**Dynamics 365 Updated Requirements in CSP FAQ**

**October 25, 2017**

**What changes are occurring for Dynamics in CSP?**

To ensure we have the best Microsoft Dynamics customer experience, Microsoft is working to guarantee our customers have the appropriate support services for their business applications. Since July 1, 2017 the following requirements apply for CSP partners wishing to transact using Dynamics offers

- **Support**: Operations Partners must maintain a Microsoft Dynamics Advanced Support for partner plan (ASfP) or higher Microsoft plan
- **Certification**: Operations and Customer Engagement Partners must have a minimum of 2 people certified from the currently accepted exams for the product they wish to transact on (Operations and/or Customer Engagement)

This requirement applies to all CSP partners, both tier 1 partners and tier 2 resellers, who want to transact Dynamics 365 Enterprise edition. As this is a new requirement, you will have until February 1, 2018 to become compliant with both requirements.

**Why are we introducing these changes?**

We want to ensure that we have the best experience for the customer. Dynamics solutions are part of our customers’ core businesses with impactful consequences if not serviced properly by qualified professionals. It is our joint responsibility to ensure our customers have the appropriate support services for their business applications, the services option ensure a high level of support for our customers and also value add for our Operations partner ecosystem.

**When was this announced?**

These new requirements were announced on July 1, 2017.

**How long do I have to be compliant?**

While we expect Partners to meet these new requirements we recognize that due to the fact that this is new we will provide Partners until February 1, 2018 to become compliant with both of these new requirements.

**What happens if I do not meet the requirements after the grace period?**

We will be auditing Partners and reaching out to them to remind them of the requirements. If they do not meet the requirements February 1, 2018, we reserve the right to remove them from being able to sell Dynamics products in CSP.

**Does this apply to both new and existing partners?**

Yes, this applies to all CSP partners, both new and existing.

**Does this apply to Dynamics 365 Business edition?**

At this time these requirements only apply to the Enterprise edition.
Where can I learn more about Partner support options and how to purchase them?

Please visit: https://partner.microsoft.com/en-us/support/partnersupport or contact Chris Wirth (cwirth@microsoft.com) to learn more about support plan options.

What kind of certifications are required?

Please visit MPN to view the list of currently accepted exams for certification under Cloud Business Applications tab. Please keep in mind that this applies for two individuals.

For partners transacting Customer Engagement:

2 individuals must pass all the following exams:
- MB2-715: Microsoft Dynamics 365 customer engagement Online Deployment
- MB2-716: Microsoft Dynamics 365 Customization and Configuration

AND

2 same or different individuals must pass one of the following exams:
- MB2-717: Microsoft Dynamics 365 for Sales
- MB2-718: Microsoft Dynamics 365 for Customer Service

For partners transacting Operations:

2 individuals must pass all the following technical exams:
- 70-534: Architecting Microsoft Azure Solutions

AND

The same or different 2 individuals must pass one the following functional exams:
- MB6-895: Financials Management in Microsoft Dynamics 365 for Finance and Operations, Enterprise edition
- MB6-896: Distribution and Trade in Microsoft Dynamics 365 for Finance and Operations, Enterprise edition
- MB6-897: Microsoft Dynamics 365 for Retail

OR

2 individuals must pass all the following functional and technical exams:
- MB6-893: Microsoft Dynamics AX Financials*
- MB6-892: Microsoft Dynamics AX Distribution and Trade*
- MB6-890: Microsoft Dynamics AX Development Introduction*
- 70-764: Administering a Microsoft SQL Database Infrastructure

* Retiring December 31, 2017. These exams will continue to be accepted for competency qualification until December 31, 2018.
As noted you must have 2 people certified for the product you wish to transact on CSP. For example, if you wish to sell only Customer Engagement you need to have 2 certifications from the list of Customer Engagement currently accepted exams. If you wish to sell both Operations and Customer Engagement, you must have 2 certifications from Customer Engagement and 2 from Operations.

**Do the new CSP requirements apply for Tier 1 and Tier 2 CSPs?**

This will apply to all partners contracting with customers. This would include Tier 1 Partners and the resellers in a Tier 2 model such as shown below.

![Diagram](image)

**Does each CSP-onboarded entity/country need to comply with this new support requirement?**

This is a per Partner requirement since the support contract can be global – each entity/country doesn’t need a separate support contract.

**Do these new requirements apply to FTE only or subcontractors?**

We would require that full-time employees of the transacting partner meet these requirements.

**How does this announcement impact the SMB SKUs offer of Dynamics 365, Enterprise Edition?**

We have a requirement that CSP Partners must have a minimum of two certified personnel in order to sell Dynamics 365, Enterprise edition in CSP. However, we are making an exception to this requirement for the SMB SKUs of Dynamics 365, Enterprise edition – that includes both the Sales, and the combined Sales and Customer Service SKUs. The requirement for certified people will not be enforced for these SKUs. We still strongly recommend that partners either certify their people, or partner with an experienced Dynamics partner that already has certified people in order to ensure an optimal customer experience, but we want to provide our SMB channels with some flexibility to partner or build the practice internally while ramping their focus on Dynamics.