



MB5-705

Managing Microsoft Dynamics Implementations

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QUESTION NO: 1

Go live is complete, and you are now in the operation phase of the project. Which two activities can be performed in the operations phase? (Each correct answer presents part of the solution. Choose two.)

- A. Document lessons learned.
- B. Review deliverables against the statement of work (SOW).
- C. Perform end-user training.
- D. Conduct production audit.

B: You can find the following activities in the Operations phase:

- /Project Planning
- / Provide Post Go Live Support
- / Transition of Solution to Support
- / (B) Review Deliverables against SOW and Agreed Changes
- / Conduct Performance Tuning and Optimization

Answer: A, B

A: Project Planning

The purpose of the Project Planning activity in the Operations phase is to close the project after Go-Live and complete final project tasks.

You want to make sure that you delivered as promised, and that the customer is satisfied with the project outcome. This activity consists of the following tasks:

- / Finalize the project plan to accurately reflect the timeline, resources and milestones completed.
- / Complete the final project activities required to complete a successful closure of the project, such as:

(A) Document lessons learned.

Finish any documentation promised to the customer in the statement of work (SOW)

Determine the need for and conducting additional end-user training, if it is required.

Perform a final knowledge transfer to the customer

Clear any pending items that are discovered before, during, and after Go-Live.

<http://technet.microsoft.com/en-us/library/aa496439.aspx>

QUESTION NO: 2

**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

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

Answer: A, C

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.

<http://technet.microsoft.com/en-us/library/aa496439.aspx>

QUESTION NO: 3

Which activity may be included in project closure?

- A. Provide additional user training.
- B. Establish ongoing quality and testing strategy.
- C. Conduct a disaster recovery test.
- D. Review the scope and change requests.

Answer: A

Additional Operation Activities

In addition to Quality Management activities, there are other activities recommended in the Operation phase. Depending on the project type and needs, these may include the following:

Provide Post Go-Live Support
Transition of Solution to Support
Review Deliverables against SOW and Agreed Changes
Establish Ongoing Quality and Testing Strategy
Conduct Disaster Recovery Test

Conduct Performance Tuning and Optimization

Ref:

http://www.tud.ttu.ee/material/enn/IDU0010/Loeng5CRM/80235A_MSS2010_ENUS_CRM/80235A_MSS2010_ENUS_CRM/MSS2010_ENUS_CRM_05.pdf

QUESTION NO: 4

You are a project manager for Contoso Ltd, an e-commerce company. Contoso's Microsoft Dynamics implementation project is in the deployment phase, and you are planning the user acceptance testing. Which action should be the focus of the testing?

- A. testing the performance to ensure the system can handle the predicted peak time transaction volumes
- B. testing that the system supports the company's transaction data
- C. testing data migration
- D. testing the end-to-end system to ensure the system supports the company's transactions

Chapter 5 - Stabilizing Phase

<http://technet.microsoft.com/en-us/library/bb497042.aspx>

Answer: D

QUESTION NO: 5

You are a project manager for a Microsoft Dynamics implementation. The project is in the deployment phase, and you are planning the final data migration to production. You need to split the effort into two phases: phase one and phase two. How much time should you typically plan between phase one and phase two?

- A. one day
- B. one week
- C. two weeks
- D. one month

Chapter 6 - Deploying Phase

Answer: B

<http://technet.microsoft.com/en-us/library/bb497043.aspx>

<http://technet.microsoft.com/en-us/library/hh641458%28v=office.14%29.aspx>

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