uCertify

Course Outline

Mastering Microsoft Dynamics 365 Implementations



24 Mar 2024

1. Course Objective
2. Pre-Assessment
3. Exercises, Quizzes, Flashcards & Glossary

   Number of Questions
4. Expert Instructor-Led Training
5. ADA Compliant & JAWS Compatible Platform
6. State of the Art Educator Tools
7. Award Winning Learning Platform (LMS)
8. Chapter & Lessons

   Syllabus

   Chapter 1: Introduction

   Chapter 2: Stages of an Implementation Overview

   Chapter 3: What to Do Before You Begin a Project

   Chapter 4: Four Keys to Consider When Buying an ERP or CRM Solution

   Chapter 5: How to Evaluate and Buy Business Application Software

   Chapter 6: Organizing Your Team for Success and Project Governance

   Chapter 7: Sprints and Tools Needed to Run Your Project

   Chapter 8: Change Management Throughout Your Project

   Chapter 9: Organizing Your Business by Processes

   Chapter 10: Independent Software Vendors—Filling Gaps and Managing Partnerships

   Chapter 11: Factors for a Successful Project Kickoff

   Chapter 12: Designing the Software Collaboratively

   Chapter 13: Requirements Gathering and Staying “In the Box”

   Chapter 14: Conference Room Pilots

   Chapter 15: Dealing with Challenges Mid-Project

   Chapter 16: Customizations vs. Configurations and How You Manage Them

   Chapter 17: Data Migration—Early and Often

   Chapter 18: Environment Management and Deployments

Chapter 19: Testing

Chapter 20: Training for All

Chapter 21: Going Live

Chapter 22: Hypercare

Chapter 23: Support and Enhance Your Project

Chapter 24: Bringing It All Together

Videos and How To

9. Practice Test

Here's what you get

Features

10. Post-Assessment

1. Course Objective

The goal of the Mastering Microsoft Dynamics 365 Implementations course is to appeal to all players involved in implementing an ERP or CRM system so that they can learn more about what they should or shouldn't do when they play their part in the project. The course contains assessment questions and interactive lessons with knowledge checks and quizzes to teach you all the steps you need to go through to begin and end an ERP or CRM system implementation.

2. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

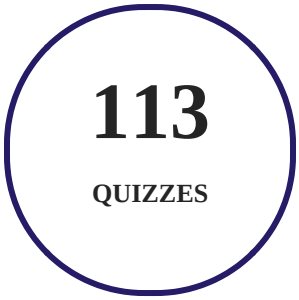
3. Exercises

There is no limit to the number of times learners can attempt these. Exercises come with detailed remediation, which ensures that learners are confident on the topic before proceeding.



4. Quizzes

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



5. flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



6. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



7. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

8. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

9. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

10. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been

recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**
    1. Best Postsecondary Learning Solution

- **2015**
    1. Best Education Solution
    2. Best Virtual Learning Solution
    3. Best Student Assessment Solution
    4. Best Postsecondary Learning Solution
    5. Best Career and Workforce Readiness Solution
    6. Best Instructional Solution in Other Curriculum Areas
    7. Best Corporate Learning/Workforce Development Solution

- **2016**
    1. Best Virtual Learning Solution
    2. Best Education Cloud-based Solution
    3. Best College and Career Readiness Solution
    4. Best Corporate / Workforce Learning Solution
    5. Best Postsecondary Learning Content Solution
    6. Best Postsecondary LMS or Learning Platform
    7. Best Learning Relationship Management Solution

- **2017**
    1. Best Overall Education Solution
    2. Best Student Assessment Solution
    3. Best Corporate/Workforce Learning Solution
    4. Best Higher Education LMS or Learning Platform

- **2018**
    1. Best Higher Education LMS or Learning Platform

2. Best Instructional Solution in Other Curriculum Areas
3. Best Learning Relationship Management Solution

- **2019**
  1. Best Virtual Learning Solution
  2. Best Content Authoring Development or Curation Solution
  3. Best Higher Education Learning Management Solution (LMS)

- **2020**
  1. Best College and Career Readiness Solution
  2. Best Cross-Curricular Solution
  3. Best Virtual Learning Solution

11. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Introduction

Chapter 2: Stages of an Implementation Overview

- What Is Microsoft Dynamics?

