MS-900 Certification Workshop

April 2025

@directorcia

http://about.me/ciaops

Current Microsoft 365 Exams

- MS-102 - Microsoft 365 Administrator

- MD-102 - Microsoft 365 Certified: Endpoint Administrator Associate

- MS-203: - Microsoft 365 Messaging

- MS-700 – Managing Microsoft Teams

- MS-721: Collaboration Communications Systems Engineer

- MS-900 – Microsoft 365 Fundamentals

https://arch-center.azureedge.net/Credentials/Certification-Poster_en-us.pdf

Microsoft 365 Solution

Comprehensive protection of sensitive data across devices, cloud services, and on-premises

Windows 10	Office 365	EM+S & Cloud Services
PCs, tablets, mobile	Exchange Online, SharePoint Online, Skype for Business & OneDrive for Business	Highly regulated	Azure Information Protection	Advanced Device Management

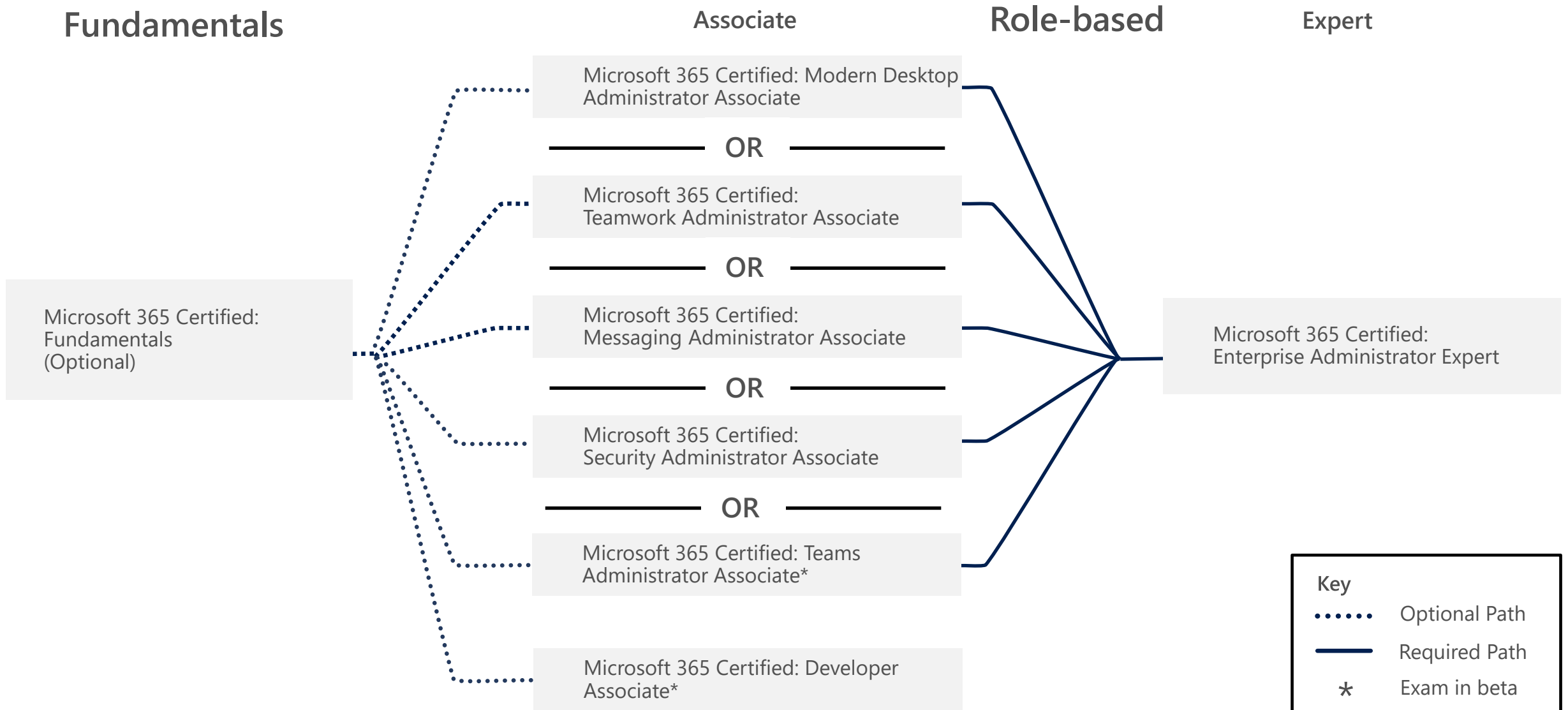|	
Windows Information Protection & BitLocker for Windows 10	Office 365 Data Loss Prevention
	Office 365 Advanced Data Governance
Microsoft Intune MDM & MAM for Windows, iOS & Android	Microsoft Cloud App Security

