



HyerTek Training Catalog 2026

**Power Platform,
Dynamics 365 & Microsoft 365**



About HyerTek Training

HyerTek Inc. delivers expert-led training in Microsoft Power Platform, Dynamics 365, and Microsoft 365, purpose-built for federal agencies and private-sector organizations. Our instructors don't just teach — they build and deploy these platforms for Department of Defense commands, federal civilian agencies, and Fortune 500 companies.

Our founder has authored 8 books on Microsoft technologies including Power Platform for Dummies, and our team brings over two decades of hands-on implementation experience to every classroom. Every course is built around real scenarios from actual engagements — not textbook exercises.

Why Train with HyerTek?

- ▶ **Built by Practitioners, Not Curriculum Designers** — Our instructors deliver the same solutions they teach, drawing from active federal and enterprise engagements
- ▶ **Hands-On From Hour One** — Every course includes guided labs, real-world scenarios, and capstone exercises using production-grade environments
- ▶ **Flexible Delivery** — Available virtually or on-site to accommodate operational schedules and security requirements

Pricing Overview

Pricing Tier	Rate	Details
Commercial	\$450 per user per day	Standard rate for private sector organizations
Government	\$260 per user per day	GSA MAS rate for federal, state, and local government

On-site delivery includes additional travel and logistics costs quoted separately.

Course Summary

Course ID	Course Name	Duration	Commercial	Government
HT-PA-MDA-26	Model-Driven Apps: From Fundamentals to Advanced	3 Days	\$1,350/user	\$780/user
HT-PA-CAN-26	Canvas Apps: From Fundamentals to Advanced	3 Days	\$1,350/user	\$780/user
HT-PBI-26	Power BI: From Fundamentals to Advanced	3 Days	\$1,350/user	\$780/user
HT-PAU-26	Power Automate Fundamentals	2 Days	\$900/user	\$520/user
HT-CS-26	Copilot Studio Bootcamp	3 Days	\$1,350/user	\$780/user
HT-D365-SAL-26	Dynamics 365 Sales	2 Days	\$900/user	\$520/user
HT-D365-CS-26	Dynamics 365 Customer Service	3 Days	\$1,350/user	\$780/user
HT-D365-FS-26	Dynamics 365 Field Service	3 Days	\$1,350/user	\$780/user
HT-D365-FIN-26	Dynamics 365 Finance	4 Days	\$1,800/user	\$1,040/user
HT-M365-26	Microsoft 365 Fundamentals for Business Users	3 Days	\$1,350/user	\$780/user

Detailed course descriptions, prerequisites, learning objectives, and module outlines follow on subsequent pages.

Customization Fee: Any course requiring custom exercises, agency-specific scenarios, or specialized instruction beyond the standard curriculum will incur an additional preparation fee of \$1,025.00 per day.

Model-Driven Apps: From Fundamentals to Advanced

Course ID: HT-PA-MDA-26

Duration	3 Days (24 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,350 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$780 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic understanding of Microsoft 365 and cloud computing concepts
- Familiarity with relational database concepts (tables, columns, relationships)
- General understanding of business processes and data management

Learning Objectives

By the end of this course, participants will be able to:

1. Build and configure Dataverse tables, columns, relationships, and views for enterprise data models
2. Design model-driven app forms, dashboards, and business process flows
3. Configure security roles, teams, business units, and field-level security
4. Automate processes using business rules, workflows, and Power Automate
5. Extend apps with custom pages, JavaScript, and solution management best practices

Course Outline

Module
Module 1: Model-Driven App Architecture and Dataverse Foundations
Module 2: Views, Forms, and Dashboards
Module 3: Security and Access Control
Module 4: Business Rules and Process Automation
Module 5: Advanced Customization
Module 6: Solution Management, ALM, and Deployment

Canvas Apps: From Fundamentals to Advanced

Course ID: HT-PA-CAN-26

Duration	3 Days (24 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,350 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$780 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic understanding of Microsoft 365 and cloud computing concepts
- Familiarity with Excel formulas and basic data concepts
- No prior Power Apps experience required

Learning Objectives

By the end of this course, participants will be able to:

1. Design responsive Canvas App interfaces with screens, galleries, and forms
2. Connect apps to Dataverse, SharePoint, SQL Server, and external APIs
3. Write Power Fx formulas for business logic, navigation, and data manipulation
4. Build reusable component libraries for enterprise app standardization
5. Optimize app performance and troubleshoot common delegation and loading issues

