Microsoft Dynamics 365 ERP Training Plan

# 1. Introduction

This training plan outlines the approach, schedule, and resources for training end users during the Microsoft Dynamics 365 ERP implementation. The training is role-based, modular, and designed to ensure a smooth transition and high user adoption.

# 2. Training Objectives

- Understand core Dynamics 365 ERP functionalities.

- Perform role-specific business processes.

- Increase user confidence and reduce support tickets post go-live.

# 3. Training Audiences and Roles

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| --- | --- | --- |
| Role | Focus Area | Training Type |
| Finance Team | Accounts Payable, Journals, Fixed Assets | Hands-on & QRGs |
| Supply Chain Team | Procurement, Inventory, Warehouse Mgmt | ILT & Sandbox |
| Project Managers | Project Accounting, Forecasting | eLearning & Case Studies |
| System Admins | Security Roles, Configuration | Admin Workshops |
| Executives | Reporting, Dashboards | Executive Briefings |
| Super Users | Cross-functional Workflow, Issue Resolution | Train-the-Trainer |

# 4. Training Modalities

- Instructor-Led Training (ILT)

- Self-paced eLearning Modules

- Quick Reference Guides (QRGs)

- Simulated Environment (Sandbox)

- On-the-job Training (OJT) & Support

# 5. Training Schedule

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| --- | --- | --- |
| Week | Activity | Audience |
| Week 1 | Kick-off & Overview Sessions | All Users |
| Week 2-3 | Role-based Hands-on Training | Finance, Supply Chain, PMs |
| Week 4 | Super User Deep Dive | Power Users |
| Week 5 | System Admin Workshops | IT/System Admins |
| Week 6 | UAT Support & Refresher | Key Users, Testers |
| Week 7 | Go-Live Support & Office Hours | All Users |

# 6. Training Success Metrics

- Training Attendance Records

- Post-training Surveys and Feedback

- Helpdesk Ticket Trends

- System Usage Reports

- Accuracy in Task Completion