

Custom Microsoft Dynamics 365 CRM and Power Platform Training Syllabus

Training Receiver	Balabah Services
Training Provider	Techpratham
Target Audience	Experienced programmers and application developers
Instructor-Led Teaching Hours	75 hours
Hands-On Lab Hours	54 hours, outside training hours

Important Note: Lab timing is intentionally shown separately and is not included in the instructor-led training hours. The lab work should be scheduled as assignments, guided practice, or post-session exercises.

Prepared for planning, vendor discussion and training scope finalisation.

Training Scope and Duration Summary

This syllabus keeps the original sequence from the earlier PDF and applies only the requested topic adjustments. Security Architecture Design has been removed as a separate topic because it is already covered under another heading.

Category	Duration	Clarification
Instructor-led teaching	75 hours	Included in the formal training plan.
Hands-on labs	54 hours	Outside the training hours. To be completed as practice, assignments or guided lab sessions.
Total learning effort	129 hours	Teaching plus hands-on practice.

Updated topics: Communication Channels, Power Pages, Power Automate, PCF, Integration Development and Data Management have been revised as requested. Canvas Apps remains removed from scope.

Recommended Training Approach for Experienced Programmers

- Focus teaching time on Dynamics 365 CRM concepts, Dataverse design, Customer Insights, journeys, Power Pages, Power Automate, integrations, plugins, PCF, ALM and performance.
- Keep Dataverse fundamentals and model-driven app fundamentals concise because experienced application developers can understand these concepts quickly.
- Use lab hours outside the formal training hours so classroom time is reserved for concepts, architecture, best practices and walkthroughs.
- Plan a minimum of 75 instructor-led hours for serious coverage. With labs, the practical learning effort is approximately 129 hours.

Module-wise Syllabus and Timings

No.	Module	Teaching Hours	Lab Hours Outside Training	Primary Coverage
1	Dynamics 365 Customer Insights - Journeys	5	3	Set up and manage Customer Insights - Journeys; marketing settings; email settings and best practices; content management; consent and compliance management.
2	Audience Management	2	2	Contacts, leads, customer profiles, lead management, lead qualification, lead scoring and audience management concepts.
3	Communication Channels	2	3	Email marketing, forms, landing pages, SMS campaigns.
4	Segmentation and Customer Journeys	4	4	Static segments, dynamic segments, behavioral segmentation, triggers, conditions, journey orchestration, Dataverse triggers and real-time journeys.
5	Event Management	2	2	On-site events, webinar events, event registrations, event promotion and event communications.
6	Microsoft Dataverse Fundamentals	2	3	Relational database concepts, Dataverse architecture, environments, publishers, solutions, tables, columns, relationships, calculated columns and rollup columns.
7	Dataverse Administration and Security	4	3	Business rules, users, teams, security roles, field security, data import/export, auditing, duplicate detection and bulk data operations.
8	Model-Driven Apps	2	3	Model-driven app architecture, forms, views, charts, dashboards, app navigation and app security.
9	Power Pages	3	3	Power Pages architecture, portal components, authentication, forms, lists, design studio, Dataverse integration, multi-step forms and table permissions.
10	Power Automate	5	4	Automation fundamentals, cloud flows, scheduled flows, instant flows, Dataverse triggers/actions, expressions, error handling, business process flows, monitoring and desktop flows.
11	Copilot Agents	2	2	Copilot Agent concepts, agent components, use cases, knowledge sources and conversational design.
12	Power Platform Development	3	2	Developer resources, SDK overview, Dataverse APIs, extending Power Platform and development tools.
13	Client-Side Development	4	3	JavaScript, Client API, form scripting, event handlers, validation, client-side business logic and best practices.
14	Power Apps Component Framework (PCF)	3	3	PCF architecture, component lifecycle, creating a custom PCF control and implementation.
15	Dataverse Extensibility	5	4	C# and .NET basics for CRM, plugin architecture, synchronous plugins, asynchronous plugins, plugin registration and custom workflow activities.
16	Integration Development	4	3	REST APIs, Dynamics 365 Web API, external system integration overview, how to configure possible use cases, Azure Logic Apps overview, Outlook integration, server-side synchronisation and custom connectors.
17	Data Management	2	2	Import/export, bulk upload, duplicate detection, overview of Customer Insights Data.
18	Reporting and Analytics	3	2	Advanced Find, CRM reports, dashboards, KPI tracking, Power BI integration and analytics best practices.
19	Solution Management and ALM	4	2	Managed and unmanaged solutions, solution layering, deployment strategies, environment management, version control and release management.
20	Testing, Governance and Compliance	3	1	Plugin debugging, JavaScript debugging, performance optimisation, audit logs, data privacy, governance best practices and compliance controls.
21	Dynamics 365 Architecture Deep Dive	2	0	CRM architecture, Dataverse architecture, integration architecture and scalable solution design.

