IT-IQ
BOTSWANA
◆ Managed Services ◆ Training ◆ Solutions

Course Name	Microsoft 365 Fundamentals
Course Code	MS-900T01
Course Duration	1 Day
Course Structure	Instructor-Led
Course Overview	This course provides 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 and specifically Microsoft cloud services. You will be introduced to Microsoft Azure, and you will examine the differences between Microsoft 365 and Office 365. You will then perform an in-depth review of Microsoft 365, including a comparison of Microsoft on-premises services versus Microsoft 365 cloud services, a review of enterprise mobility in Microsoft 365, and an analysis of how Microsoft 365 services provide collaboration. 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 Business Decision Makers and IT Professionals who aspire to deploy cloud services in their organization, or who are simply looking to acquire foundational knowledge on cloud fundamentals. This includes the considerations and benefits of adopting cloud services in general and the Software as a Service (SaaS) cloud model specifically, with a general focus on Microsoft 365 cloud service offerings.
Course Prerequisites	This course is designed for Business Decision Makers and IT Professionals who aspire to deploy cloud services in their organization. Students should have the following background: • General knowledge of networking, computing, and cloud concepts
Course Outcome	After completing this course, students will be able to: • Differentiate between the various cloud service models. • Identify the key differences between Microsoft 365 subscriptions. • Plan for migration to Microsoft 365 services. • Identify key differences between Microsoft on-premises services and Microsoft 365 cloud services.

	• 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
Assessment/Evaluation	This course will prepare delegates to take the MS-900: Microsoft 365 Fundamentals Successfully passing this exam will result in the attainment of the Microsoft 365 Fundamentals Certification and Certificate of Attendance issued by IT-IQ Botswana

Course Details	
Topic	**Topic 1: Microsoft 365 productivity and teamwork capabilities** Learn about the productivity and teamwork solutions in Microsoft 365 and the capabilities that help people be more productive using Microsoft 365 - The World's Productivity Cloud. **Lessons** • Microsoft 365 productivity and teamwork solutions • Engage employees with Microsoft Stream, Teams, and Yammer • Get more done with Office across all devices • File storage and sharing with OneDrive and SharePoint **Topic 2: Microsoft 365 business management capabilities** Learn about the business management solutions in Microsoft 365 and the capabilities that help organizations be more productive using Microsoft 365 - The World's Productivity Cloud. **Lessons** • Manage your business with Microsoft 365 • Simplify device management with Microsoft Endpoint Manager • Get more done and stay secure with Windows 10 • Harness business intelligence with Microsoft 365 analytics and reporting

Topic 3: Microsoft 365 Licensing and support
Learn more about Microsoft 365 licensing, service, and support options.

Lessons
- Identify licensing options available in Microsoft 365
- Describe support offerings in Microsoft 365 services
- Describe the service life cycle in Microsoft 365
- Select a cloud deployment

Topic 4: Microsoft 365 security and compliance
Learn about the Microsoft 365 security and compliance solutions areas and the capabilities available to help enterprises secure their enterprise and meet regulatory requirements.

Lessons
- Security principles and solution areas
- Identity and access management
- Threat protection
- Cloud security
- Information protection and governance
- Compliance management
- Manage risk, discovery, and audit.
- Manage user and group objects in Office 365.
- Troubleshoot objects and directory synchronization in Office 365

Topic 4: Administering and troubleshooting Exchange Online
This Topic describes the subscription options and roles in Exchange Online. It explains how to administer Exchange Online recipients and client access policies in Exchange Online and how to troubleshoot Exchange Online.

Lessons
- Exchange Online management overview
- Administering Exchange Online recipients
- Administering client access policies in Exchange Online
- Troubleshooting Exchange Online

Lab: Administering and troubleshooting Exchange Online
- Configuring and administering Exchange Online recipients
- Configuring delegated administration
- Configuring client access policies
- Troubleshoot Exchange Online

After completing this Topic, students will be able to:
- Describe the subscription options and roles in Exchange Online.
- Administer Exchange Online recipients.
- Administer client access policies in Exchange Online.
- Troubleshoot Exchange Online.

Topic 5: Administering and troubleshooting Skype for Business Online and Teams
This Topic describes Skype for Business Online and Teams. It explains how to administer, manage, and troubleshoot Skype for Business Online and Teams.

Lessons
- Skype for Business Online and Teams overview
- Administering and managing Skype for Business Online and Teams
- Troubleshooting Skype for Business Online and Teams

Lab: Administering Skype for Business Online and Teams
- Configuring Skype for Business Online and Teams organization settings
- Configuring Skype for Business Online and Teams user settings
- Troubleshooting Skype for Business Online

After completing this Topic, students will be able to:
- Describe Skype for Business Online and Teams.
- Administer and manager Skype for Business Online and Teams.
- Troubleshoot Skype for Business Online and Teams.

Topic 6: Administering and troubleshooting SharePoint Online
This Topic describes how to configure SharePoint Online settings and site collections and external user access to SharePoint Online. It also explains how to manage Microsoft OneDrive for Business synchronization and how to troubleshoot SharePoint Online.

Lessons
- SharePoint Online management overview
- Administering SharePoint Online site collections
- Administering external users in SharePoint Online
- Configuring OneDrive for Business
- Troubleshooting SharePoint Online

Lab: Configuring and administering SharePoint Online
- Configuring SharePoint Online settings
- Creating and configuring a SharePoint site collection
- Configuring and verifying external user sharing
- Configuring OneDrive for Business
- Troubleshooting SharePoint Online

After completing this Topic, students will be able to:
- Configure SharePoint Online settings.
- Configure SharePoint Online site collections.
- Configure external user access to SharePoint Online.
- Manage Microsoft OneDrive for Business synchronization.
- Troubleshoot SharePoint Online.

Topic 7: Planning and deploying Office 365 ProPlus
This Topic describes Office 365 ProPlus. It also explains how to plan and manage user-driven Office 365 ProPlus deployments and how to troubleshoot the deployments.

Lessons
- Overview of Office 365 ProPlus
- Managing user-driven Office 365 ProPlus deployments
- Troubleshooting Office 365 ProPlus deployments

Lab: Managing Office 365 ProPlus installations
- Preparing Office 365 ProPlus installations
- Managing user-driven Office 365 ProPlus installations
- Managing centralized Office 365 ProPlus installations
- Troubleshooting Office 365 ProPlus deployments

After completing this Topic, students will be able to:
- Describe Office 365 ProPlus.
- Plan and manage user-driven Office 365 ProPlus deployments.
- Troubleshoot Office 365 ProPlus deployments.

Topic 8: Administering and troubleshooting compliance and security in Office 365
This Topic describes the compliance features in Office 365. It explains how to administer Azure Information Protection and the compliance features in Office 365, how to configure and administer email security in Office 365, and how to troubleshoot Office 365 compliance and protection.

Lessons
- Overview of compliance features in Office 365
- Administering information protection in Office 365
- Administering compliance features in Office 365
- Configuring and administering email security in Office 365
- Troubleshooting Office 365 compliance and protection

Lab: Configuring and troubleshooting compliance and security
- Configuring rights management in Office 365
- Configuring compliance features
- Configuring email protection
- Troubleshooting security and compliance

After completing this Topic, students will be able to:
- Describe the compliance features in Office 365.
- Administer Azure Information Protection in Office 365.
- Administer the compliance features in Office 365.
- Configure and administer email security in Office 365.
- Troubleshoot Office 365 compliance and protection.