



Introduction to Microsoft 365 and AI Administration

Course Duration: 1 Day
Exam Reference: AB-900

Course Overview

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

Prerequisites

No prior hands-on experience required but basic familiarity with IT concepts is helpful.

Course Objectives

Upon successful completion, students will be able to:

- Apply Foundational Security: Analyze and implement core security principles, including the Zero Trust model, across the Microsoft 365 environment.
- Manage Microsoft Entra Identity: Govern user identity, access, and permissions by implementing core features of Microsoft Entra (formerly Azure AD).
- Administer Core M365 Services: Navigate the Admin Center and perform essential setup and management tasks for Exchange, Teams, and SharePoint.
- Implement Data Governance: Configure foundational Microsoft Purview policies to manage compliance and prevent data loss (DLP) and oversharing.
- Administer Copilot & Agents: Understand the AI ecosystem and perform fundamental administrative tasks, including managing licenses, access, and the lifecycle of Microsoft 365 Copilot and custom agents.



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Course Outline

Learning Path 1: Microsoft 365 Administration

Module 1: Explore Microsoft 365 Security Foundations

- Analyze the Zero Trust security model
- Implement Zero Trust in Microsoft 365
- Examine threat protection and intelligence in Microsoft 365
- Explore identity and authentication in Microsoft 365
- Manage access and permissions in Microsoft 365
- Explore identity and access management in Microsoft Entra
- Troubleshoot and monitor identity security

Module 2: Introduction to Microsoft 365 Core Services and Admin Controls

- Explore the Microsoft 365 ecosystem and core service components
- Explore the Microsoft 365 admin center and key admin tools
- Examine Microsoft Exchange, Teams, and SharePoint
- Establish security, identity, and compliance foundations
- Assign admin roles using Role-Based Access Control

Module 3: Protect and Govern Microsoft 365 Data

- Introduction to Microsoft Purview and data governance
- Identify and respond to data risks with Microsoft Purview
- Examine compliance, AI data discovery, and eDiscovery
- Explore oversharing and data access governance in SharePoint
- Explore data protection in Microsoft 365 Copilot



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Learning Path 2: Copilot and Agent Administration

Module 4: Explore Microsoft 365 Copilot and Agents

- Introduction to Microsoft 365 Copilot
- What are agents?
- Compare Microsoft 365 Copilot and agents
- Compare Microsoft 365 Copilot licensing models
- Plan and deploy Microsoft 365 Copilot and agents
- Explore real-world use cases for Copilot and agents

Module 5: Perform Basic Administrative Tasks for Microsoft 365 Copilot

- Manage Copilot licenses and pay-as-you-go billing
- Monitor and adjust pay-as-you-go Copilot usage
- Monitor Microsoft 365 Copilot usage and adoption
- Manage and govern Microsoft 365 Copilot prompts
- Apply operational best practices for Microsoft 365 Copilot

Module 6: Perform Basic Administrative Tasks for Microsoft 365 Copilot Agents

- Create a Microsoft 365 Copilot Chat agent - Part 1
- Create a Microsoft 365 Copilot Chat agent - Part 2
- Create a SharePoint agent
- Test and edit your agents
- Manage user access and permissions for agents
- Examine agent approval and governance
- Monitor and manage the agent lifecycle