Microsoft 365 Fundamentals (MS-900)

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SKILLS AT A GLANCE

- Describe cloud concepts (5–10%)

- Describe Microsoft 365 apps and services (45–50%)

- Describe security, compliance, privacy, and trust in Microsoft 365 (25–30%)

- Describe Microsoft 365 pricing, licensing, and support (10–15%)

DESCRIBE CLOUD CONCEPTS (5–10%)

DESCRIBE THE DIFFERENT TYPES OF CLOUD SERVICES AVAILABLE

- Describe Microsoft software as a service (SaaS), infrastructure as a service (IaaS), and platform as a service (PaaS) concept and use cases.

- Describe differences between Office 365 and Microsoft 365

DESCRIBE THE BENEFITS OF AND CONSIDERATIONS FOR USING CLOUD, HYBRID, OR ON-PREMISES SERVICES

- Describe public, private, and hybrid cloud models.

- Compare costs and advantages of cloud, hybrid, and on-premises services.

- Describe the concept of hybrid work and flexible work.

DESCRIBE MICROSOFT 365 APPS AND SERVICES (45–50%)

DESCRIBE PRODUCTIVITY SOLUTIONS OF MICROSOFT 365

- Describe the core productivity capabilities and benefits of Microsoft 365 including Microsoft Outlook and Microsoft Exchange, Microsoft 365 apps, and OneDrive.

- Describe core Microsoft 365 Apps including Microsoft Word, Excel, PowerPoint, Outlook, and OneNote

- Describe work management capabilities of Microsoft 365 including Microsoft Project, Planner, Bookings, Forms, Lists, and To Do

DESCRIBE COLLABORATION SOLUTIONS OF MICROSOFT 365

- Describe the collaboration benefits and capabilities of Microsoft 365 including Microsoft Exchange, Outlook, SharePoint, OneDrive, and Stream

- Describe the collaboration benefits and capabilities of Microsoft Teams and Teams Phone

- Describe the Microsoft Viva apps.

- Describe the ways that you can extend Microsoft Teams by using collaborative apps.

DESCRIBE ENDPOINT MODERNIZATION, MANAGEMENT CONCEPTS, AND DEPLOYMENT OPTIONS IN MICROSOFT 365

- Describe the endpoint management capabilities of Microsoft 365 including Microsoft Endpoint Manager (MEM), Intune, AutoPilot, and Configuration Manager with cloud attach.

- Compare the differences between Windows 365 and Azure Virtual Desktop

- Describe the deployment and release models for Windows-as-a-Service (WaaS) including deployment rings.

- Identify deployment and update channels for Microsoft 365 Apps

DESCRIBE ANALYTICS CAPABILITIES OF MICROSOFT 365

- 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 SECURITY, COMPLIANCE, PRIVACY, AND TRUST IN MICROSOFT 365 (25–30%)

DESCRIBE IDENTITY AND ACCESS MANAGEMENT SOLUTIONS OF MICROSOFT 365

- Describe the identity and access management capabilities of Microsoft Entra ID

- Describe cloud identity, on-premises identity, and hybrid identity concepts.

- Describe how Microsoft uses methods such as multi-factor authentication (MFA), self-service password reset (SSPR), and conditional access, to keep identities, access, and data secure.

DESCRIBE THREAT PROTECTION SOLUTIONS OF MICROSOFT 365

- Describe Microsoft 365 Defender, Defender for Endpoint, Defender for Office 365, Defender for Identity, Defender for Cloud Apps, and the Microsoft 365 Defender Portal

- Describe Microsoft Secure Score benefits and capabilities.

- Describe how Microsoft 365 addresses the most common types of threats against endpoints, applications, and identities.

DESCRIBE TRUST, PRIVACY, RISK, AND COMPLIANCE SOLUTIONS OF MICROSOFT 365

- Describe the Zero Trust Model

- Describe Microsoft Purview compliance solutions such as insider risk, auditing, and eDiscovery.

- Describe Microsoft Purview Information Protection features such as sensitivity labels and data loss prevention.

- Describe how Microsoft supports data residency to ensure regulatory compliance.

- Describe the capabilities and benefits of Microsoft Priva

DESCRIBE MICROSOFT 365 PRICING, LICENSING, AND SUPPORT (10–15%)

IDENTIFY MICROSOFT 365 PRICING AND BILLING MANAGEMENT OPTIONS

- Describe the pricing model for Microsoft cloud services including enterprise agreements, cloud solution providers, and direct billing.

- Describe available billing and bill management options including billing frequency and methods of payment.

IDENTIFY LICENSING OPTIONS AVAILABLE IN MICROSOFT 365

- Describe license management.

- Describe the differences between base licensing and add-on licensing.

IDENTIFY SUPPORT OPTIONS FOR MICROSOFT 365 SERVICES

- Describe how to create a support request for Microsoft 365 services.

- Describe support options for Microsoft 365 services.

- Describe service-level agreements (SLAs) including service credits.

- Determine service health status by using the Microsoft 365 admin center or the Microsoft Entra admin center