

**Dynamics 365 fundamentals**  
**MB-900T01-A**



<b>Course Name</b>	<b>Dynamics 365 fundamentals</b>
<b>Course Code</b>	<b>MB-900T01-A</b>
<b>Course Duration</b>	1 Day
<b>Course Structure</b>	Instructor-Led
<b>Course Overview</b>	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.
<b>Audience Profile</b>	The core objective of this course is to help professionals gain a better understanding and sound knowledge of the following key concepts: <ul style="list-style-type: none"> <li>• Dynamic 365 Application Features Identification</li> <li>• Understanding Dynamics 365 Business Value</li> <li>• Getting to know Key Azure and Cloud Concepts</li> <li>• Developing Familiarity with Release, Deployment, and Licensing Concepts</li> <li>• Working with Implementation Support in Dynamics 365</li> </ul>
<b>Course Prerequisites</b>	A basic understanding of IT principles and an interest in Dynamics 365.
<b>Course Outcome</b>	After completing this course, students will be able to: <ul style="list-style-type: none"> <li>• Identify the key functionalities and Topics of Dynamics 365</li> <li>• Describe cloud concepts</li> <li>• Describe the Dynamics 365 security model</li> <li>• Explain licensing and deployment considerations</li> </ul>
<b>Assessment/Evaluation</b>	This course will prepare delegates to take the exam MB-900: Dynamics 365 fundamentals  Successfully passing this exam will result in the attainment of the Dynamics 365 fundamentals and Certificate of Attendance issued by IT-IQ Botswana

Course Details	
Topic	<p><b>Topic 1: Introduction to Business Applications</b> In this Topic, all Business Application Topics and functionalities will be introduced, focusing on Customer Engagement, Unified Operations, the Power Platform, and their corresponding business applications.</p> <p><b>Lessons</b></p> <ul style="list-style-type: none"><li>• Overview of apps</li><li>• Apps for Customer Engagement</li><li>• Apps for Unified Operations</li><li>• The Power Platform</li><li>• Application basics</li></ul> <p><b>Topic 2: Cloud concepts</b> In this Topic, we discuss high-level cloud concepts and introduce Microsoft's cloud offering, Azure, examining its relationship with Dynamics 365.</p> <p><b>Lessons</b></p> <ul style="list-style-type: none"><li>• Overview of cloud architecture</li><li>• Different types of cloud services available</li><li>• Comparing cloud offerings with corresponding on-premises offerings</li></ul> <p><b>Topic 3: Managing deployments and releases</b> In this Topic, we cover important implementation considerations, including types of deployments, release cadences, and security model design.</p> <p><b>Lessons</b></p> <ul style="list-style-type: none"><li>• Types of deployments</li><li>• Types of releases</li><li>• Security concepts and roles</li><li>• Roles and teams</li></ul>

	<ul style="list-style-type: none"><li>• GDPR</li></ul> <p><b>Topic 4: Licensing, onboarding and support</b> This Topic empowers the learner to get started with Dynamics 365 by exploring licensing options and finding implementation support.</p> <p><b>Lessons</b></p> <ul style="list-style-type: none"><li>• Finding and working with a partner</li><li>• Licensing options</li><li>• Getting set up</li></ul>
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