

# Dynamics 365 Customer Engagement: Code Review

## Proactive Operations Program

**Duration:** 3 Days [Onsite / Remote]

**Difficulty Level:** 300 - Advanced

## Description

You will engage with a Microsoft Subject Matter Expert (SME) to conduct an in-depth code review service which can give you confidence to customize your Dynamics 365 environment to better meet your business needs.

Our code review methodology employs a combination of automated analysis tools and engineer insights to help identify areas of risk in your code base according to well-established patterns and practices for Dynamics 365 environments.

## Objectives

- Align your solution to Microsoft preferred practices
- Improve solution performance and scalability
- Implement better coding patterns in your development process

## Outcomes

- Scoping document specifying the code assets to be reviewed and the agreed-upon goals of the delivery
- Robust summary of findings
- Application inventory data
- Prescriptive guidance on coding standards
- Sample patterns and references to supporting resources
- Detailed list of findings with the engineer's analysis
- Meeting with the engineer who conducted the analysis to discuss the findings and remediation approach

## Methodology

### Review and analysis

- Compile recommendations and key statistics based on 50+ Dynamics 365 specific checks.
- Review your findings with the engineer to understand the issue. Gain insight down to the source/line instances of each finding.

### Develop a plan

The engineer will help you prioritize findings and develop an improvement plan.

## Scope

This service is scoped to review 15,000 - 22,500 lines of Dynamics 365 Customer Engagement Code.

## Agenda

### Day 1-3

- Pre-delivery
- Collect and analyze
- Report findings
- Follow-up

## Delivery Outline

### Requirements

|   |   |
|---|---|
| <p><b>Participants</b></p> <ul style="list-style-type: none"> <li>Roles with experience on Dynamics 365 Customer Engagement application, .NET Framework, and JavaScript</li> </ul> <p><b>Skill Requirements</b></p> <ul style="list-style-type: none"> <li>Basic knowledge of the Dynamics 365 Customer Engagement application, .NET Framework, and JavaScript</li> </ul> <p><b>Time Commitment</b></p> <ul style="list-style-type: none"> <li>Three full-day engagement with relevant roles</li> </ul> | <p><b>Delivery Requirements</b></p> <ul style="list-style-type: none"> <li>Customer needs to provide one or more Dataverse or Dynamics 365 solutions ZIP files to analyze. Alternatively, customers can provide one or more ZIP files containing Visual Studio projects and source code containing model-driven Power Apps solution or .NET solutions integrating with model-driven Power Apps. The engineer will then build the solution(s) (this option recommended for obtaining source code line numbers in the final report).</li> </ul> |
|---|---|

### Knowledge Transfer and Implementation

|                |                     |  |
|----------------|---------------------|--|
| <b>Scoping</b> | Welcome Call        | <ul style="list-style-type: none"> <li>Scoping call to run through the prerequisites of the engagement and engagement structure</li> </ul>   |
| <b>Day 1-3</b> | Pre-delivery        | <ul style="list-style-type: none"> <li>Service offering and scoping discussion</li> </ul>  |
| <b>Day 1-3</b> | Collect and analyze | <ul style="list-style-type: none"> <li>Collect: Perform data collection</li> <li>Analyze: Engineers will perform analysis to identify areas of risk</li> </ul>   |
| <b>Day 1-3</b> | Report findings     | <ul style="list-style-type: none"> <li>Key findings review: Meet with the engineer to discuss the findings and the remediation approach</li> <li>Follow Up: Answer follow up clarifying questions if needed</li> </ul> |
| <b>Day 1-3</b> | Follow-up           | <ul style="list-style-type: none"> <li>Address any follow-up questions or tasks</li> <li>Provide all deliverables</li> <li>Close out the engagement</li> </ul>   |

**For more information:** Please contact your Microsoft Representative for more details.