

AB900: Introduction to Microsoft 365 & AI Administration

Prerequisites

Delegates should have basic experience using Microsoft 365 services and a general understanding of IT practices.

No previous experience administering Microsoft 365, Copilot or AI agents is required to attend. However, examination candidates should become familiar with Microsoft 365 administration centres, security controls, and AI-enabled productivity tools.

Topics

Learning Path 1: Explore Microsoft 365 administration

Introduction to Microsoft 365 core services and admin controls

- Overview of Microsoft 365 services and workloads.
- Understanding tenant-level administration and management concepts.
- Introduction to administrative controls used to manage Microsoft 365 environments.
- Instructor-led demonstration reinforcing key administrative concepts.

Explore Microsoft 365 security foundations

- Introduction to security concepts within Microsoft 365.
- Overview of identity, access, and protection principles.
- Understanding foundational security services used in Microsoft 365.
- Instructor-led demonstration highlighting key security topics.

Protect and govern data in Microsoft 365

- Overview of data protection concepts in Microsoft 365.
- Introduction to data governance and compliance principles.
- Understanding how organisations protect and manage information.
- Instructor-led demonstration focusing on data protection and governance scenarios.

Continued

Learning Path 2: Explore Microsoft 365 Copilot and agent administration

Explore Microsoft 365 Copilot and agents

- Introduction to Microsoft 365 Copilot and AI-powered agents.
- Understanding how Copilot uses AI to automate tasks and enhance collaboration.
- Overview of scenarios where Copilot and agents are used across Microsoft 365.
- Instructor-led demonstration illustrating Copilot and agent capabilities.

Perform basic administrative tasks for Microsoft 365 Copilot

- Overview of administrative concepts related to Microsoft 365 Copilot.
- Understanding basic configuration and management considerations.
- Reviewing administrative responsibilities associated with Copilot usage.
- Instructor-led demonstration of basic Copilot administration concepts.

Perform basic administrative tasks for Microsoft 365 Copilot agents

- Introduction to administrative tasks related to Copilot agents.
- Understanding how agents are managed within Microsoft 365.
- Reviewing considerations for administering and supporting Copilot agents.
- Instructor-led demonstration focusing on Copilot agent administration.