Course Outline

Module
Module 1: Canvas App Fundamentals and UI Design
Module 2: Connecting to Data Sources
Module 3: Power Fx Essentials
Module 4: Advanced Power Fx and Coding Patterns
Module 5: Component Libraries and Reusable Components
Module 6: Integration, Deployment, and Advanced Topics

Power BI: From Fundamentals to Advanced

Course ID: HT-PBI-26

Duration	3 Days (24 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,350 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$780 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Proficiency with Microsoft Excel including formulas, PivotTables, and charts
- Basic understanding of data concepts such as tables, relationships, and aggregations
- Familiarity with business reporting and KPI concepts

Learning Objectives

By the end of this course, participants will be able to:

1. Connect to data sources and transform data using Power Query
2. Build interactive reports with charts, maps, KPIs, and drill-through navigation
3. Design effective data models with relationships and calculated tables
4. Write DAX measures for business calculations including time intelligence
5. Publish, share, and manage reports through Power BI Service with row-level security

Course Outline

Module
Module 1: Power BI Desktop and Data Connectivity
Module 2: Data Transformation with Power Query
Module 3: Building Visualizations and Interactive Reports
Module 4: Data Modeling and Relationships
Module 5: DAX Fundamentals and Business Calculations
Module 6: Publishing, Security, and Service Administration

Power Automate Fundamentals

Course ID: HT-PAU-26

Duration	2 Days (16 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$900 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$520 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic understanding of Microsoft 365 services and cloud computing
- Familiarity with business processes and workflow concepts
- No prior Power Automate experience required

Learning Objectives

By the end of this course, participants will be able to:

1. Build cloud flows with automated, instant, and scheduled triggers
2. Implement workflow logic with conditions, loops, error handling, and expressions
3. Design approval workflows with adaptive cards and Teams notifications
4. Apply governance best practices, including DLP policies and environment management

Course Outline

Module
Module 1: Cloud Flow Fundamentals
Module 2: Logic, Expressions, and Error Handling
Module 3: Approvals, Adaptive Cards, and Teams Integration
Module 4: Working with Data Sources and Advanced Connectors
Module 5: Governance, AI Builder, and Enterprise Patterns

Copilot Studio Bootcamp

Course ID: HT-CS-26

Duration	3 Days (24 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,350 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$780 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic understanding of Microsoft 365 and Power Platform concepts
- Familiarity with chatbot or virtual agent concepts is helpful but not required
- Understanding of data sources such as SharePoint and Dataverse

Learning Objectives

By the end of this course, participants will be able to:

1. Build copilots using natural language authoring and topic-based conversation design
2. Configure generative AI answers with knowledge sources and GPT-powered topics
3. Integrate Power Automate flows and plugin actions for backend process execution
4. Deploy copilots to Teams, web, and custom channels with authentication
5. Monitor copilot performance and apply governance best practices

Course Outline

Module
Module 1: Copilot Studio Foundations
Module 2: Generative AI and Knowledge Sources
Module 3: Plugin Actions and Power Automate Integration
Module 4: Authentication and Multi-Channel Deployment
Module 5: Analytics, Optimization, and Governance

Dynamics 365 Sales

Course ID: HT-D365-SAL-26

Duration	2 Days (16 Hours)	Instructional Level	Intermediate
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$900 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$520 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic understanding of CRM concepts and sales processes
- Familiarity with Microsoft 365 and web-based applications
- No prior Dynamics 365 experience required

Learning Objectives

By the end of this course, participants will be able to:

1. Navigate the Sales Hub and manage leads, opportunities, accounts, and contacts
2. Configure the sales pipeline from lead qualification through opportunity close
3. Set up the product catalog with price lists, quotes, and orders
4. Build dashboards and use forecasting tools for pipeline visibility
5. Use Copilot for Sales and integrate with Outlook and Teams

Course Outline

Module
Module 1: Sales Hub Navigation and Core Entities
Module 2: Lead and Opportunity Management
Module 3: Product Catalog, Quotes, and Orders
Module 4: Dashboards, Forecasting, and AI Features
Module 5: Integration, Security, and Administration

Dynamics 365 Customer Service

Course ID: HT-D365-CS-26

Duration	3 Days (24 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,350 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$780 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic understanding of customer service operations and case management concepts
- Familiarity with Microsoft 365 and web-based applications
- No prior Dynamics 365 experience required

Learning Objectives

By the end of this course, participants will be able to:

1. Configure the Customer Service workspace and manage case lifecycles
2. Implement SLAs, entitlements, and queue-based routing
3. Build and manage a searchable knowledge base with approval workflows
4. Configure omnichannel engagement across chat, voice, email, and social channels
5. Leverage AI features including Copilot assistance, sentiment analysis, and suggested actions

