



Important updates to Business Applications competencies

August 2019

Maximize the cloud opportunity

Worldwide, business is moving to the cloud. We're focused on supporting you through this shift to a thriving cloud-based economy by ensuring you have the technical capabilities to meet your customers' needs.

With that in mind, we're updating several Business Applications competencies, adding a new partner association model, and implementing a tool to give you more visibility into metrics. Our goal is to create differentiated value by recognizing you for driving successful business outcomes.

Review the information in this document to understand how the updates may impact your business and prepare accordingly.

Summary of updates

1. The Cloud Customer Relationship Management (CRM) Competency is retiring **October 1, 2020**. The last day to attain or renew this competency is **September 30, 2019**.
2. The Enterprise Resource Planning (ERP) Competency requirements will be updated in **October 2019**.
3. New role-based exams will be introduced to the Cloud Business Applications Competency in July 2019. Additional role-based exams will be added in 2020.
4. The Cloud Business Applications Competency requirements have been updated as of **July 2019** with further updates and enforcement coming in **October 2019**.
5. The Partner Contribution Indicators (PCI) dashboard has been refined and enhanced with new metrics as of **July 2019**.

Cloud Customer Relationship Management (CRM) Competency retirement— October 2020

The Cloud CRM Competency will be retiring October 1, 2020 and will no longer be available for attainment or renewal beginning October 1, 2019. If you renew or attain your competency by September 30, 2019, you will continue to have access to your competency benefits until your anniversary date. To renew or attain a competency you must meet the published requirements and pay the fee. We encourage you to work toward attaining the Cloud Business Applications Competency before the anniversary date of your Cloud CRM Competency.

Review the table below for details about retired exams and those retiring soon, as well as new role-based exams being introduced in each functional area.

Functional area	Retiring exams
Customer Engagement Option	MB2-715: Microsoft Dynamics 365 Customer Engagement online deployment*
	MB2-717: Microsoft Dynamics 365 for Sales*
	MB2-718: Microsoft Dynamics 365 for Customer Service**
	MB2-719: Microsoft Dynamics 365 for Marketing**
	MB2-877: Microsoft Dynamics 365 for Field Service*
Operations Option	MB2-895: Financial Management in Microsoft Dynamics 365 for Finance and Operations**
	MB2-896: Distribution and Trade in Microsoft Dynamics 365 for Finance and Operations**
	70-535: Architecting Microsoft Azure Solutions***
	AZ-302: Microsoft Azure Solution Architect Certification Transition*

* retires **June 30, 2019**

** retires **August 31, 2019**

*** retired **December 31, 2018**, but will be valid for competency attainment and renewal until December 31, 2019.

Functional area	New role-based exams
Customer Engagement Option	MB-200: Dynamics 365 Customer Engagement Core
	MB-210: Dynamics 365 for Sales
	MB-220: Dynamics 365 for Marketing
	MB-230: Dynamics 365 for Customer Service
	MB-240: Dynamics 365 for Field Service
Operations Option	MB-300: Dynamics 365 Unified Operations Core
	MB-310: Dynamics 365 for Finance and Operations, Financials
	MB-320: Dynamics 365 for Finance and Operations, Manufacturing
	MB-330: Dynamics 365 for Finance and Operations, Supply Chain Management

Cloud Business Applications Competency exam requirements—July 2019

As your organization works toward attaining the Cloud Business Applications Competency, you can choose from **Customer Engagement** or **Operations** options. Individuals must meet both functional and technical requirements within either option.

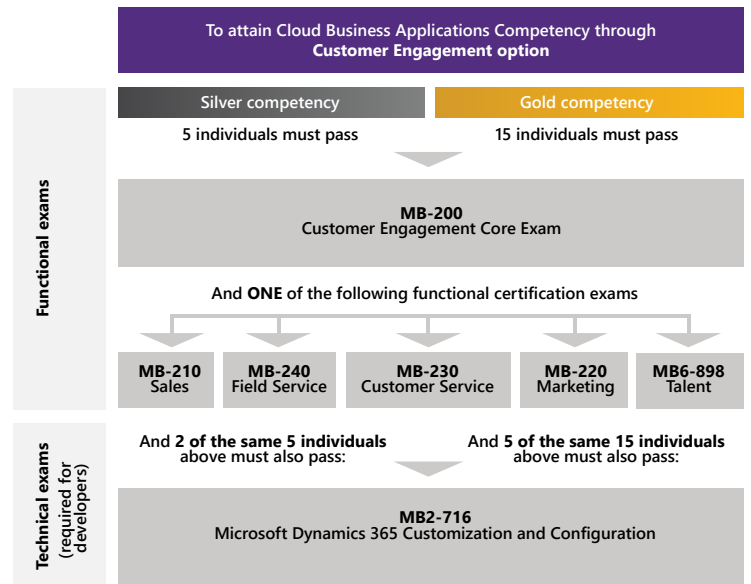
For attaining silver competency:

