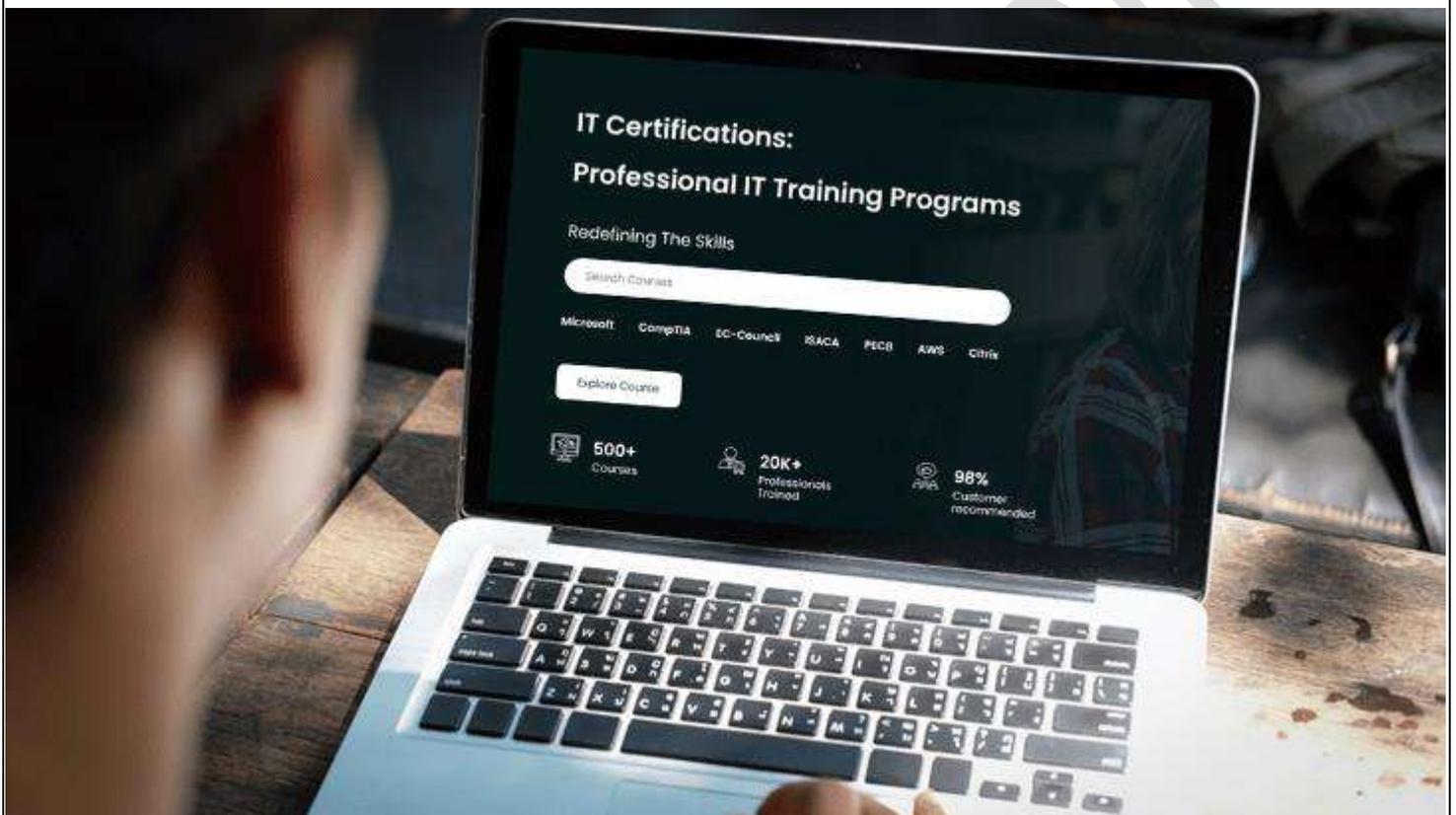




Redefining The Skills



AB-900T00: Introduction to Microsoft 365 and AI administration Training

DURATION: 1 DAY

Course Description

The AB-900T00 course starts with the fundamentals of Microsoft 365 administration and builds toward a practical understanding of AI and Copilot management. You'll explore how Microsoft 365 handles security through Zero Trust principles, how identities are controlled and protected, and how data governance works using Microsoft Purview. From there, the course shifts focus to Microsoft 365 Copilot and agent administration—covering licensing, usage monitoring, governance policies, and the basics of managing an agent's lifecycle. By the end, you'll be well-equipped to help your organization adopt AI tools with confidence.