Azure Information Protection

Modern Workplace certifications

Fundamentals

Associate

Role-based

Expert

Microsoft 365 Certified: Fundamentals (Optional)

Microsoft 365 Certified: Modern Desktop Administrator Associate

——— **OR** ———

Microsoft 365 Certified: Teamwork Administrator Associate

——— **OR** ———

Microsoft 365 Certified: Messaging Administrator Associate

——— **OR** ———

Microsoft 365 Certified: Security Administrator Associate

——— **OR** ———

Microsoft 365 Certified: Teams Administrator Associate*

Microsoft 365 Certified: Developer Associate*

Microsoft 365 Certified: Enterprise Administrator Expert

Key

······ Optional Path

——— Required Path

* Exam in beta

Skills Measured

Please visit

https://learn.microsoft.com/en-au/credentials/certifications/microsoft-365-fundamentals/

Microsoft 365 Fundamentals

Audience profile:

This exam is designed for candidates looking to demonstrate foundational-level knowledge of cloud based solutions to facilitate productivity and collaboration on-site, at home, or a combination of both.
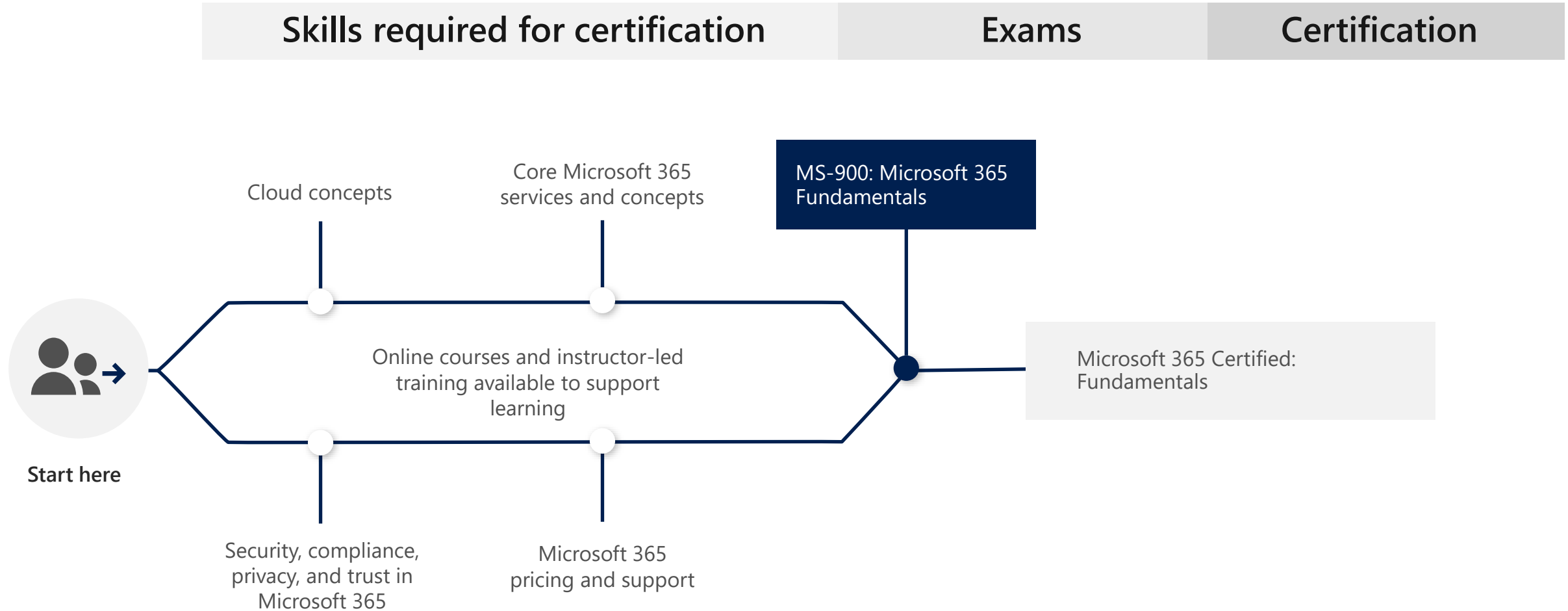
Candidates may have knowledge of cloud-based solutions or may be new to Microsoft 365. Candidates can use this exam to prepare for other Microsoft certifications, but it is not a prerequisite for any of the related certifications.

