

Modern Service Management Cloud Success Plan for Dynamics 365

IT Service Management

Duration: 3 Days [Remote]

Difficulty: 200 - Intermediate

Description

This MSM Cloud Success Plan for Dynamics 365 offering is designed to help you create plans to manage incidents and change in order to help you achieve cloud success.

It is recommended that you align your IT processes with a Modern Service Management approach when you move to Microsoft Dynamics 365.

You will examine dependencies and ownership between services maintained locally and those moving to the cloud, and then prepare to detect and appropriately respond to any major incidents.

Objectives

- Define service ownership and accountability of critical Dynamics 365 service dependencies
- Prepare a response to a Major Incident and plan for changes to your Dynamics 365 service

Outcomes

- Baseline Cloud Dependency Service Map for agreed Dynamics 365 service
- Foundational Change Management and Major Incident Response Plan for Dynamics 365 service

Methodology

Learn by example

You will participate in group discussions and learn from presentations and demonstrations.

Scope

- CE/CRM (Power Platform) and F&O (Finance and Operations/Life Cycle Services)

Out of scope

- Other modules within Dynamics 365 (Marketing, HR, Commerce, Project Management)

Agenda

Day 1

- Kick-off
- Service Map workshop

Day 2

- Change Management workshop
- Major Incident Response Plan workshop

Day 3

- Roadmap for cloud success and recommendations

Delivery Outline

Requirements

Participants

- D365 Service owner, Cloud Architects, IT Process Owners (Incident and Change) and Executive Sponsor

Skill Requirements

- Basic Dynamics 365 knowledge

Time Commitment

- Three hours for days 1 and 2;
- One hour in the day 3.

Delivery Requirements

- Computer with Microsoft Office
 - Excel
 - Visio
 - PowerPoint

Assessment and Knowledge Transfer

Scoping	Define and agree on the scope	<ul style="list-style-type: none">▪ Agree on scope and schedule
Day 1	Assessment review and Service Mapping	<ul style="list-style-type: none">▪ Kick-off and assessment review;▪ Service Map workshop and data collection
Day 2	MIRP and CCMP	<ul style="list-style-type: none">▪ D365 Change Management and Major Incident Response Plan workshop
Day 3	Close-out	<ul style="list-style-type: none">▪ Roadmap for cloud success and recommendations▪ Review the documents/deliverables created on Day 1 & 2

For more information: Please contact your Microsoft Representative for more details.