



Important updates to Business Applications competencies

DECEMBER 2020

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 Enterprise Resource Planning (ERP) competency requirements were updated in **October 2019**.
2. New role-based exams were introduced to the Cloud Business Applications competency in **July 2019**. Additional role-based exams continue to be added in **2020**.
3. The Cloud Business Applications competency requirements were updated in **July and October 2019**, and enforcement started in **October 2019**.
4. Some exams and certifications will be retiring on **December 31, 2020**, but will remain eligible for competency attainment and renewal until **December 31, 2021**, if taken before they are retired.
5. Several exams and certifications will be retiring on **January 31, 2021**, but will remain eligible for competency attainment and renewal until **January 31, 2022**, if taken before they are retired.
6. Beginning **April 1, 2021**, partners seeking to attain a Cloud Business Applications competency will be evaluated using their Partner Contribution Indicators (PCI) score.

Enterprise Resource Planning (ERP) competency updates effective October 2019

The ERP Competency has been updated to recognize revenue performance for Microsoft Dynamics 365 [NAV](#), [GP](#), [SL](#), or [Dynamics 365 Business Central](#).

If you renewed or attained your ERP Competency before October 2019, you won't be impacted by this update until your anniversary date. At that time, you'll only be eligible to renew if you're selling Microsoft Dynamics 365 [NAV](#), [GP](#), [SL](#), or [Dynamics 365 Business Central](#).

If your Dynamics 365 business practice does not include any of these products, consider attaining the Cloud Business Applications competency to differentiate your organization within the growing Dynamics 365 partner ecosystem.

Updates coming to the Cloud Business Applications competency

If you specialize in implementation, deployment, and management of Dynamics 365, the Cloud Business Applications competency recognizes you with specific role-based learning and exams differentiated by applications.

New role-based exams for functional consultants became available in July 2019, with new exams being released for developers and solution architects in 2020. Core exams MB-200* and MB-300 will be enforced to attain or renew a Cloud Business Applications competency beginning October 1, 2019. The current exams (MB2-716 and MB6-894) will retire on January 31, 2021, and the new Solution Architect and Developer exams (MB-400* or PL-400 for Customer Engagement and MB-500 for Finance and Operations) will be required for competency attainment in 2021.

Learn more about the certifications strategy for [Dynamics 365 Customer Engagement](#) and for [Dynamics 365 Finance and Operations](#).

* These exams are retiring on December 31, 2020 and will be valid for competencies until December 31, 2021. MB-200 will be replaced by PL-200.

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

Functional area	Retired 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 *
Finance and 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*

* retired June 30, 2019, but will be valid for competency attainment and renewal until June 30, 2020.

** retired August 31, 2019, but will be valid for competency attainment and renewal until August 31, 2020.

*** retired December 31, 2018.

Functional area	Retired exams
Customer engagement option	<u>MB-200:</u> Dynamics 365 Customer Engagement Core*
	<u>MB-210:</u> Dynamics 365 for Sales
	<u>MB-220:</u> Dynamics 365 for Marketing
	<u>MB-230:</u> Dynamics 365 for Customer Service
	<u>MB-240:</u> Dynamics 365 for Field Service
	<u>MB-400:</u> Microsoft Power Apps + Dynamics 365 Developer*
	<u>MB6-898:</u> Microsoft Dynamics Talent**
	<u>MB2-716:</u> Microsoft Dynamics 365 Customization and Configuration**
Finance and Operations Option	<u>MB-300:</u> Dynamics 365 Unified Operations Core
	<u>MB-310:</u> Dynamics 365 for Finance and Operations, Financials
	<u>MB-320:</u> Dynamics 365 for Finance and Operations, Manufacturing
	<u>MB-330:</u> Dynamics 365 for Finance and Operations, Supply Chain Management
	<u>MB6-897:</u> Microsoft Dynamics for Retail**
	<u>MB6-898:</u> Microsoft Dynamics for Talent**
	<u>MB-500:</u> Microsoft Dynamics 365: Finance and Operations Apps Developer
	<u>MB6-894:</u> Development, Extensions and Deployment for Microsoft Dynamics 365 Finance**

* These exams are retiring on December 31, 2020 and will be valid for competencies until December 31, 2021.

** These exams are retiring on January 31, 2021 and will be valid for competencies until January 31, 2022. For a list of all retiring exams please review this [document](#). For most current exam requirements please check the [Cloud Business Applications competency](#) page or sign in to [Partner Center](#).

