Microsoft Dynamics 365 Finance System Administrator

Course Description

This course is designed for system administrators and consultants responsible for supporting and maintaining Microsoft Dynamics 365 Finance and Supply Chain Management (SCM) applications. Participants will gain a deep understanding of Microsoft Dynamics 365, its Finance and SCM features, and the essential tools and configurations needed to manage and support these applications effectively. The course will cover planning and implementing support strategies, managing business applications, working within the Dynamics 365 System Admin Workspace, handling data migration, and leveraging Lifecycle Services (LCS) for successful system management.

Audience Profile

This course is intended for:

- System Administrators responsible for maintaining and supporting Microsoft Dynamics 365 Finance and SCM applications.

- IT Consultants who plan to work with Microsoft Dynamics 365 and require knowledge of system administration.

- Technical professionals tasked with implementing, configuring, and managing Microsoft Dynamics 365 environments.

Prerequisites

Participants should have:

- A basic understanding of Microsoft Dynamics 365 and its applications.

- Familiarity with system administration and IT infrastructure.

- Basic knowledge of database management and data migration processes.

Course Objectives

By the end of this course, participants will be able to:

- Understand the core concepts of Microsoft Dynamics 365 Finance and SCM applications.

- Navigate and utilize the System Administrator Workspace within Microsoft Dynamics 365 effectively.

- Plan and implement best practices for supporting and maintaining Microsoft Dynamics 365 Finance and SCM applications.

- Manage business applications and tools associated with Microsoft Dynamics 365, including Power BI, Microsoft 365, PowerApps, and the Dataverse.

- Execute data migration and upgrade processes within Dynamics 365 Finance.

- Utilize Lifecycle Services (LCS) for environment provisioning, user management, monitoring, diagnostics, and release management.

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- Licensing for Dynamics 365 Finance and SCM

- Life Cycle Services (LCS)

- Supporting Tools: Power BI, Microsoft 365, PowerApps, Power Automate, and the Dataverse

- Highlights and Trial of Dynamics 365 for Finance and SCM

- Implementation and Supporting Strategies

Module 3: The Dynamics 365 System Admin Workspace

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- Common Pitfalls and Features

- Personalization and Office Integration

- Document Management and Workspaces

- Electronic Reporting and Workflows

- Database Logging, Mobile Application, and Dataverse Integration

- Microsoft Updates and Security Roles Configuration

- Best Practices and Governance

Module 4: Dynamics 365 Finance Data and Migration

- Updating to the Latest Dynamics 365 for Finance and SCM

- Code and Data Upgrade Processes

- Application Hotfixes: When to Upgrade or Migrate

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Module 5: Lifecycle Services (LCS)

- LCS Projects, Tools, and Services Overview

- Environment Provisioning and Management

- User Management and Permissions

- Monitoring, Diagnostics, and Troubleshooting

- Release Management: Packages and Deployments