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Managing Microsoft Dynamics Implementations

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QUESTION 1

You are the project manager for a Microsoft Dynamics implementation for a new customer. You need to ensure the finalization of the engagement proposal for the project.

Which person is responsible for managing the receipt of information for the proposal?

A. the engagement manager

B. the project manager

C. the sales representative

D. the account manager

Correct Answer: A

QUESTION 2

Which document should you use to manage project deliverables?

A. project scope statement

B. project objectives

C. technical requirements

D. functional requirements

Correct Answer: A

QUESTION 3

You are a project manager for a technology consulting company. Your team is finalizing a commercial engagement proposal for presentation and sign-off. In conjunction with the engagement manager, you need to provide details for the proposal.

Which two details should you provide? (Each correct answer presents part of the solution. Choose two.)

A. functional details

B. project scope details

C. technical details

D. the licensing and service contract agreements

E. the statement of work

Correct Answer: DE

QUESTION 4

The diagnostic phase includes which two deliverables? (Each correct answer presents part of the solution. Choose two.)

A. risk and issues register

B. high-level project charter

C. solution design document

D. statement of work

Correct Answer: BD

Diagnostic Phase Purpose To gather enough information to define the high-level project charter and make a confident proposal for the implementation phases. The Diagnostic phase starts during the sales process and ends with an accepted proposal and statement of work (SOW) for the next part of the implementation project. The major deliverable for this phase is the SOW and the Budgetary Estimate Proposal.

Deliverables

(B) High-Level Project Charter High-Level Project Plan (D) Statement of Work Budgetary Estimate Proposal [Optional] Decision Accelerator Deliverables, including Customer Reports Milestones

Customer accepts the SOW and the Budgetary Estimate Proposal, including the high-level project charter and high-level project plan.

QUESTION 5

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.

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