Cloud Business Applications competency exam requirements

As your organization works toward attaining the Cloud Business Applications competency, you can choose from **Customer Engagement** or **Finance and 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* or PL-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 one of the following **technical exams**:
 - MB2-716**** Microsoft Dynamics 365 Customization and Configuration
 - MB-400*** Microsoft Power Apps + Dynamics 365 Developer
 - PL-400** Microsoft Power Platform Functional Consultant

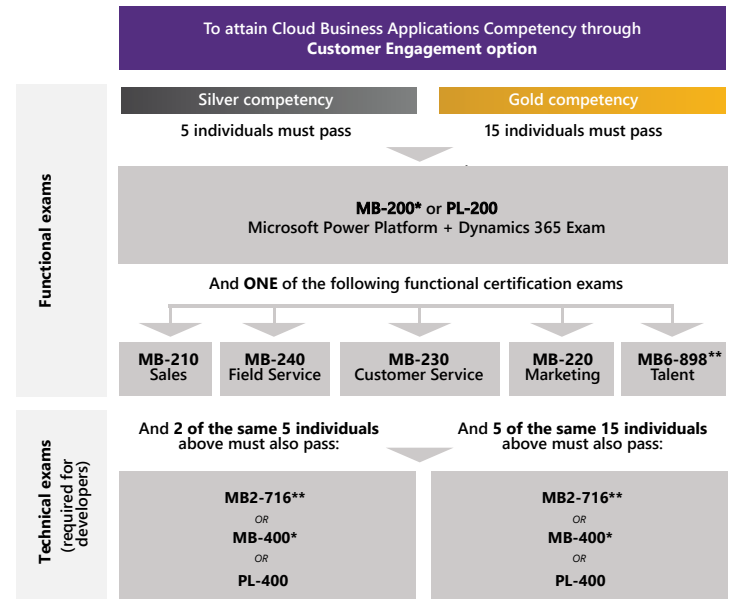
For attaining gold competency:

- 15 unique individuals must attain the **Functional Consultant Associate certification**. Each individual must take and pass:
 - One Core Exam (MB-200* or PL-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 one of the following **technical exams**:
 - MB2-716**** Microsoft Dynamics 365 Customization and Configuration*
 - MB-400*** Microsoft Power Apps + Dynamics 365 Developer
 - PL-400** Microsoft Power Platform Functional Consultant

* These exams are retiring on December 31, 2020 and will be valid for competencies until December 31, 2021.

** These exams are retiring on January 31, 2021 and will be valid for competencies until January 31, 2022.

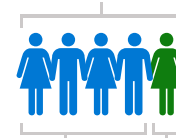
Customer engagement option overview



Silver competency example

5 unique individuals with functional and technical expertise

a 5 individuals have passed **MB-200* or PL-200**



b 4 individuals have passed **MB-210**
1 individual has passed **MB-220**

c 2 of these same individuals have passed **MB2-716**** or **MB-400*** or **PL-400**



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 15 individuals have passed **MB-200* or PL-200**



b 4 individuals have passed **MB-210**
4 individuals have passed **MB-220**
3 individuals have passed **MB6-898****
4 individuals have passed **MB2-230**

c 5 individuals have passed **MB2-716**** or **MB-400*** or **PL-400**



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

Cloud Business Applications competency exam requirements

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 **Finance and Operations** option.

For attaining silver competency:

- Five unique individuals must demonstrate **functional expertise**. Each individual must take and pass:
 - One Core Exam (MB-300** Operations Core Exam)**
 - 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*
- Two of the five individuals who took one of the five functional exams must also pass one of the following **technical exams**:
 - MB6-894** Development, Extensions and Deployment for Microsoft Dynamics 365 for Finance and Operations*
 - MB-500** Microsoft Dynamics 365: Finance and Operations Apps Developer

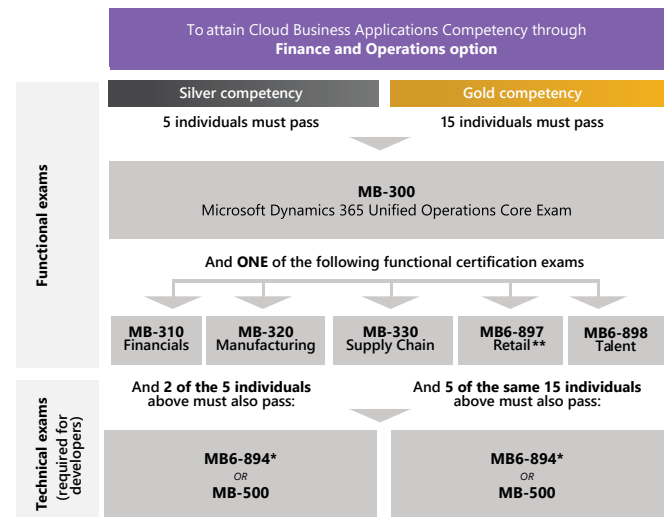
For attaining gold competency:

