

Dynamics 365 Commerce Assessment

Assessment Program

Duration: 2 Days [Remote]

Difficulty Level: 300 (Advanced)

Description

This assessment is a proactive engagement designed to diagnose potential issues and risks related to your Dynamics 365 Commerce environment. Based on a review of key configuration information and application telemetry, we examine insights into the current health of your environment, any potential risks, and opportunities for optimization. We will provide you with an overview of key application usage and performance metrics.

Objectives

- Identify issues and risks that may impact application availability and performance
- Understand best practices related to the configuration and operation of Dynamics 365 Commerce
- Establish a baseline for key application usage and performance metrics
- Determine your next steps toward improving the health of your Dynamics 365 Commerce application

Outcomes

Based on the assessment results, we provide a detailed report with recommendations to help improve your Dynamics 365 Commerce environment based on best practices and expert knowledge. The assessment report includes:

- Configuration issues and risks
- Errors and other operational issues
- Optimization opportunities
- Application usage and performance metrics
- Recommendations and next steps

Methodology

Discovery

You will collect information about your Dynamics 365 Commerce environment.

Review and analysis

We will review the results and document any key findings.

Develop a plan

We will create a plan to any address issues, risks, and other improvement opportunities.

Scope

In scope

This assessment is available for Dynamics 365 Commerce. The information required for the assessment is collected from a review of configuration data and application telemetry.

Out of scope

e-commerce site components are not included.

Agenda

Day 1

- Kick-off meeting and data collection

Day 2

- Report delivery and close-out meeting

Delivery Outline

Requirements

Participants

- IT Managers, Dynamics 365 Commerce application administrators and support staff

Skill requirements

- Understanding of Dynamics 365 Commerce deployment architecture and business processes

Time commitment

- Scoping call (30-60 minutes)
- Prepare environment for data collection (30-60 minutes)
- Close-out meeting (60 minutes)

Assessment and Knowledge Transfer

Scoping	Welcome call	<ul style="list-style-type: none">▪ Scoping call to review the prerequisites of the engagement and engagement structure
Day 1	Kick-off and data collection	<ul style="list-style-type: none">▪ Data collection – configuration<ul style="list-style-type: none">▪ Collect information from the application user interface or directly from a sandbox environment database about the Dynamics 365 Commerce configuration.▪ Data collection – telemetry<ul style="list-style-type: none">▪ Collect information about how the application is running, such as errors, performance metrics, and other operational data.
Day 2	Assess, report, and review	<ul style="list-style-type: none">▪ Assess<ul style="list-style-type: none">▪ Review configuration data and compare with best practices▪ Review telemetry data for operational issues▪ Report<ul style="list-style-type: none">▪ Deliver a key findings report, including identified issues and risks▪ Close-out meeting<ul style="list-style-type: none">▪ Discuss key findings, recommendations, and next steps

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