

RCSP-APM

Riverbed Certified Solutions Professional
Application Performance Management

Exam 499-01 Prep/Blueprint

Version 2018-1

Table of Contents

- Preface 3
 - What's inside? 3
- Certification Overview 3
 - Benefits of Certification 3
- RCSP-APM Blueprint and Study References 6
 - Riverbed Recommended Training Courses 6
 - Recommended References 7
 - General Knowledge 7
 - SteelCentral AppInternals® 7
 - SteelCentral AppResponse® 7
 - SteelCentral Portal 7
 - SteelCentral Transaction Analyzer 8
- Exam Questions 9
 - Types of Questions 9
 - Exam Question Distribution 9

Preface

This Riverbed® certification blueprint is intended for anyone who wants to become certified in the Riverbed Application Performance Management – APM products and solutions.

What's inside?

The Riverbed Certified Solutions Professional – Application Performance Management (RCSP-APM) program is designed to validate the skills required of technical professionals who can demonstrate strong knowledge in the theory, configuration, implementation, and troubleshooting of Riverbed APM products and solutions on a complex network environment.

This blueprint provides a combination of theory and practical experience needed for a general understanding of the subject matter.

This publication does not replace practical experience, nor is it designed to be a stand-alone guide for any subject. Instead, it is an effective tool that, when combined with education activities and experience, can be a very useful preparation guide for the exam.

Certification Overview

The Riverbed Certified Solutions Professional – APM certificate is granted to individuals who demonstrate advanced knowledge and experience with the Riverbed APM product suite. The typical RCSP-APM will have taken a Riverbed approved training class such as the *Riverbed APM200 Application Performance Monitoring Essentials*, and/or the *Riverbed RCPE-APPV Application Visibility* courses in addition to having hands-on experience in performing deployment and maintenance of Riverbed APM products in complex production environments. While there are no set requirements prior to taking the exam, candidates who have taken these Riverbed authorized training classes and have at least six months of hands-on experience with Riverbed APM products have a significantly higher chance of receiving the certification.

We would like to emphasize that *solely* taking the class will not adequately prepare you for the exam.

To obtain the RCSP-APM certification, you are required to pass a computerized exam available at any Pearson VUE testing center worldwide.



Benefits of Certification

- ***Establishes your credibility as a knowledgeable and capable individual in regard to Riverbed APM products and services***
- ***Improves your career advancement potential***
- ***Entitles you to use the RCSP-APM certification logo on your business card***
- ***Enables you to join Riverbed's RCSP Members only Splash community group***

Exam Information

- **Exam Number: 499-01**
- **Exam Name: Riverbed Certified Solutions Professional – APM**
- **Product Version: Please refer to the ‘Blueprint and Study References’ section for detail.**
- **Number of Questions: 60**
- **Total Time: 75 minutes for exam, 15 minutes for Survey and Tutorial (90 minutes total)**
- **Exam Provider: Pearson VUE**
- **Exam Language: English only. Pearson automatically provides a 30-minute time extension for exams taken in non-English speaking countries. English speaking countries are Australia, Bermuda, Canada, Ireland, New Zealand, United Kingdom, South Africa, and the United States.**
- **Special Accommodations: Yes (must submit written request to Pearson VUE for ESL or ADA accommodations; includes time extensions and/or a reader)**
- **Offered Locations: Worldwide (over 4000 test centers in 165 countries)**
- **Prerequisites: None, although taking a Riverbed training class is highly recommended**
- **Available to: Partners, customers, and employees**
- **Passing Score: 60%**
- **Certification Expires: Every two years (must recertify every two years, with six month grace period)**
- **Recertification Criteria: Retake the 499-01 – RCSP-APM current exam. If you are RCSA-APM certified, passing the 499-01 – RCSP-APM exam will re-certify both your RCSA-APM and the RCSP-APM**
- **Wait Between Failed Attempts: 72 hours**
- **Wait Between Passed Exams: One year**
- **Number of Attempts Allowed: Unlimited**



Certification Checklist

As the RCSP-APM exam is geared towards individuals who have both the theoretical knowledge and hands on experience with the Riverbed APM product suite, ensuring proficiency in both areas is crucial towards passing the exam. For individuals starting out with the process, we recommend the following steps to guide you along the way.

1. Building Theoretical Knowledge

The easiest way to become knowledgeable in deploying, maintaining, and troubleshooting the Riverbed APM product suite is to take a Riverbed authorized training class. To ensure the greatest possibility of passing the exam, it is recommended that you review the RCSP-APM Blueprint and Study References and ensure your familiarity with all topics listed, prior to any examination attempts.

2. Gaining Hands-on Experience

While the theoretical knowledge will get you partway there, hands-on knowledge will also help prepare you to pass the exam. Since all deployments are different, providing an exact amount of experience required is difficult. Generally, we recommend that resellers and partners perform at least five deployments in a variety of environments prior to attempting the exam. For customers, and alternatively for resellers and partners, starting from the design and deployment phase and having **at least six months of active hands-on experience** in a production environment would be beneficial.

3. Taking the Exam

The final step in becoming an RCSP-APM is to take the exam at a Pearson VUE authorized testing center. To register for any Riverbed Certification exam, please visit <http://www.pearsonvue.com/riverbed>



RCSP-APM Blueprint and Study References

The Riverbed Certified Solutions Professional-APM exam, and therefore this blueprint, covers the Riverbed APM products and technologies.

This publication does not replace practical experience, nor is it designed to be a stand-alone guide for any subject. Instead, it is an effective tool that, when combined with education activities and experience, can be a very useful preparation guide for the exam.

