

Exam MB-900: Microsoft Dynamics 365 Fundamentals – Skills Measured

Understand Dynamics 365 (40-45%)

Understand apps for customer engagement

- Microsoft Dynamics 365 for Sales
- Microsoft Dynamics 365 for Customer Service
- Microsoft Dynamics 365 for Field Service
- Microsoft Dynamics 365 for Project Service Automation
- Microsoft Dynamics 365 for Marketing

Understand apps for unified operations

- Microsoft Dynamics 365 for Finance and Operations
- Microsoft Dynamics 365 for Talent
- Microsoft Dynamics 365 for Retail
- Microsoft Dynamics 365 for Business Central

Understand Power Platform

- Common Data Service (CDS)
- Common Data Model (CDM)
- PowerApps
- Flow

Understand application basics

- infrastructure stack
- solutions basics
- business applications terminology
- scenarios of business applications in action

Understand cloud concepts (25-30%)

Understand cloud architecture

- cloud computing overview
- Microsoft Azure
- and utilize cloud-based apps

Compare different types of cloud services available

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)
- and hybrid, public, private, or government

Compare cloud offerings with corresponding on-premises offerings

- when to use on-premises vs. cloud
- explore the stack
- examine cost options

Understand deployments and releases (20-25%)

Compare different types of deployments

- application life cycle
- online deployment
- and on-premises deployment

Compare different types of releases

- private preview
- public preview
- general availability
- and hybrid, public, private, or government

Understand role-based security model

- security model
- manage security
- determine roles
- implement role based security
- and manage teams

Understand GDPR

- describe GDPR and understand how Microsoft Dynamics 365 addresses and supports GDPR

Understand licensing options

- licensing types

- choosing the right licensing options