

Introduction to Microsoft 365 and AI administration

Course code: AB-900

Introduction to Microsoft 365 and AI administration 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.

Who is the course for

This course is designed for beginning-level IT professionals and administrators seeking foundational knowledge of Microsoft 365 services and Microsoft Copilot. Learners will be introduced to the essential components, concepts, and capabilities they need to utilize and manage Microsoft 365, Copilot, and agents, without requiring prior hands-on experience.

Prerequisites

- Knowledge equivalent to the courses listed in the Previous Courses and Related Courses sections.
- Good understanding of TCP/IP and DNS technologies.

Course outline

Microsoft 365 security foundations

This module provides a comprehensive overview of Microsoft 365 security foundations, guiding learners through Zero Trust principles, integrated security tools, layered protection strategies, threat intelligence, identity and access management, and best practices for maintaining a secure cloud environment.

Introduction to Microsoft 365 core services and admin controls

This module introduces the Microsoft 365 admin center and basic configurations for core services like Teams, Exchange, and SharePoint.

Protect and govern Microsoft 365 data

This module provides a comprehensive overview of data protection and governance in Microsoft 365, equipping learners to understand and manage sensitive information, compliance, risk, and secure collaboration.

Microsoft 365 Copilot and agent administration

This module provides a comprehensive introduction to Microsoft 365 Copilot and agents, explaining their architecture, capabilities, licensing models, deployment strategies, and practical use cases.

Perform basic administrative tasks for Microsoft 365 Copilot

This module guides administrators on how to manage Microsoft 365 Copilot, including licensing and access control, billing and usage monitoring, prompt governance, and strategies for tracking and driving user adoption.

Perform basic administrative tasks for Microsoft 365 Copilot agents

This module guides administrators through configuring user access and permissions for agents, creating, editing, testing, and publishing Copilot agents, managing agent approval and governance, and monitoring the full lifecycle of agents using Microsoft 365 and Power Platform tools.

Preparation for certification exams

For Microsoft certification exams, with the exception of MCM certifications, attendance at an official MOC course is not a required condition for passing the exam.

Official Microsoft MOC courses as well as our own GOC courses are a suitable part of preparation for Microsoft certification exams such as MTA, MCP, MCSA, MCSE, or MCM.

The primary goal of the course is not direct preparation for certification exams, but rather mastering the theoretical

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principles and acquiring the practical skills necessary for effective work with the given product.

MOC courses typically cover almost all areas required for the corresponding certification exams. However, the time and emphasis given to each topic during the course does not always exactly match what the certification exam requires.

Additional preparation for certification exams can include books from MS Press (known as Self-paced Training Kits) as well as electronic self-test software.

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