MB5-705^{Q&As}

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Managing Microsoft Dynamics Implementations

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QUESTION 1

You are managing a Microsoft Dynamics implementation project. Your customer does not agree with a decision made by a project team member. He approaches you because he does not know who to escalate the issue to. Which common challenge are you experiencing with this project?

A. scope creep

B. unclear roles and accountabilities

C. underestimated complexity and dependencies

D. uninvolved customer

Correct Answer: B

QUESTION 2

Which two basic support tools do you have at your disposal to support quality control for high-quality requirements or complex project environments? (Each correct answer presents part of the solution. Choose two.)

A. flow charts

B. cause and effect diagrams

C. plan-do-check-act cycles

D. tollgate reviews

E. conditions of satisfaction (COS)

Correct Answer: AE

A: Microsoft Dynamics Sure Step also many process flow diagrams that visually illustrate each phase in the implementation process.

E: Sure Step has specific examples regarding Conditions of Satisfaction, which of course will need to be adapted to individual projects.

QUESTION 3

Which two activities are included in the Fit Gap and Solution Blueprint process flow? (Each correct answer presents part of the solution. Choose two.)

A. Generate an implementation plan report.

B. Lead requirements workshops with product demos.

C. Conduct a project kickoff meeting.

D. Configure a subset of business requirements.

Correct Answer: AD

A: Fit Gap Your business requirements will be analyzed by using a Fit Gap worksheet, which shows clearly how well your Microsoft Dynamics solution matches your business needs and your existing structures and systems. You will know how Microsoft Dynamics AX or Microsoft Dynamics CRM can be adapted to fulfill your technical and functional requirements. At the end of the Fit Gap process, our consultants will work closely with your business and IT team members to validate the findings and help determine the next steps in implementation.

D: Solution Blueprint Based on the Fit Gap findings, our consultants will prepare the Solution Blueprint, a comprehensive report on the conceptual and physical design of your solution. The report will provide clear guidance on how to meet your needs for systems integration, user interfaces, display graphics, and all the other factors that drive business performance. Finally, our consultants will present their findings and conclusions in person to key stakeholders at your enterprise and answer any questions that may arise. In sum, Fit Gap and Solution Blueprint will provide you with an analysis of how to customize and deploy your Microsoft Dynamics solution. In addition, the report will provide useful input for the next steps toward implementation.

QUESTION 4

You are a project manager, and you use Microsoft Dynamics Sure Step for implementations of Microsoft Dynamics products for your customers. Your customer\\'s major stakeholders identify significant changes that will increase the scope of a project.

Which two risk response strategies for the project definition update should you use? (Each correct answer presents part of the solution, Choose two.)

A. Exploit

B. Avoid

C. Enhance

D. Transfer

E. share

Correct Answer: BD

QUESTION 5

You need to perform end-user training in the deployment phase.

What are two types of trainers you can use? (Each correct answer presents part of the solution. Choose two.)

A. specialized

B. deployment

C. customer

D. production

Correct Answer: AC

A: Some areas of the solution might need high-level specialized trainers.

C: This training can be conducted by customer key users, trainers, or consultants of the consulting implementation team, or by an external third-party vendor.

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