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Learning Style: Virtual Classroom

Technology: Microsoft

Difficulty: Beginner

Course Duration: 1 Day

Introduction to Microsoft 365 and AI administration (AB-900)



About This Course:

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.

Course Objectives:

- 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

Audience:

- IT Support Specialist
- System Engineer
- IT Administrator

Prerequsites:

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

Course Outline:

- 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.