Course Outline

Module
Module 1: Customer Service Hub and Case Management
Module 2: Queues, SLAs, and Entitlements
Module 3: Knowledge Management
Module 4: Omnichannel Engagement
Module 5: AI Features, Reporting, and Administration

Dynamics 365 Field Service

Course ID: HT-D365-FS-26

Duration	3 Days (24 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,350 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$780 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic understanding of field service operations and scheduling concepts
- Familiarity with Microsoft 365 and web-based applications
- No prior Dynamics 365 experience required

Learning Objectives

By the end of this course, participants will be able to:

1. Manage the full work order lifecycle from creation through completion
2. Configure the Schedule Board and scheduling assistant for resource management
3. Set up asset management, preventive maintenance, and service agreements
4. Manage inventory, purchasing, and warehouse operations for field teams
5. Deploy and configure the Field Service Mobile app for technicians

Course Outline

Module
Module 1: Work Order Management
Module 2: Resource Scheduling
Module 3: Asset Management and Preventive Maintenance
Module 4: Inventory and Purchasing
Module 5: Mobile App, AI Scheduling, and Administration

Dynamics 365 Finance

Course ID: HT-D365-FIN-26

Duration	4 Days (32 Hours)	Instructional Level	Intermediate to Advanced
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,800 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$1,040 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Working knowledge of accounting principles and financial operations
- Basic understanding of ERP concepts and business processes
- Familiarity with Microsoft 365 and web-based applications

Learning Objectives

By the end of this course, participants will be able to:

1. Configure the general ledger, including the chart of accounts, financial dimensions, and fiscal calendars
2. Manage accounts payable and accounts receivable processes end-to-end
3. Implement budgeting and budget control for financial planning
4. Configure cash and bank management with reconciliation workflows
5. Set up fixed assets and build financial reports using Financial Reporter

Course Outline

Module
Module 1: General Ledger and Core Configuration
Module 2: Accounts Payable
Module 3: Accounts Receivable
Module 4: Budgeting and Budget Control
Module 5: Cash Management and Fixed Assets
Module 6: Financial Reporting and Administration

Microsoft 365 Fundamentals for Business Users

Course ID: HT-M365-26

Duration	3 Days (24 Hours)	Instructional Level	Beginner to Intermediate
Delivery	Virtual or On-Site	Virtual Class Size	Min: 4 / Max: 20
Commercial Price	\$1,350 per user (\$450/day)	On-Site Class Size	Min: 6 / Max: 16
Government Price	\$780 per user (\$260/day)	On-Site Travel	Quoted separately (GSA per diem)

Prerequisites

- Basic computer literacy and familiarity with web browsers
- A Microsoft 365 account (organizational or trial)
- No prior Microsoft 365 advanced experience required

Learning Objectives

By the end of this course, participants will be able to:

1. Configure and manage Microsoft Teams workspaces, channels, and meetings
2. Organize work using Microsoft Planner with Teams and Outlook integration
3. Apply advanced Outlook techniques for email management and calendar productivity
4. Manage files with OneDrive for Business including sharing and co-authoring
5. Create surveys and polls with Microsoft Forms and automate simple workflows with Power Automate

Course Outline

Module
Module 1: Microsoft Teams: Workspaces and Collaboration
Module 2: Microsoft Planner and Task Management
Module 3: Outlook Productivity
Module 4: OneDrive for Business and Microsoft Forms
Module 5: Introduction to Power Automate and Cross-Platform Workflows

Course Delivery and Cancellation Policies

HyerTek Inc. is committed to delivering high-quality, mission-focused training experiences that meet each client's unique needs. The following policies govern course delivery, pricing, cancellations, equipment requirements, and intellectual property rights.

Course Delivery Policies

Delivery Format

All courses are delivered virtually by default. Virtual delivery is included in the standard course pricing at no additional charge.

On-site delivery is available at the client's facility or at a mutually agreed location. On-site delivery will incur additional travel fees for the instructor, including:

- **Transportation:** Airfare, train, or mileage reimbursement at actuals.
- **Lodging:** Based on government per diem rates (GSA standards).
- **Meals:** Per diem as per GSA standards.

Travel fees will be quoted separately and must be approved in writing prior to course delivery.

Participation Requirements

- **Virtual Training:** Minimum of 4 learners, maximum of 20 learners per session. Virtual delivery is included in the standard course pricing at no additional charge.
- **On-Site Training:** Minimum of 6 learners, maximum of 16 learners per session. On-site delivery includes additional instructor travel costs quoted separately.
- **Larger Groups:** Sessions may accommodate larger groups, subject to prior agreement and additional instructor support.