- Five unique individuals must demonstrate **functional expertise**. Each individual must take and pass:
 - One Core Exam (MB-200)** Customer Engagement Core Exam
 - And any one of the following five functional exams**
 - MB-210 Sales
 - MB-220 Marketing
 - MB-230 Customer Service
 - MB-240 Field Service
 - MB6-898 Talent
- Two of the five individuals who took one of the five functional exams must also pass the following **technical exam**:
 - MB2-716** Microsoft Dynamics 365 Customization and Configuration

For attaining gold competency:

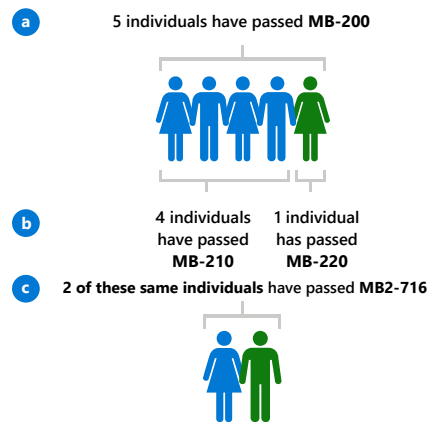
- 15 unique individuals must demonstrate **functional expertise**. Each individual must take and pass:
 - One Core Exam (MB-200)** Customer Engagement Core Exam
 - And any one of the following five functional exams**
 - MB-210 Sales
 - MB-220 Marketing
 - MB-230 Customer Service
 - MB-240 Field Service
 - MB6-898 Talent
- Five of the 15 individuals who took one of the five functional exams must also pass the following **technical exam**:
 - MB2-716** Microsoft Dynamics 365 Customization and Configuration

Customer Engagement option overview



Silver competency example

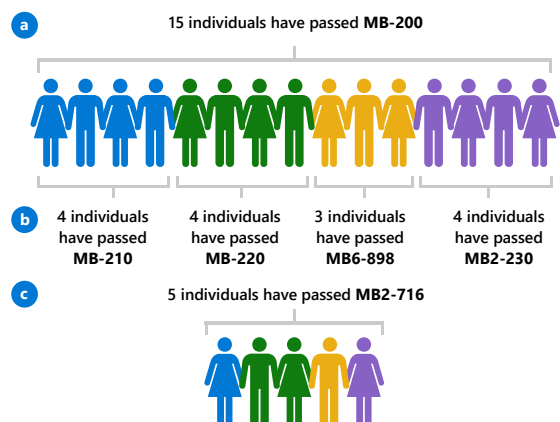
5 unique individuals with functional and technical expertise



A total of 12 exams will need to be taken by 5 people

Gold competency example

15 unique individuals with functional and technical expertise



A total of 35 exams will need to be taken by 15 people

Cloud Business Applications Competency exam requirements—July 2019

Follow this chart to see the functional and technical exams your employees need to take in order to attain or renew a Silver or Gold Cloud Business Applications Competency through the **Operations option**.

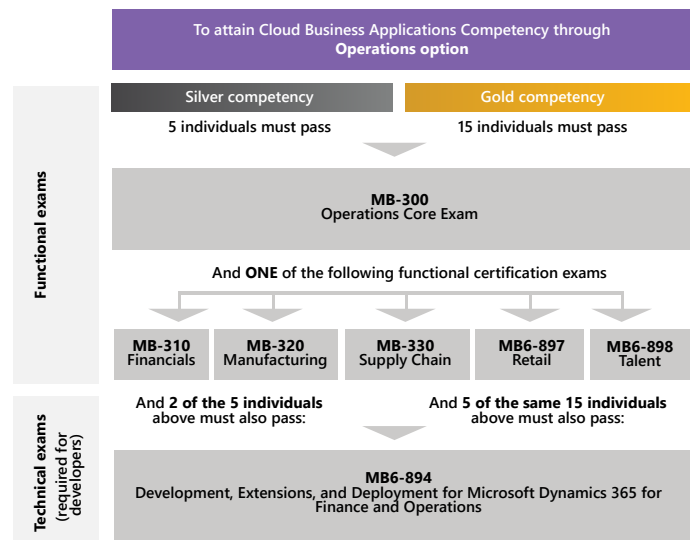
For attaining silver competency:

1. Five unique individuals must demonstrate **functional expertise**. Each individual must take and pass:
 - a. **One Core Exam (MB-300** Operations Core Exam)**
 - b. **And any one of the following five functional exams**
 - MB-310 Financials
 - MB-320 Manufacturing
 - MB-330 Supply Chain
 - MB6-897 Retail
 - MB6-898 Talent
2. Two of the five individuals who took one of the five functional exams must also pass the following **technical exam**:
 - c. **MB6-894 Development, Extensions and Deployment for Microsoft Dynamics 365 for Finance and Operations***

For attaining gold competency:

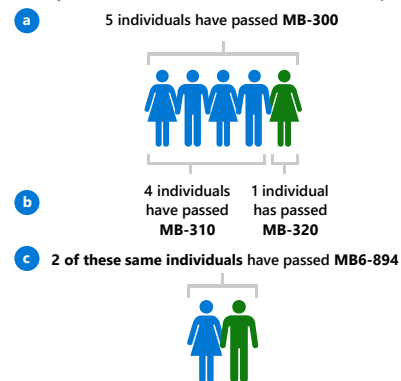
1. 15 unique individuals must demonstrate **functional expertise**. Each individual must take and pass:
 - a. **One Core Exam (MB-300** Operations Core Exam)**
 - b. **And any one of the following five functional exams**
 - MB-310 Financials
 - MB-320 Manufacturing
 - MB-330 Supply Chain
 - MB6-897 Retail
 - MB6-898 Talent
2. Five of the 15 individuals who took one of the five functional exams must also pass the following **technical exam**:
 - c. **MB6-894 Development, Extensions and Deployment for Microsoft Dynamics 365 for Finance and Operations***

Operations option overview



Silver competency example

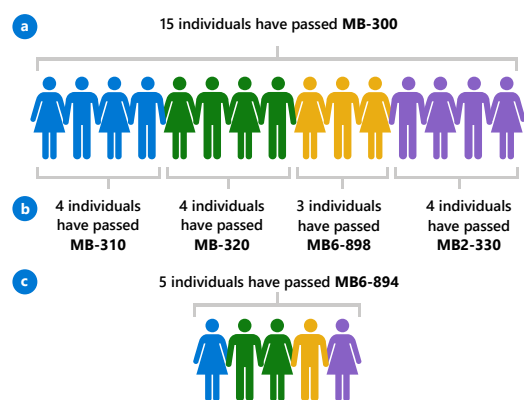
5 unique individuals with functional and technical expertise



A total of 12 exams will need to be taken by 5 people

Gold competency example

15 unique individuals with functional and technical expertise



A total of 35 exams will need to be taken by 15 people

* Beginning July 1 2019, with the introduction of **MB6-894**: Development, Extensions and Deployment for Microsoft Dynamics 365 for Finance and Operations as a technical requirement, Exam **AZ-300**: Microsoft Azure Architect Technologies and Exam **AZ-301**: Microsoft Azure Architect Design will no longer be required for competency attainment.

** Enforcement of MB-200 and MB-300 will begin on October 1, 2019.

Adding new Solution Architect and Developer exams

In 2020, new Solution Architect and Developer exams will be available. The current exams (**MB2-716** and **MB6-894**) will retire upon the release of the new exams, and the new exams will be required for competency attainment in 2021.

New Cloud Business Applications Competency performance requirements effective July 2019

Starting July 2019, performance requirements will only recognize Dynamics 365 cloud revenue. On-premises revenue will no longer qualify partners for Cloud Business Applications Competency.

With the momentum of the Dynamics 365 cloud apps in Finance and Operations, only those partners who are driving cloud transformation for customers will be recognized in the Cloud Business Applications Competency.

Qualifying Products	Cloud Business Applications		Cloud CRM (Retiring)	ERP
	Customer Engagement Option	Operations Option		
Dynamics 365 Customer Engagement	✓		✓	
Microsoft Relationship Sales	✓		✓	
Dynamics 365 Enterprise Team Member	✓	✓	✓	
Dynamics 365 Talent	✓	✓		
Dynamics 365 Finance and Operations		✓		
Dynamics 365 Business Central				✓
On-premises: Business Central, NAV, GP, SL				✓
On-premises AX				✓

New partner association model—Digital Partner of Record (DPOR) no longer used

As previously announced, we're moving to a claims-based process to recognize the work you do with customers. Digital Partner of Record (DPOR) will no longer be used to associate partners with subscriptions as of March 2019.

Instead, partners with a competency must be associated at the subscription level. You can do this by submitting a claim for Dynamics 365 Online subscriptions. This new partner association method aligns to the Online Services Advisory (OSA) sell incentives program. This will put partners in control as a recognized partner associated to customers and lessen the dependency on customer actions.