- The Client Journey
- Implementation Methodologies
- Triple Constraints

Chapter 3: What to Do Before You Begin a Project

- Identify Your Project Team and Stakeholders
- Identify Your Processes in Scope
- Clean Up Your Data
- Define Your Success Metrics
- Possible Benefits
- Building Your Business Case and Securing Funding

Chapter 4: Four Keys to Consider When Buying an ERP or CRM Solution

- Selection Process
- The Four Keys
- Building Your Scorecard

Chapter 5: How to Evaluate and Buy Business Application Software

- Buying Process Steps

Chapter 6: Organizing Your Team for Success and Project Governance

- RACI
- Your Partner's Implementation Team
- Project Governance

Chapter 7: Sprints and Tools Needed to Run Your Project

- Definition of a Sprint
- Backlog
- Sprint Meetings
- Work Definitions
- Azure DevOps

Chapter 8: Change Management Throughout Your Project

- Success Criteria
- Use of Satisfaction Surveys
- Nine Steps to Change Management

Chapter 9: Organizing Your Business by Processes

- Common Language Businesses Speak

- Process Hierarchy
- Discovering Your Processes

Chapter 10: Independent Software Vendors—Filling Gaps and Managing Partnerships

- The Purpose of ISVs
- Hosting Providers
- Working with ISVs
- Microsoft's AppSource Marketplace

Chapter 11: Factors for a Successful Project Kickoff

- Pre-Kickoff Meeting Activities
- Kickoff Meeting Content
- Executive Message
- Expectations for the Project Team

Chapter 12: Designing the Software Collaboratively

- Joint Application Design Concept
- Joint Process Design and Other Design-Related Definitions
- Joint Process Design Iterations

- SIPOC

Chapter 13: Requirements Gathering and Staying “In the Box”

- Staying in the Box
- Customization Examples
- Requirements
- Writing Good Requirements
- Fit/Gap Analysis
- The Cost of Customizations

Chapter 14: Conference Room Pilots

- The Purpose of a Conference Room Pilot
- CRP Roles and Responsibilities
- CRP Place in the Overall Schedule
- CRP vs. UAT
- What to Do Between CRP and the End of the Create Stage
- CRP Goals

Chapter 15: Dealing with Challenges Mid-Project

- Managing the Project Status
- Risks and Issues
- Common Project Challenges

Chapter 16: Customizations vs. Configurations and How You Manage Them

- Customizations vs. Configurations
- Tracking Configurations
- Functional Design Documents
- The Development Process
- After Code Complete
- The Lifecycle of a Customization

Chapter 17: Data Migration—Early and Often

- Data Migration Plan
- Extract
- Transform
- Load
- Validating the Data

- Technical Validation
- Go-Live Iteration

Chapter 18: Environment Management and Deployments

- Types of Environments
- Environment Plan
- Deploying Code
- Security

Chapter 19: Testing

- Definitions
- Pre-Deploy Stage Activities
- UAT Sessions
- Post UAT Testing

Chapter 20: Training for All

- Learning During Interactive Sessions
- Learning Modalities
- How to Manage and Distribute Your Content

- Building Your End User Training Schedule

Chapter 21: Going Live

- Go-Live Criteria
- Mock Cutover and Final Week Activities
- Go/No-Go Meetings
- Live Cutover

Chapter 22: Hypercare

- Go-Live Support
- Role of HelpDesk
- Post Go-Live Releases
- Project Team Transition

Chapter 23: Support and Enhance Your Project

- Support After Hypercare
- After Action Review
- Ongoing Releases
- Future Enhancements

- Calculating Return on Investment

Chapter 24: Bringing It All Together

- Align Stage
- Define Stage
- Create Stage
- Deploy Stage
- Empower Stage
- Additional Resources

12. Practice Test

Here's what you get

100	99
PRE-ASSESSMENTS QUESTIONS	POST-ASSESSMENTS QUESTIONS

Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

13. Post-Assessment

After completion of the uCertify course Post-Assessments are given to students and often used in conjunction with a Pre-Assessment to measure their achievement and the effectiveness of the exam.

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