

MS-MS900T01: INTRODUCTION TO MICROSOFT 365



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Beginner	Microsoft 365	Instructor-led	NA

INTRODUCTION

This course introduces Microsoft 365, an integrated cloud platform that delivers industry-leading productivity apps along with intelligent cloud services, and world-class security. You'll learn foundational knowledge on the considerations and benefits of adopting cloud services and the Software as a Service (SaaS) cloud model, with a specific focus on Microsoft 365 cloud service offerings. You will begin by learning about cloud fundamentals, including an overview of cloud computing. You will be introduced to Microsoft 365 and learn how Microsoft 365 solutions improve productivity, facilitate collaboration, and optimize communications. The course then analyzes how security, compliance, privacy, and trust are handled in Microsoft 365, and it concludes with a review of Microsoft 365 subscriptions, licenses, billing, and support.

AUDIENCE PROFILE

This course is designed for candidates looking to demonstrate foundational-level knowledge of cloud-based solutions to facilitate productivity and collaboration on-site, at home, or a combination of both. Candidates may have knowledge of cloud-based solutions or may be new to Microsoft 365.

PREREQUISITES

This course is designed for IT Professionals who aspire to deploy and manage cloud services in their organization. Students should have the following background.

- General IT knowledge or any general experience working in an IT environment.
- General (sales level) experience on corresponding Microsoft on-premises products, such as Exchange Server, SharePoint, Office Professional, AD RMS and others
- Experience addressing business/legal/security requirements for IT

COURSE OBJECTIVES

After completing this course, students will be able to:

- Differentiate between the various cloud service models.
- Identify the key differences between Microsoft 365 and Office 365.
- Plan for migration to Microsoft 365 services.
- Identify key differences between Microsoft on-premises services and Microsoft 365 cloud services.
- Define enterprise mobility in Microsoft 365.
- Identify how Microsoft 365 services support teamwork.
- Describe identities, including cloud, on-premises, and hybrid identity.
- Describe cloud device management and protection, including the use of Intune.
- Describe data protection, including the use of Azure Information Protection.
- Describe compliance in general and the compliance features in Microsoft 365.
- Describe Microsoft 365 subscriptions, licenses, billing, and support

COURSE CONTENT

Module 1: Describe cloud computing

This module introduces you to cloud computing. It covers things such as cloud concepts, deployment models, and

understanding shared responsibility in the cloud.

Lessons

- Introduction to Microsoft Azure Fundamentals
- Introduction to cloud computing

- What is cloud computing
- Describe the shared responsibility model
- Define cloud models
- Describe the consumption-based model
- Knowledge Check

- Summary
- After completing this module, students will be able to:
- Describe the shared responsibility model.
 - Define cloud models, including public, private, and hybrid.
 - Identify appropriate use cases for each cloud model.
 - Describe the consumption-based model.
 - Compare cloud pricing models.

Module 2: Describe the benefits of using cloud services

This module introduces you to the benefits cloud computing can offer you or your organization.

Lessons

- Introduction
- Describe the benefits of high availability and scalability in the cloud
- Describe the benefits of reliability and predictability in the cloud
- Describe the benefits of security and governance in the cloud
- Describe the benefits of manageability in the cloud
- Knowledge check

After completing this module, students will be able to:

- Describe the benefits of high availability and scalability in the cloud.
- Describe the benefits of reliability and predictability in the cloud.
- Describe the benefits of security and governance in the cloud.
- Describe the benefits of manageability in the cloud.

Module 3: Describe cloud service types

This module covers the different cloud service types and shares some of the use cases and benefits aligned with each service type.

Lessons

- Introduction
- Describe Infrastructure as a Service
- Describe Platform as a Service
- Describe Software as a Service
- Knowledge check

After completing this module, students will be able to:

- Describe Infrastructure as a Service.
- Describe Platform as a Service.
- Describe Software as a Service.
- Knowledge check.
- Summary.

Module 4: What is Microsoft 365?

Learn about Microsoft 365, the cloud-powered productivity platform that combines best-in-class Office apps with AI-powered tools, intelligent online services, and advanced security to help you achieve what matters most at work and in life.