- 15 unique individuals must demonstrate **functional expertise**. Each individual must take and pass:
 - One Core Exam (MB-300 Operations Core Exam)**
 - 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*
- Five of the 15 individuals who took one of the five functional exams must also pass one of the following **technical exams**:
 - MB6-894** Development, Extensions and Deployment for Microsoft Dynamics 365 for Finance and Operations*
 - MB-500** Microsoft Dynamics 365: Finance and Operations Apps Developer

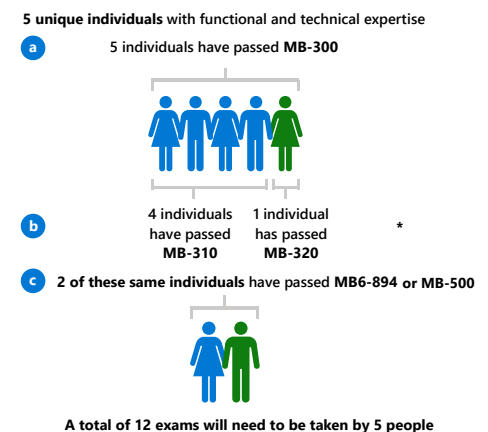
* These exams are retiring on January 31, 2021 and will be valid for competencies until January 31, 2022. For new qualifying exams please review this document or sign in to Partner Center.

** Enforcement of MB-300 is in place since October 1, 2019.

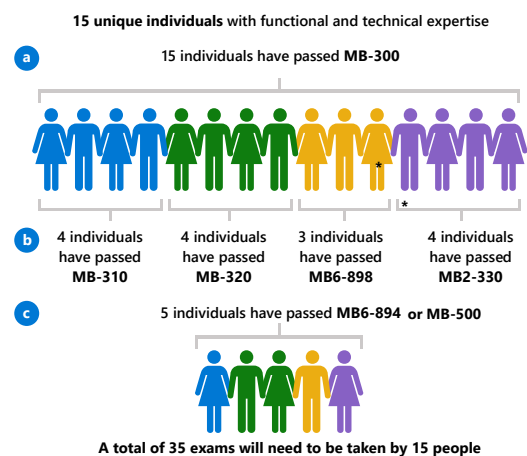
Customer engagement option overview



Silver competency example



Gold competency example



New Cloud Business Applications competency performance requirements effective July 2019

As of July 2019, performance requirements only recognize Dynamics 365 cloud revenue. On-premises revenue will no longer qualify partners for the 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	
	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		✓

Updated ERP competency performance requirements effective October 2019

As of October 2019, performance requirements only recognize Dynamics 365 Business Central, NAV, GP and SL for ERP competency. AX on-premises will no longer count toward any competency. For partners driving Finance and Operations in the cloud, consider the Cloud Business Applications competency.

Qualifying Products	ERP
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. All Enterprise Agreements and direct agreements acquired prior to March 29, 2019, will continue to be credited toward competency attainment through Digital Partner of Record association. However, new Enterprise Agreements and direct agreements acquired on or after March 29, 2019, must be associated with you as the Claiming Partner of Record (or CPOR). A partner can simply log in to Partner Center and associate themselves with a customer and provide proof of the relationship. This removes a considerable amount of friction in the customer-to-partner association process and improves the accuracy as well. This new partner association method aligns to the Online Services Advisory (OSA) sell incentives program and, putting partners in control and lessens the dependency on customer actions.

For more instructions on how to submit claims and get the latest information, please view these resources. Or you can follow the direct links below:

- [Online Services Usage Business Applications Incentive Resources](#)
- [Incentives co-op claims overview](#)

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

Partner Contribution Indicators (PCI) provides a holistic measure of a partner's impact in driving successful customer outcomes and, therefore, greater differentiation in the market. Partners receive credit for key measures of customer success, such as successful deployments and increasing usage, and are rewarded for continuing to invest in and scale out their technical capabilities.

The PCI score, available through Partner Center, is a single number tallied over seven indicators. A maximum of 100 points is possible. Starting **April 1, 2021**, PCI scores will be used to determine eligibility for the Cloud Business Applications competency. A minimum of 60 points will be required to attain a silver competency, and a minimum of 80 points for a hold competency.

For more about PCI, please read this [overview](#) and review these [comprehensive resources](#).

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	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.
2020	Cloud Business Applications Competency update to include Developer and Solution Architect exams. Some exams are retiring.
2021	Starting April 1, 2021 , we'll determine eligibility for the Cloud Business Applications competency through the Partner Contribution Indicators (PCI) score. You'll need to reach a minimum score and pay the annual fee to attain or maintain the competency after that date.

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: Retiring exams and certifications will remain eligible for competency attainment and renewal for one year, following the retirement date, if taken before they are retired.

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.

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.