Riverbed Recommended Training Courses

- ***Riverbed APM200 Application Performance Monitoring Essentials***
- ***Riverbed RCPE-APPV Application Visibility***

Additional Information on Riverbed Training can be found at: <http://www.riverbed.com/training/index.html>. You can also write to training@riverbed.com

Riverbed authorized training courses and Riverbed Certification are mutually exclusive programs. This means that certification is not directly mapped to specific training courses and vice versa. We recommend certain courses but in no way does that automatically qualify or prepare you for the exam.

To access Riverbed technical documentation and publications please visit Riverbed Support webpage at <https://support.riverbed.com/index.htm>



Recommended References

General Knowledge

Subject	Reference
TCP	<ul style="list-style-type: none">• http://www.ietf.org/rfc.html• RFC 793 (Original TCP RFC)• TCP/IP Illustrated, Volume I, The Protocols by W. R. Stevens (Addison-Wesley, 1994)
NetFlow	<ul style="list-style-type: none">• http://www.caida.org/tools/utilities/flowscan/arch.xml

SteelCentral AppInternals®

Subject	Reference
SteelCentral AppInternals	<ul style="list-style-type: none">• AppInternals Configuration and Reference v10.2.0• AppInternals Installation Guide v10.2.0• AppInternals Release Notes v10.2.0• AppInternals System Requirements v10.2.0• AppInternals User's Guide v10.2.0

SteelCentral AppResponse®

Subject	Reference
SteelCentral AppResponse	<ul style="list-style-type: none">• AppResponse 9.6 Administrator Guide• AppResponse 9.6 Hardware Install Guide• AppResponse 9.6 Modules User Guide• AppResponse 9.6 Online Help• AppResponse 9.6 Required Practices• AppResponse 9.6 Software Install Guide• AppResponse 9.6 System Requirements• AppResponse 9.6 User Guide• AppResponse 9.6 with Other Riverbed Solutions

SteelCentral Portal

Subject	Reference
SteelCentral Portal®	<ul style="list-style-type: none">• Authentication Service 1.4.0 Install & Configuration Guide• Authentication Service 1.4.0 Release Notes• Authentication Service 1.4.0 User Guide• SteelCentral Portal 1.1.4 Installation Instructions• SteelCentral Portal 1.1.4 Online Help

- SteelCentral Portal 1.1.4 System Requirements
- SteelCentral Portal 1.1.4 Troubleshooting Guide
- SteelCentral Portal 1.1.4 User Guide

SteelCentral Transaction Analyzer

Subject	Reference
SteelCentral Transaction Analyzer (AppTransaction Xpert)	<ul style="list-style-type: none"> • SteelCentral AppTransaction Xpert 17 Installation Instructions • SteelCentral AppTransaction Xpert 17 Online Documentation • SteelCentral AppTransaction Xpert 17.0 System Requirements • SteelCentral AppTransaction Xpert 17 Tutorials • SteelCentral AppTransaction Xpert 17 User Guide

Exam Questions

Types of Questions

The RSCP-APM exam includes a variety of question types, including single-answer multiple choice, multiple-answer multiple choice, and scenario based. The question distribution is heavily targeted toward the multiple-choice variety.

Exam Question Distribution

Subject Area	Approximate Number of Questions from this area
AppInternals <ul style="list-style-type: none">• Configuration and Instrumentation (6)• Installation (2)• Troubleshooting (7)• Use (5)	20
AppResponse <ul style="list-style-type: none">• WTA Configuration and Use (13)• RTCC Use (6)• Database Performance Module Configuration and Use (4)• CX-Tracer Configuration and Use (3)	26
Portal <ul style="list-style-type: none">• Configuration (2)• Troubleshooting (3)• Use (5)	10
Transaction Analyzer <ul style="list-style-type: none">• Use (4)	4
TOTAL QUESTIONS	60

About Riverbed

Riverbed enables organizations to modernize their networks and applications with industry-leading SD-WAN, application acceleration, and visibility solutions. Riverbed's platform allows enterprises to transform application and cloud performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. At more than \$1 billion in annual revenue, Riverbed's 28,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com.



© 2017 Riverbed Technology, Inc. All rights reserved. Riverbed®, SteelConnect™, SteelCentral™, SteelHead™, and SteelFusion™ are all trademarks or registered trademarks of Riverbed Technology, Inc. (Riverbed) in the United States and other countries. Riverbed and any Riverbed product or service name or logo used herein are trademarks of Riverbed. All other trademarks used herein belong to their respective owners. The trademarks and logos displayed herein cannot be used without the prior written consent of Riverbed or their respective owners.

This technical marketing paper is furnished "AS IS" and is subject to change without notice and should not be construed as a commitment by Riverbed. Riverbed does not provide any warranties for any information contained herein and specifically disclaims any liability for damages, including without limitation direct, indirect, consequential, and special damages in connection with this technical marketing paper. This document may not be copied, modified or distributed without the express authorization of Riverbed and may be used only in connection with Riverbed products and services. Use, duplication, reproduction, release, modification, disclosure or transfer of this document is restricted in accordance with the Federal Acquisition Regulations as applied to civilian agencies and the Defense Federal Acquisition Regulation Supplement as applied to military agencies. This document qualifies as "commercial computer software documentation" and any use by the government shall be governed solely by these terms. All other use is prohibited. Riverbed assumes no responsibility or liability for any errors or inaccuracies that may appear in this technical marketing paper.