Lessons

- Introduction
- What is Microsoft 365?
- Describe the differences between Office 365 and Microsoft 365
- Describe how Microsoft 365 empowers workers in this hybrid world of work
- Describe how Microsoft 365 Copilot unlocks a new way of working
- Module assessment
- Summary and resources

After completing this module, students will be able to:

- Describe Microsoft 365 and Office 365, and the differences between them.
- Describe how Microsoft 365 empowers both hybrid and flexible work, including support for frontline workers.
- Describe Microsoft 365 Copilot and Microsoft 365 Copilot Chat, and the differences between them.

Module 5: Describe productivity solutions of Microsoft 365

Learn about how the productivity solutions through Microsoft 365 help optimize operations, enhance content creation, and empower people to perform tasks in real-time from virtually anywhere.

Lessons

- Introduction
- Describe the productivity capabilities and benefits of Microsoft 365.
- Describe Microsoft 365 Apps.

- Describe work management tools in Microsoft 365.
- Describe additional Microsoft 365 productivity apps.
- Knowledge check.
- Summary.

After completing this module, students will be able to:

- Describe how the capabilities of Microsoft 365 can boost productivity
- Describe how Microsoft 365 Apps help people craft compelling content in real-time
- Describe how the capabilities of the work management tools optimize operations
- Describe additional Microsoft 365 productivity apps

Module 6: Describe collaboration solutions of Microsoft 365

Learn about how the collaboration solutions through Microsoft 365 unlock new ways of working together by helping people and teams stay connected, engaged, and ensure fluid communication across organizations.

Lessons

- Introduction
- Describe the collaboration capabilities and benefits of Microsoft 365.
- Describe how Microsoft Teams promotes collaboration and enhances teamwork.
- Describe the Microsoft Viva apps.
- Describe how Yammer helps communities connect and grow.
- Knowledge check.
- Summary.

After completing this module, students will be able to:

- Describe how the collaboration tools of Microsoft 365 promote synergy in the workplace.
- Describe how Microsoft Teams helps boost teamwork.
- Describe how Microsoft Viva helps organizations create thriving work cultures.
- Describe how Yammer communities can help foster connections within your organization.

Module 7: Describe the device and cloud endpoint management concepts and deployment options in Microsoft 365

Learn about how the business management solutions through Microsoft 365 provide people with a secure, personalized desktop experience and help organizations easily manage updates for all devices with a simplified admin experience.

Lessons

- Introduction
- Describe the endpoint management capabilities of Microsoft 365
- Compare the differences of Windows 365 and Azure Virtual Desktop
- Describe the deployment and release models for Windows-as-a-Service (WaaS)
- Identify deployment methods and update channels for Microsoft 365 Apps
- Knowledge check
- Summary and resources

After completing this module, students will be able to:

- Describe the endpoint modern management capabilities of Microsoft 365
- Describe the differences between Windows 365 and Azure Virtual Desktop
- Describe the deployment and release models for Windows-as-a-Service
- Describe the deployment methods and update channels for Microsoft 365 Apps

Module 8: Describe the analytics and administrative capabilities available in Microsoft 365

Learn about how the analytics and administrative capabilities through Microsoft 365 help people build better work habits and business leaders improve the employee experience and business outcomes with data-driven insights and reports.

Lessons

- Introduction
- Describe the capabilities of Viva Insights.
- Describe the capabilities of the Microsoft Copilot Dashboard.
- Describe the capabilities of the Microsoft 365 admin center and Microsoft 365 user portal.
- Describe the reports available in the Microsoft 365 admin center and other admin centers.
- Knowledge check.

- Summary.

After completing this module, students will be able to:

- Describe how Viva Insights help people and organizations work smarter and achieve balance.
- Describe how the Microsoft Copilot dashboard tracks Copilot usage at work.
- Describe the capabilities of the Microsoft 365 admin center and user portal.
- Describe the reports available in the Microsoft 365 admin center and other admin centers.

Module 9: Describe the function and identity types of Microsoft Entra ID

Microsoft Entra ID is Microsoft's cloud-based identity and access management solution that connects people to their apps, devices, and data. Learn about the functions and identity types supported by Microsoft Entra ID.

Lessons

- Introduction
- Describe Microsoft Entra ID.
- Describe types of identities.
- Describe hybrid identity.
- Describe external identities.
- Knowledge check.
- Summary and resources.

After completing this module, students will be able to:

- Describe the function of Microsoft Entra ID.
- Describe the types of identities Microsoft Entra ID supports.

