

MS-AB900T00: INTRODUCTION TO MICROSOFT 365 AND AI ADMINISTRATION

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	CERTIFICATION
1 Day	Beginner	Microsoft 365, Copilot, Copilot Chat	Instructor-led	AI-900 Exam

INTRODUCTION

This course provides a comprehensive introduction to Microsoft 365, Copilot, and AI-powered agents. It introduces learners to the foundational concepts, core services, and administrative controls of Microsoft 365. It then builds upon this foundation by exploring how Copilot and agents can utilize AI to automate tasks, enhance collaboration, and personalize user experiences across the Microsoft 365 suite.

AUDIENCE PROFILE

This course is designed for beginning-level technical IT/Pros and novice administrators seeking foundational understanding of Microsoft 365 services and Microsoft 365 Copilot. Learners are introduced to the essential components, concepts, and capabilities they need to utilize and manage Microsoft 365, Copilot, and agents without requiring prior hands-on experience.

PREREQUISITES

Before attending this course, students must have:

- Basic functional experience with Microsoft 365 services
- A proficient understanding of general IT practices

COURSE OBJECTIVES

After completing this course, students will be able to:

- Set up core services, manage users and access securely, and protect your organization's data using built-in tools and best practices.
- Boost productivity and security in Microsoft 365 by using Copilot and AI-powered agents, while examining how to manage, customize, and govern these tools across your organization.

COURSE CONTENT

Module 1: Explore Microsoft 365 administration

This Learning Path introduces the Microsoft 365 experience by helping you set up core services, manage users and access securely, and protect your organization's data using built-in tools and best practices.

Module 1.1: Explore Microsoft 365 security foundations

This module provides a comprehensive overview of Microsoft 365 security foundations, guiding learners through Zero Trust principles, integrated security tools, layered protection strategies, threat intelligence, identity and access management, and best practices for maintaining a secure cloud environment.

Module 1.2: Introduction to Microsoft 365 core services and admin controls

This module introduces the Microsoft 365 admin center and basic configurations for core services like Teams, Exchange, and SharePoint.

Module 1.3: Protect and govern Microsoft 365 data

This module provides a comprehensive overview of data protection and governance in Microsoft 365, equipping learners to understand and manage sensitive information, compliance, risk, and secure collaboration

Module 2: Explore Microsoft 365 Copilot and agent administration

This Learning Path explores how to boost productivity and security in Microsoft 365 by using Copilot and AI-powered agents, while examining how to manage, customize, and govern these tools across your organization.

Module 2.1: Explore Microsoft 365 Copilot & agents

This module provides a comprehensive introduction to Microsoft 365 Copilot and agents, explaining their architecture, capabilities, licensing models, deployment strategies, and practical use cases.

Module 1.2: Perform basic administrative tasks for Microsoft 365 Copilot

This module guides administrators on how to manage Microsoft 365 Copilot, including licensing and access control, billing and usage monitoring, prompt governance, and strategies for tracking and driving user adoption.

Module 2.3: Perform basic administrative tasks for Microsoft 365 Copilot agents

This module guides administrators through configuring user access and permissions for agents, creating, editing, testing, and publishing Copilot agents, managing agent approval and governance, and monitoring the full lifecycle of agents using Microsoft 365 and Power Platform tools.

ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to write the AB-900 Azure AI Fundamentals Exam.