

Technical Update Briefing - Dynamics 365 ERP

Technical Update Briefing

Duration: 1 Days [Remote]

Difficulty Level: 100 - Basic

Description

To ensure service continuity of Dynamics 365 Finance & Operations in your organization, regular education and communication about ongoing updates are key.

Microsoft's monthly updates and release waves for Dynamics 365 Finance & Operations capabilities may result in changes affecting the current service setup for your organization.

Furthermore, getting the most value out of the investment in Dynamics 365 Finance & Operations and ensuring new features are being communicated, planned, and implemented in your organization is crucial.

Objectives

- Provides IT professionals with proactive information on updates needing change management attention
- Learn about new features, feature updates and changes, rollout timelines and further roadmap information
- Understand the actions required to address breaking changes if any

Outcomes

Stay up to date with operations knowledge. Understand service changes to continuously deliver stable IT services. Get the most value out of the investment into Dynamics 365 Finance & Operations. Ensure new features are being communicated, planned, and implemented. Ensure post change incident reduction.

Methodology

Learn by example

Participate in group discussions and learn from presentations and demonstrations.

Scope

This offering is scoped for Dynamics 365 Finance & Operations and deals with Technical features.

Agenda

Stage 1

- Presentation
- Q/A

Stage 2

- Post-delivery follow-ups
(performed by Engineer remotely)

Delivery Outline

Requirements

Participants

- Dynamics 365 FO Administrators, Developers, IT Managers

Skill Requirements

- A good understanding of Dynamics 365 Finance & Operations product.
- Awareness of Dynamics 365 Release waves

Time Commitment

- One day engagement with relevant roles

Delivery Requirements

- Computer with Windows 10 or later, audio equipment, internet access. Modern browser and at least 1 Mbps bandwidth per participant
- Microsoft Teams for remote deliveries

Education

Stage 1	Presentation and Q&A	<ul style="list-style-type: none"> ▪ Highlights from current on-going project, release wave and short-and-long term roadmap of future Dynamics 365 FO capabilities and features. ▪ Providing knowledge on new features and updates. ▪ Explaining necessary administrative and user actions to implement changes. ▪ Providing overview on mandatory and optional changes including switches to consider. ▪ Understand infrastructure updates to consider in your hybrid solutions. ▪ Understand delivery bug fixes to update your helpdesk staff. ▪ Providing overview on recommended Tech talk and resource.
Stage 2	Post delivery follow-ups	<ul style="list-style-type: none"> ▪ Providing further information on updates based on customer needs and questions. (Performed by engineer remotely)

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