Module 10: Describe access management capabilities of Microsoft Entra

A key function of Microsoft Entra is to manage access. Learn about Microsoft's Security Service Edge (SSE) solution, conditional access, and how Microsoft Entra roles and role-based access control (RBAC) help organizations manage access.

Lessons

- Introduction
- Describe Conditional Access.
- Describe Global Secure Access in Microsoft Entra.
- Describe Microsoft Entra roles and role-based access control (RBAC).
- Knowledge check.
- Summary.

After completing this module, students will be able to:

- Describe Conditional Access in Microsoft Entra ID.
- Describe Microsoft Entra roles and role-based access control.
- Describe Global Secure Access in Microsoft Entra.

Module 11: Describe threat protection with Microsoft Defender XDR

Protect against cyber threats with Microsoft Defender XDR across endpoints, identities, email, and applications.

Lessons

- Introduction
- Describe Microsoft 365 Defender services.
- Describe Microsoft Defender for Office 365.
- Describe Microsoft Defender for Endpoint.
- Describe Microsoft Defender for Cloud Apps.
- Describe Microsoft Defender for Identity.
- Describe Microsoft Defender Vulnerability Management.
- Describe Microsoft Defender Threat Intelligence.
- Describe the Microsoft Defender portal.
- Describe Copilot integration with Microsoft Defender XDR.
- Knowledge check.
- Summary.

After completing this module, students will be able to:

- Describe the Microsoft Defender XDR service.
- Describe how Microsoft Defender XDR provides integrated protection against sophisticated attacks.
- Describe and explore Microsoft Defender portal.

Module 12: Describe the data compliance solutions of Microsoft Purview

Learn how Microsoft Purview data compliance solutions help organizations manage risk and regulatory requirements.

Lessons

- Introduction
- Describe audit in Microsoft Purview
- Describe eDiscovery
- Describe Compliance Manager

- Describe Communication Compliance
- Describe Data Lifecycle Management
- Describe Records Management
- Knowledge check
- Summary

After completing this module, students will be able to:

- Describe Microsoft Purview eDiscovery and Audit
- Describe Microsoft Purview Compliance Manager
- Describe Microsoft Purview Communication Compliance
- Describe Microsoft Purview Data Lifecycle Management
- Describe Microsoft Purview Records Management

Module 13: Describe Microsoft's Service Trust portal and privacy capabilities.

Microsoft runs on trust! Here you'll explore the Service Trust Portal for content on how Microsoft delivers on our commitment of trust. You'll also learn about Microsoft Priva, a solution to help meet privacy goals.

Lessons

- Introduction
- Describe the offerings of the Service Trust portal
- Describe Microsoft's privacy principles
- Describe Microsoft Priva
- Knowledge check

After completing this module, students will be able to:

- Describe the offerings of the Service Trust Portal.
- Describe Microsoft's Privacy principles.
- Describe Microsoft Priva.

Module 14: Describe Microsoft 365 pricing, licensing, and billing options.

Learn about the pricing models for Microsoft cloud services and how Microsoft 365 is available through various licensing and billing options to meet the needs of people and organizations.

Lessons

- Introduction.
- Explore pricing models for Microsoft cloud services.
- Explore the billing and bill management options.
- Explore the available licensing and management options.
- Knowledge check.
- Summary and resources.

After completing this module, students will be able to:

- Describe the pricing models available for Microsoft cloud services.
- Describe billing management features such as billing frequency and methods of payment.
- Describe the differences between base licensing and add-on licensing.

Module 15: Describe support offerings for Microsoft 365 services

Learn about how people and organizations can get the most out of their technology investments through the various support offerings for Microsoft 365 and how they can help improve Microsoft products for their organization.

Lessons

- Introduction
- Explore support options for Microsoft 365 services.
- Explain service level agreement (SLAs) concepts.
- Identify how to track the service health status.
- Explore how organizations can share feedback on Microsoft 365 services.
- Knowledge check.
- Summary.

After completing this module, students will be able to:

- Describe the support offerings available for Microsoft 365 and how to create a support request.
- Describe service level agreement (SLAs) concepts.
- Identify how to track service health through the Microsoft 365 admin center.
- Describe how organizations can provide feedback on Microsoft 365 products and services.

ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to write the Microsoft MS-900: Microsoft 365 Fundamentals exam.