凱風電腦有限公司 |Gallant Computer Company Ltd.
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MB-900T01-A: Dynamics 365 fundamentals

OBJECTIVE

Dynamics 365 is a multi-faceted tool for customer engagement, unified operations, marketing, retail and talent management. This course will familiarize the learner with Dynamics 365 functionality and business value. The course will cover Dynamics 365 applications, the Power Platform, cloud concepts, the security model, and licensing considerations.

COURSE TOPICS

Module 1: Introduction to Business Applications

In this module, all Business Application modules and functionalities will be introduced, focusing on Customer Engagement, Unified Operations, the Power Platform, and their corresponding business applications.

Lessons

- Overview of apps
- Apps for Customer Engagement
- Apps for Unified Operations
- The Power Platform
- Application basics

Module 2: Cloud concepts

In this module, we discuss high-level cloud concepts and introduce Microsoft's cloud offering, Azure, examining its relationship with Dynamics 365.

Lessons

- Overview of cloud architecture
- Different types of cloud services available
- Comparing cloud offerings with corresponding on-premises offerings

Module 3: Managing deployments and releases

In this module, we cover important implementation considerations, including types of deployments, release cadences, and security model design.

Lessons

- Types of deployments
- Types of releases
- Security concepts and roles
- Roles and teams
- GDPR

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Module 4: Licensing, onboarding and support

This module empowers the learner to get started with Dynamics 365 by exploring licensing options and finding

implementation support.

Lessons

- Finding and working with a partner
- Licensing options
- Getting set up

PREREQUISITES

A basic understanding of IT principles and an interest in Dynamics 365.

TRAINING APPROACH

This course includes lectures, course notes, exercises and hands-on practice.

COURSE DURATION

8 Hours (1 day)

Time: 9:00am to 6:00pm

Lunch Time: 1:00pm to 2:00pm

CERTIFICATION COMPLETION

A certificate of completion is provided for all trainees attending the course.

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