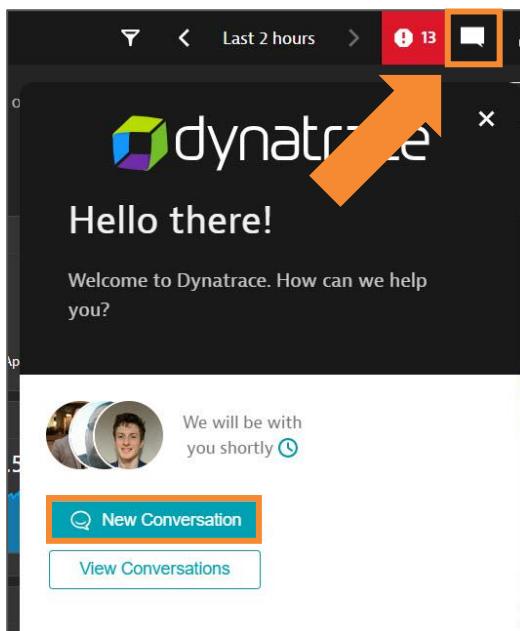
As each App Dev team was onboarded to Dynatrace, they were provided coaching sessions designed to help them get acquainted with the platform and review uses that are specific to their application. Every session was recorded and uploaded to Dynatrace University (DTU). The sessions are stored in a UWM specific pathway in DTU under the title "[United Wholesale Mortgage – Coaching Sessions⁶](#)".

These videos are a great place to get started if you want to dive deeper into the tool on specific uses with your team's product.

If you do not see a recorded video that covers your team/product, please work with your team lead to reach out to the NOC team to schedule a session for your team.

LIVE CHAT SUPPORT

Dynatrace offers a 24/7 chat assistance feature. If you have a question about what Dynatrace can do, this is a great option to start your search! Just click on the chat icon, select New Conversation, and get answers!!



Select New Conversation to ask a question and get live support. To view previous or ongoing conversations, select View Conversations.

DYNATRACE COMMUNITY OF PRACTICE MICROSOFT TEAMS CHANNEL

You will be added to a Teams Channel. Use this channel to ask questions, share tips, get announcements about our migration progress, and learn more about the capabilities of Dynatrace

NOC SUPPORT OPTIONS

The NOC team members are our Dynatrace subject matter experts at UWM. They offer a few options to support teams and team members who need help with integrating Dynatrace in their processes and work.

OPEN OFFICE HOURS

Offered through Zoom, the NOC hosts open office hours every Thursday from 2-3 pm. This is a great place to go for questions and to learn more about how you can use Dynatrace with your team's application and environments.

TEAM COACHING SESSIONS

If you think your team could benefit from doing a group session on specific of Dynatrace for your team, reach out to the NOC team to schedule a training session. They can listen to what you are looking to get out of the tool and then cater the training session to your teams' needs.

To reach out to the NOC with questions or about either of these options, email them at nocteam@uwm.com.

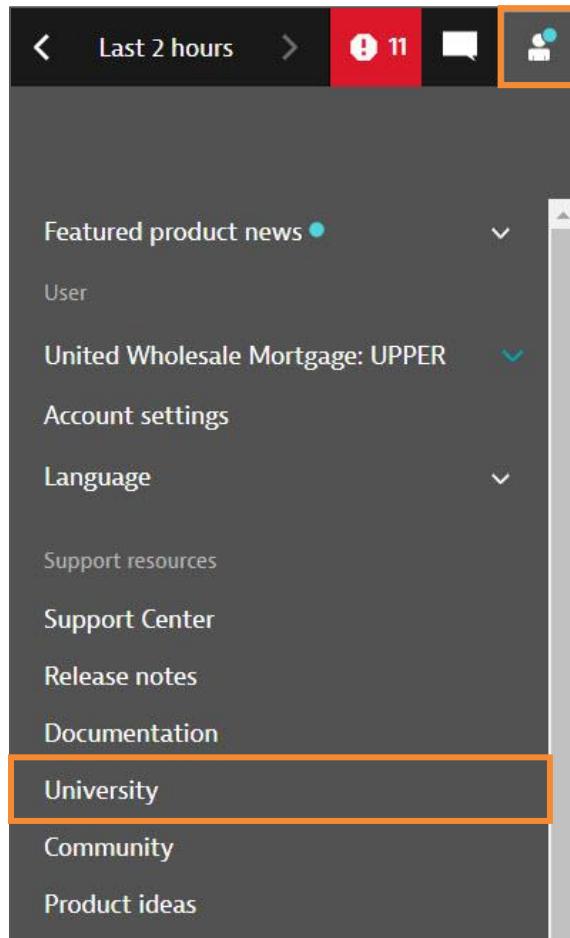
DYNATRACE DOCUMENTATION

Dynatrace offers a wide range of documents on topics such as deployments, how to use Dynatrace with different capabilities, setup/configuration, and more.

To access the documents, click [HERE⁷](#)

DYNATRACE UNIVERSITY

As you continue to grow your knowledge and skills in Dynatrace, feel free to peruse the courses and videos offered in Dynatrace University by clicking [HERE⁸](#) or by selecting University in the User Account Menu within Dynatrace.



You can access Dynatrace University from the User Account Menu

ADDITIONAL RESOURCES

To learn more about the problems section in Dynatrace, here are some resources you can use to dive a little deeper when you are ready:

- [Dynatrace Documentation – Problem Detection and Analysis](#)²
- [Exploring Problems \(video\)](#)³
- [Use Case: Analyzing a Problem \(video\)](#)⁴
- [Analyzing Problems – Mobile App Crashes \(video\)](#)⁵

Hyperlinks in This Document

1. Dynatrace Learning Paths Job Aid in Academy:
<https://unitedshore.csod.com/samldefault.aspx?returnurl=%252fDeepLink%252fProcessRedirect.aspx%253fmodule%253dlauchtraining%2526lo%253d5254be19-b800-4835-a971-eca8e56bf747>
2. Dynatrace Documentation – Impact Analysis: <https://www.dynatrace.com/support/help/how-to-use-dynatrace/problem-detection-and-analysis/problem-analysis/impact-analysis>
3. Dynatrace University – Exploring Problems video:
<https://university.dynatrace.com/ondemand/course/21819/video/21217?content=overview§ion=26005>
4. Dynatrace University – Use Case: Analyzing a Problem Video:
<https://university.dynatrace.com/ondemand/course/21819/video/21212?content=overview§ion=26005>
5. Dynatrace University – Analyzing Problems – Mobile App Crashes Video:
<https://university.dynatrace.com/ondemand/course/21819/video/21213>
6. UWM Video Library - <https://university.dynatrace.com/ondemand/course/27584>
7. Dynatrace Documentation Homepage: <https://www.dynatrace.com/support/help>
8. Dynatrace University: <https://university.dynatrace.com/>

If you have any questions or concerns, please post questions to
the Dynatrace Community of Practice Microsoft Teams Channel or reach out to
the NOC at nocteam@uwm.com