

Microsoft Business Solutions Instructor Profiles

Microsoft Business Solutions Master Certifications fall into three distinct competencies which may differ from certifications you are currently familiar with.

The following Microsoft Business Solutions Instructor Profiles will help you determine which competency best aligns with your experience and expertise.

Applications Professional Competency

Knowledge Base

- Understands Business Applications systems and sales processes. Any implementation of a business application needs to map existing customer processes to the application by customizing the system or proposing process changes
- Knows how to implement and customize applications

Skills and Experience

- Accounting applications (Microsoft Business Solutions, Oracle, SAP, PeopleSoft), Customer Relationship Management/SFA (Microsoft CRM, GoldMine, ACT, Onyx), business intelligence (FRx, Cognos)
- Business process mapping
- Experience training in business applications such as ERP, SCM, CRM or similar
- Customization of applications based on customer requirements
- Knowledge of implementation methodologies
- Accounting or financial experience

Certifications and Special Training Microsoft Business Solutions

Master Level Certification

Developer Competency

Knowledge Base

- Competency in Microsoft core technologies. These technologies include Microsoft SQL Server, Microsoft Windows 2000, Microsoft Office, and Microsoft Visual Studio .NET
- Knows how to customize or develop applications in accordance with customer requirements
- Knowledge of business application(s) and implementation methodologies associated with Great Plains, Solomon, Navision, Axapta, Microsoft CRM, or other ERP products
- Experience in building business workflows

Skills and Experience

- Crystal
 - Report creation
 - Report customization
 - Understanding of Crystal Reports API
- ASP.NET
 - Understanding of OOP
 - Understanding and practical experience with Visual C++, Visual C#, or Visual Basic .NET
 - Understanding of the .NET Framework
 - Understanding and practical experience using Visual Studio .NET
 - Understanding of Web services
- API (Navision or Microsoft CRM)
 - Understanding of Navision Object Model
 - Understanding of Microsoft CRM Object Model
- JavaScript
 - Understanding and practical experience using JavaScript
- Navision proprietary language (X++)
 - Understanding of Navision IDE
 - Understanding of X++

Certifications and Special Training Microsoft Business Solutions

Master Level Certification

Installation & Configuration Competency

Knowledge Base

- Understands how to install and set up business applications software
- Experience working with Microsoft Business Solutions including implementing, administering, customizing, and supporting

Skills and Experience

- Windows 2000 (Microsoft CRM, Great Plains, Navision, Axapta, Solomon)
 - Security and User Management
 - Basic Windows 2000 System Management

Installation and Configuration

- SQL Server (Microsoft CRM, Great Plains, Navision, Axapta, Solomon)
 - Understanding of Enterprise Manager use and management
 - Understanding of backup and restore procedures and management
 - Installation and Configuration
- IIS (Microsoft CRM)
 - Configuration
 - Management
 - Security
- Active Directory (Microsoft CRM)
 - Configuration
 - Security
 - Management
- Exchange Server/Outlook (Microsoft CRM)
 - Configuration
 - Management
- Small Business Server (Microsoft CRM)
 - Configuration
 - Management
- DNS (Microsoft CRM)
 - Configuration
 - Management
 - Understanding of lookup zones (forward and reverse)
- Microsoft Business Solutions applications (Microsoft CRM, Great Plains, Navision, Axapta, Solomon)
 - Installation
 - Configuration
 - Management
 - Security

Certifications and Special Training

MCSE or equivalent expertise
Microsoft Business Solutions Master Level Certification