Course Customization

Basic course exercises can be tailored to align with specific organizational needs at no additional cost.

Customization requiring significant modifications to the curriculum — such as adding agency-specific workflows, developing custom case studies, or building mission-specific lab environments — will incur an additional fee of \$1,025.00 per day. This fee will be invoiced separately and must be approved in writing before curriculum development begins.

Pricing Policies

Standard Pricing

- **Commercial:** \$450 per user per day. Standard rate for private sector organizations.
- **Government:** \$260 per user per day. GSA MAS rate for federal, state, and local government agencies.

Prices include course materials and access to hands-on lab environments (commercial / IL2) only.

Travel Fees (On-Site Delivery)

On-site courses will include instructor travel costs quoted at actuals. Transportation, lodging, and meal per diem will follow GSA rate standards. Travel fees are invoiced separately from course tuition.

Cancellation Policies

Cancellation by the Client

- **14 days or more prior to start date:** Full refund or rescheduling at no cost.

- **7 to 13 days prior to start date:** 50% of the course fee will be refunded. Rescheduling will incur a 25% administrative fee.
- **6 days or less prior to start date:** No refund will be issued. Rescheduling will incur a 50% administrative fee.

Cancellation by HyerTek

In the unlikely event that a course is canceled by HyerTek due to unforeseen circumstances, clients will be offered a full refund of course fees or the option to reschedule at no additional cost.

Insufficient Enrollment

If the minimum learner requirement is not met (4 for virtual, 6 for on-site), the course will be canceled or rescheduled. Clients will be notified at least 5 business days in advance. A full refund will be issued, or the client may opt to transfer enrollment to another session.

Rescheduling by the Client

Clients may request to reschedule a course 7 days or more before the start date at no additional cost. Requests made less than 7 days before the course start date will incur a 25% administrative fee.

No-Shows

No refunds or rescheduling options will be provided for learners who fail to attend without prior notification.

Computer Equipment Requirements

Virtual Training

For virtual sessions, learners must have:

- A computer with a stable internet connection and a supported web browser (Microsoft Edge or Google Chrome recommended).
- A webcam and microphone for interactive participation.
- Administrative permissions may be required for certain courses.

HyerTek provides cloud-based lab environments for all learners to use during training sessions.

On-Site Training

For on-site sessions, each learner is responsible for providing computer equipment that meets the following minimum specifications:

- Windows 10 or higher, with the latest updates installed.
- At least 8GB of RAM and a reliable internet connection.
- Required software pre-installed as specified in the course pre-work instructions.

If equipment is not provided or does not meet requirements, HyerTek can supply equipment for an additional fee, which must be agreed upon in advance.

Ownership of Course Materials

HyerTek Intellectual Property

- All course materials — including but not limited to presentations, handouts, exercises, templates, and proprietary tools — are the intellectual property of HyerTek Inc.
- Participants and clients are granted a non-transferable, non-exclusive license to use the materials for internal learning purposes only.
- Materials may not be reproduced, distributed, or shared outside the enrolled organization without prior written consent from HyerTek.

Client-Specific Customizations

- Customizations made to course materials for specific client purposes remain the intellectual property of HyerTek Inc. unless otherwise agreed upon in writing.
- The client is granted rights to use customized materials solely within their organization for training purposes.

Recording of Training Sessions

- Recording of virtual or on-site training sessions is strictly prohibited unless expressly authorized in writing by HyerTek.
- If recording is permitted, usage is restricted to internal organizational purposes, and distribution outside the client organization is strictly prohibited.

Prohibited Use of Content

- Clients or participants may not reverse engineer, repurpose, or adapt course materials to create competing training programs or products.
- Any unauthorized use of HyerTek's intellectual property — including unauthorized sharing, reproduction, or monetization — will result in legal action.

Third-Party Tools and Resources

- Any third-party content, tools, or resources used in the course remain the intellectual property of their respective owners. Participants must adhere to the licensing terms for third-party tools used during the course, and HyerTek assumes no responsibility for violations of third-party licensing agreements.

Participant Contributions

- Any content or suggestions provided by clients or participants during the customization process (e.g., workflows, case studies, or business scenarios) will remain the intellectual property of the client.
- HyerTek reserves the right to anonymize and adapt client-generated content for inclusion in future courses unless otherwise agreed in writing.
- Any violation of these intellectual property policies may result in termination of training services, withdrawal of access to materials, and/or legal action to protect HyerTek's rights.



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