

Microsoft 365 Fundamentals

Duration: 1 Day

Course Description:

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, 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.

Intended Audience:

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.

Course Outline:

Describe cloud computing

- 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

Describe the benefits of using cloud services

- 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

Describe cloud service types

- Introduction
- Describe Infrastructure as a Service
- Describe Platform as a Service
- Describe Software as a Service
- Describe how Microsoft 365 empowers workers in this hybrid world of work
- Describe how Copilot for Microsoft 365 unlocks a new way of working
- Explore Microsoft 365 tenant

Describe productivity solutions of Microsoft 365

- 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

Describe collaboration solutions of Microsoft 365

- 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

Describe endpoint modernization, management concepts, and deployment options in Microsoft 365

- 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

Describe analytics capabilities of Microsoft 365

- Introduction
- Describe the capabilities of Viva Insights
- 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

Describe the function and identity types of Microsoft Entra ID

- Introduction
- Describe Microsoft Entra ID
- Describe types of identities
- Describe hybrid identity
- Describe external identities

Describe access management capabilities of Microsoft Entra ID

- Introduction
- Describe Conditional Access
- Describe Microsoft Entra roles and role-based access control (RBAC)

Describe threat protection with Microsoft Defender XDR

- Introduction
- Describe Microsoft Defender XDR 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 security capabilities of Microsoft Sentinel

- Introduction
- Define the concepts of SIEM and SOAR
- Describe threat detection and mitigation capabilities in Microsoft Sentinel
- Describe Microsoft Security Copilot

Describe the compliance management capabilities in Microsoft Purview

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

Describe Microsoft's Service Trust portal and privacy capabilities

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

Describe Microsoft 365 pricing, licensing, and billing options

- Introduction
- Explore pricing models for Microsoft cloud services
- Explore the billing and bill management options
- Explore the available licensing and management options

Describe support offerings for Microsoft 365 services

- 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

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