

# **MS 900- Microsoft 365 Fundamentals**

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This course introduces Microsoft 365, an integrated cloud platform that delivers industry-leading productivity apps along with intelligent cloud services, and world-class security.

After completing this course, you will be able to

- Describe cloud concepts
- Describe Microsoft 365 apps and services
- Describe security, compliance, privacy, and trust in Microsoft 365
- Describe Microsoft 365 pricing, licensing, and support

## **Prerequisites**

- Basic familiarity with IT terms and concepts

## **Table of Contents**

### **Module 1: Describe cloud computing**

- Define cloud computing
- 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**

- 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**

- Describe infrastructure as a service (IaaS)
- Describe platform as a service (PaaS)
- Describe software as a service (SaaS)
- Identify appropriate use cases for each cloud service (IaaS, PaaS, SaaS)

#### **Module 4: What is Microsoft 365?**

- Describe Microsoft 365 and Office 365
- Describe how Microsoft 365 empowers workers for hybrid and flexible work
- Describe how Microsoft 365 Copilot can unlock productivity and creativity
- Create a Microsoft 365 trial organization

#### **Module 5: Describe productivity solutions of Microsoft 365**

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

#### **Module 6: Describe collaboration solutions of Microsoft 365**

- Describe how the collaboration tools of Microsoft 365 drives teamwork
- Describe how Microsoft Teams helps people communicate and collaborate to do their best work
- Describe how Microsoft Viva helps organizations create thriving work cultures
- Describe how Yammer communities can help foster connections within your organization

#### **Module 7: Describe analytics capabilities of Microsoft 365**

- Describe how Viva Insights helps people and organizations work smarter and achieve balance
- 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 8: Describe the services and identity types of Microsoft Entra ID**

- Describe the core functionality of Microsoft Entra ID

- Describe the types of identities supported by Microsoft Entra ID
- Describe the concept of hybrid identity as supported by Microsoft Entra ID

### **Module 9: Describe the access management capabilities of Microsoft Entra**

- Describe Conditional Access and its benefits
- Describe Azure AD roles and role-based access control (RBAC)

### **Module 10: Describe threat protection with Microsoft 365 Defender**

- Describe the Microsoft 365 Defender service
- Describe how Microsoft 365 Defender provides integrated protection against sophisticated attacks
- Describe and explore the Microsoft 365 Defender portal

### **Module 11: Describe the compliance management capabilities in Microsoft Purview**

- Explore the Microsoft Purview compliance portal
- Describe Compliance Manager
- Describe the use and benefits of compliance score

### **Module 12: Describe Microsoft's Service Trust portal and privacy capabilities**

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

### **Module 13: Describe Microsoft 365 pricing, licensing, and billing options**

- 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 14: Describe the support offerings for Microsoft 365 services**

- Describe the support offerings available for Microsoft 365 and how to create a support request
- Describe service level agreement (SLA) 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