For more instructions on how to submit claims and the latest information please view [these resources](#). Or you can follow the direct links below:

- [Level 50 slides](#)
- [Level 100 slides](#)
- [Partner FAQ](#)
- [OSA Sell Claims Model User Guide](#)

If you were selected as the DPOR for customer subscriptions before February 15, 2019, you don't need to reassociate yourself through the new claims model. Any increase in seats reported on existing subscriptions will still be recognized automatically, as will seat increases under the claims model.

New Partner Contribution Indicators

The Partner Contribution Indicators (PCI) dashboard provides insight into the outcomes you're driving with your customers. To fine-tune PCI, we've been working closely with select partners for several months to provide accurate and useful insights. The enhancements to PCI and improved reporting will be released by July 2019. In the interim, continue to validate your partner contribution indicators data on the partner center. Go to <https://aka.ms/pcpci> to sign in. If you have feedback, email pcpci@microsoft.com.

Appendix: Overview of key milestones

March 2019	New Partner Association Model begins.
July 2019	Cloud Business Applications Competency exam and performance requirements are being updated. Some exams are retiring and new role-based exams are being introduced. Broadly introducing Partner Capability Indicators (PCI) a new dashboard available to partners.
October 2019	Cloud Customer Relationship Management Competency closed for renewal and new attainment. Enterprise Resource Planning Competency is updated to include on-premise ERP products and Dynamics 365 Business Central. All other Dynamics 365 cloud revenue will be recognized in Cloud Business Applications competency.
October 2020	Cloud Customer Relationship Management Competency retires.
2020	Cloud Business Applications Competency update to include Developer and Solution Architect exams.

Frequently asked questions

Cloud Business Applications

Q: Why are the exam requirements so much higher than the previous Dynamics 365 competencies?

A: We regularly evaluate our program requirements, and we're raising the bar to meet customer expectations and needs. The updated competency requirements will differentiate our best partners who offer Dynamics 365 solutions for customers.

Q: To qualify for the Gold Cloud Business Applications Competency, can the same individual who passed the Customer Service exam also pass the Field Service exam and count as two completed exams of the 15 individuals required?

A: No, you must have 15 different individuals who have passed the functional requirements in order to meet that part of the Cloud Business Applications Competency requirement.

Q: Does my organization need a total of 20 individuals to meet the Gold Cloud Business Applications Competency requirement?

A: No, your organization needs 15 unique individuals. Any five of the 15 individuals who passed the functional certifications should also pass the technical requirement for your organization to meet the Gold Cloud Business Applications requirement.

Q: Does my organization need a total of 20 individuals to meet the Gold Cloud Business Applications Competency requirement?

A: No, your organization needs 15 unique individuals. Any five of the 15 individuals who passed the functional certifications should also pass the technical requirement for your organization to meet the Gold Cloud Business Applications requirement.

Q: Can I choose either the functional path OR the technical path to attain the competency?

A: No, your organization must meet both the functional and technical requirements of the competency.

Q: Does my organization need to meet the requirements for both the Customer Engagement and the Operations option?

A: No, you may select either the Customer Engagement option OR the Operations option and then meet all the requirements within either option.

Q: If some of the individuals in my organization already have the retiring exams, will those count toward attaining the Cloud Business Applications Competency?

A: The retiring exams will continue to count toward competency attainment until June 30, 2020.

Q: Why is Talent in both options?

A: The Common Data Service platform is now being leveraged for the recruit and onboarding functionality of the Talent application, and we want to provide the opportunity for those partners who focus in this area to also attain the Cloud Business Applications Competency. This path is more closely aligned to the requirements in the Customer Engagement option of the competency.

Frequently asked questions

Enterprise Resource Planning Competency

Q: Why is Dynamics 365 for Finance and Operations revenue no longer counted in the ERP Competency?

A: The Cloud Business Applications Competency now recognizes Finance and Operations, and we encourage partners with the focus to meet the requirements of the Cloud Business Applications Competency.

Q: Why are there no exam requirements for the ERP Competency?

A: There are no new certifications made available for NAV, GP, or SL to include in the competency. Dynamics 365 for Business Central certification is planned for release in calendar year 2019. It will be included as part of the competency attainment in the future.

Cloud Customer Relationship Management Competency

Q: If my renewal date for Cloud CRM competency is in December 2019 can I renew this competency before October in order to retain it until October 2020?

A: If your account is in partner center you may renew the Cloud CRM Competency only during the month of October. If your renewal date falls after October 2019 we recommend that you begin preparing to attain Cloud Business Applications Competency in order to maintain competency status.