

# Dynatrace Platform Enablement

Delivers comprehensive knowledge transfer and operational enablement for your Dynatrace platform team, based on proven practices from 15+ enterprise implementations. This service ensures your team develops the expertise needed for effective observability operations, optimization, and innovation.

## Prerequisites

- Operational Dynatrace platform
- Platform team identified
- Test environment access
- Basic Dynatrace knowledge
- Operational procedures draft

## Core Platform Operations (4 weeks)

- Platform architecture deep dive
- OneAgent management
- Monitoring configuration
- Alert management
- Problem investigation

## Advance Operations (4 weeks)

- Custom metrics development
- Dashboard creation
- Automation development
- Integration management
- Performance optimization

## Operational Validation (4 weeks)

- Hands-on exercises
- Use case implementations
- Troubleshooting scenarios
- Knowledge validation
- Support handover

## Technical Outcomes

- Team demonstrating independent platform operational capabilities
- Advanced dashboard creation and customization mastered
- Alert configuration and tuning processes optimized
- Integration management practices fully established
- Support process efficiency meeting target benchmarks

## Deliverables

- Platform operations manual
- Configuration guides
- Training completion records
- Knowledge validation results
- Support transition document

## About Shadow-Soft

16+ years experience | Platform Modernization Experts  
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