No.	Module	Teaching Hours	Lab Hours Outside Training	Primary Coverage
22	Environment and Deployment Strategy	1	0	DEV, TEST, UAT and Production environment strategy, release planning and movement of changes.
23	Advanced ALM and Solution Layering	2	0	Solution layering strategy, patches, upgrades, managed solution design and release hygiene.
24	Dataverse Performance Optimization	2	0	Query optimization, plugin performance, API performance and design for large data volumes.
25	CRM Solution Design Workshop	4	0	End-to-end solution architecture, requirement analysis, design patterns, real-world case discussions and architecture review.

Detailed Lab Plan

The following lab timings are outside the formal instructor-led training hours. They may be delivered as practical assignments, guided lab support, homework, or post-session practice.

No.	Module	Lab Hours Outside Training	Lab Coverage
1	Dynamics 365 Customer Insights - Journeys	3	Validate lab environment; prepare Customer Insights environment; create compliance profile.
2	Audience Management	2	Lead qualification; lead scoring configuration; audience creation.
3	Communication Channels	3	Create forms; create emails; configure SMS campaign channel exercises.
4	Segmentation and Customer Journeys	4	Create segments; build journeys; configure triggers and journey conditions.
5	Event Management	2	Configure speakers and venues; create event; create event journey.
6	Microsoft Dataverse Fundamentals	3	Environment setup; create solution; create tables; create relationships.
7	Dataverse Administration and Security	3	Configure business rules; security roles; users and teams; audit setup.
8	Model-Driven Apps	3	Build model-driven app; configure forms; create views and dashboards.
9	Power Pages	3	Build Power Pages portal; configure multi-step forms and table permissions.
10	Power Automate	4	Build cloud flows; create business process flows; create desktop flow exercise; troubleshoot flow errors.
11	Copilot Agents	2	Build Copilot Agent; configure conversational topics.
12	Power Platform Development	2	Use Power Platform tools; Dataverse API exercises.
13	Client-Side Development	3	Client scripting; form customisation.
14	Power Apps Component Framework (PCF)	3	Create custom PCF control and implement it in the application.
15	Dataverse Extensibility	4	Develop plugin; register plugin; develop workflow activity.
16	Integration Development	3	Configure external system integration use case; Web API integration; custom connector exercise.
17	Data Management	2	Bulk import; data cleansing; duplicate management; Customer Insights Data overview exercise.
18	Reporting and Analytics	2	Create dashboards; build Power BI report.
19	Solution Management and ALM	2	Solution deployment; migration between environments.
20	Testing, Governance and Compliance	1	Audit configuration; governance review.
21	Dynamics 365 Architecture Deep Dive	0	No separate lab assigned. Included as advanced instructor-led architecture module.
22	Environment and Deployment Strategy	0	No separate lab assigned. Concepts applied in ALM exercises above.
23	Advanced ALM and Solution Layering	0	No separate lab assigned. Concepts applied in ALM exercises above.
24	Dataverse Performance Optimization	0	No separate lab assigned. Applied during troubleshooting and development labs.
25	CRM Solution Design Workshop	0	No separate lab assigned. Workshop is instructor-led design practice.

Final Duration Recommendation

For experienced programmers who have already worked in building applications, the required instructor-led duration should be around 75 hours. This remains suitable because the curriculum includes Customer Insights, journeys, Dataverse, model-driven applications, Power Pages, Power Automate including desktop flows, plugins, PCF, integrations, ALM, governance and advanced architecture topics.

The hands-on labs should be treated separately from the formal training hours. If the lab work is included outside class, the realistic total learning effort becomes approximately 129 hours. This gives the team enough practice to become productive rather than only conceptually familiar.

Recommended Plan	Hours
Instructor-led training	75 hours
Labs outside training hours	54 hours
Total practical learning effort	129 hours

Prepared for: Balabah Services

Training provider: Techpratham

Adjustment note: Original module sequence retained. Security Architecture Design removed as a separate module. Requested topic updates applied.