Who should attend this course?

This course is designed for anyone looking to understand Microsoft 365 administration with a focus on AI readiness.

- IT administrators and support professionals who manage or plan to manage Microsoft 365 environments.
- Security and compliance professionals responsible for protecting organizational data and enforcing governance.
- Decision-makers evaluating AI tools like Microsoft 365 Copilot for enterprise deployment.
- Anyone new to Microsoft 365 who wants a solid foundation in both administration and AI management.

What you will learn

- Explore Microsoft 365 security foundations
- Introduction to Microsoft 365 core services and admin controls
- Protect and govern Microsoft 365 data
- Explore Microsoft 365 Copilot and agents
- Perform basic administrative tasks for Microsoft 365 Copilot
- Perform basic administrative tasks for Microsoft 365 Copilot agents

Prerequisites

- Students should have basic functional experience with Microsoft 365 services.
- Students must have a proficient understanding of general IT practices.

Curriculum

Module 1: Explore Microsoft 365 administration

Explore Microsoft 365 security foundations

- Explain the core principles of the Zero Trust security model and how they apply to Microsoft 365.
- Identify the integrated security tools and features available in Microsoft 365 for protecting identities, endpoints, data, applications, infrastructure, and networks.
- Summarize the key tasks involved in building a layered security strategy, including assessment, identity protection, endpoint compliance, data classification, threat monitoring, and user education.
- Describe Microsoft 365's threat protection and intelligence capabilities, including how they help detect, investigate, and respond to security threats.

- Understand the fundamentals of identity and access management, including authentication, single sign-on, and role-based access control in Microsoft 365.
- Recognize best practices for troubleshooting, monitoring, and maintaining a secure Microsoft 365 environment.

Introduction to Microsoft 365 core services and admin controls

- Understand how Microsoft 365 brings together tools like Exchange, Teams, SharePoint, and OneDrive under one secure and cloud connected environment.
- Use the Microsoft 365 admin center to access service management areas, perform configuration tasks, and monitor service health.
- Describe the initial setup tasks in Exchange, SharePoint, and Teams.
- Understand how identity controls, access policies, and compliance configurations protect against unauthorized access and misuse.
- Describe how to delegate permissions and responsibilities securely using predefined or custom admin roles.

Protect and govern Microsoft 365 data

- Understand the core features and benefits of Microsoft Purview for data protection, governance, and compliance in Microsoft 365.
- Identify and classify sensitive information using automated and manual tools, including sensitivity labels and trainable classifiers.
- Explain how to implement and manage data loss prevention (DLP), insider risk management, and communication compliance policies.
- Describe best practices for data lifecycle management, including retention, archiving, and deletion of organizational data.
- Recognize and address risks related to oversharing and data access governance in SharePoint and other collaboration platforms.
- Understand how Microsoft 365 Copilot accesses and secures data, and how to monitor and control AI-driven data interactions for compliance and safety.

Module 2: Explore Microsoft 365 Copilot and agent administration

Explore Microsoft 365 Copilot and agents

- Explain the architecture and key components of Microsoft 365 Copilot, including Microsoft Graph, orchestration services, and large language models.
- Describe the differences between Copilot and agents, and identify scenarios where each is most effective for productivity and automation.
- Understand the various types of agents available in Microsoft 365, including prebuilt, custom, SharePoint, and advanced agents, and their roles in supporting business workflows.
- Summarize the licensing models and deployment strategies for Microsoft 365 Copilot and agents, including feature enablement and administrative controls.
- Recognize best practices for planning, configuring, and governing Copilot and agents to ensure security, compliance, and effective adoption.
- Identify real-world use cases for Copilot and agents and select the right tool for specific business needs within the Microsoft 365 ecosystem.

Perform basic administrative tasks for Microsoft 365 Copilot

- Manage Microsoft 365 Copilot licenses and pay-as-you-go billing.
- Monitor and adjust pay-as-you-go Copilot usage.
- Track Microsoft 365 Copilot user adoption.
- Use Copilot Analytics to monitor usage patterns and adoption trends.
- Manage and govern prompts in Microsoft 365 Copilot.

- Employ operational best practices, such as troubleshooting common issues and communicating changes to end users.

Perform basic administrative tasks for Microsoft 365 Copilot agents

- Create a Microsoft 365 Copilot Chat agent.
- Create a SharePoint agent.
- Test, edit, and publish agents
- Manage user access and permissions for agents.
- Manage the agent approval process and governance policies for agent deployment.
- Monitor and manage the agent lifecycle using Microsoft 365 and Power Platform tools.

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