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## *Dynamics 365 fundamentals*

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### **Module 1: Introduction to Business Applications**

In this module, all Business Application modules and functionalities will be introduced, focusing on Customer Engagement, Unified Operations, the Power Platform, and their corresponding business applications.

#### **Lessons**

- Overview of apps
- Apps for Customer Engagement
- Apps for Unified Operations
- The Power Platform
- Application basics

### **Module 2: Cloud concepts**

In this module, we discuss high-level cloud concepts and introduce Microsoft's cloud offering, Azure, examining its relationship with Dynamics 365.

#### **Lessons**

- Overview of cloud architecture
- Different types of cloud services available
- Comparing cloud offerings with corresponding on-premises offerings

### **Module 3: Managing deployments and releases**

In this module, we cover important implementation considerations, including types of deployments, release cadences, and security model design.

#### **Lessons**

- Types of deployments
- Types of releases
- Security concepts and roles
- Roles and teams
- GDPR

### **Module 4: Licensing, onboarding and support**

This module empowers the learner to get started with Dynamics 365 by exploring licensing options and finding implementation support.

#### **Lessons**



- Finding and working with a partner
- Licensing options
- Getting set up