Candidates should be able to recommend Microsoft 365 solutions that address common organizational IT challenges. They should understand how Microsoft 365 solutions improve productivity, facilitate collaboration, and optimize communications. They should also understand how Microsoft 365 solutions help secure data and identity and facilitate compliance.

Candidates should be able to recommend solutions for endpoint and application management, desktop virtualization, automated operating system deployment, and reporting and analytics. They should be familiar with Microsoft 365 licensing, deployment and migration assistance, and support options for organizations looking to maximize their investment in the cloud.

Learning path for Microsoft 365 Fundamentals

Skills required for certification	Exams	Certification

Cloud concepts

Core Microsoft 365 services and concepts

MS-900: Microsoft 365 Fundamentals

Start here

Online courses and instructor-led training available to support learning

Microsoft 365 Certified: Fundamentals

Security, compliance, privacy, and trust in Microsoft 365

Microsoft 365 pricing and support

Fundamentals exam basics

40-60 questions

- Some questions worth more than 1 point
- Answer all the questions
- *No penalty for guessing*
- *Some questions cannot be skipped!*
- Mark items for review if you're not sure of your answer

Plan for 90 minutes

- 45 minutes to answer questions
- 30 minutes for instructions, comments, score reporting, etc.

More than just multiple-choice questions!

- Build list, hot area, active screen, drag and drop, etc.

Common challenges when taking this exam

- Technology Challenges
  - Underestimating the breadth, and at times depth of exam questions
  - Coming in with knowledge of just one of the three primary products
  - Not understanding Microsoft 365 administration tasks
  - Limited exposure to hybrid scenarios

- Non-Technology Challenges
  - Licensing options and product inclusions,
  - Support options
  - Compliance tools

What won't be tested

- Any feature that is currently in preview

- Developer style (coding questions i.e. C++, JavaScript). No PowerShell and no JSON is required

- Deep technical service knowledge

MS-900 Exam Objectives

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	25 - 30%

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) concepts and use cases

- Describe differences between Office 365 and Microsoft 365

Describe Cloud Concepts (5%-10%)

<u>Describe the benefits of and considerations for using cloud, hybrid, or on-premises services</u>

- 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 App and Services (45-50%)

Describe productivity solutions of Microsoft 365

- Describe the productivity and content creation capabilities of the core Microsoft 365 Apps including Microsoft Word, Excel, PowerPoint, and OneNote

- Describe the productivity benefits and capabilities of Microsoft 365 Copilot and Microsoft 365 Copilot Chat

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

Describe Microsoft 365 App and Services (45-50%)

Describe collaboration solutions of Microsoft 365

- Describe the collaboration and content sharing capabilities of Microsoft SharePoint, OneDrive, and Stream

- Describe the email and calendaring capabilities of Microsoft Exchange and Outlook

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

- Describe the collaboration benefits and capabilities of Microsoft 365 Copilot and Microsoft 365 Copilot Chat

- Describe the employee experience capabilities of the Microsoft Viva apps

- Describe the ways that you can extend Microsoft Teams by using collaborative apps such as Whiteboard, Microsoft Planner, Microsoft Power Apps, and Power Automate

Describe Microsoft 365 App and Services (45-50%)

Describe device and cloud endpoint management concepts and deployment options in Microsoft 365

- Describe the endpoint management capabilities of Microsoft 365 including Microsoft Intune, co-management with Configuration Manager, Endpoint Analytics, Windows Autopilot, and Windows Autopatch

- 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 Microsoft 365 App and Services (45-50%)

Describe Microsoft 365 administration capabilities

· Describe the capabilities of the Microsoft 365 Admin center and the reports available

· Describe the capabilities of the Microsoft 365 user portal

· Describe the reports available in other admin centers such as SharePoint, Teams, and Exchange

· Describe the capabilities of the Microsoft Copilot dashboard

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 Security, Compliance, Privacy, and Trust in Microsoft 365 (25-30%)

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 and Support (25-30%)

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

Describe Microsoft 365 Pricing and Support (25-30%)

Identify licensing options available in Microsoft 365

· Describe license management

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

Describe Microsoft 365 Pricing and Support (25-30%)

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

Ways to prepare for certification

docs.microsoft.com/learn/certifications/exams/ms-900

Exam page
Find out exam details – skills measured, training options, and schedule your exam

Microsoft Learn
Build practical job skills with easily accessible, free, self-paced courses
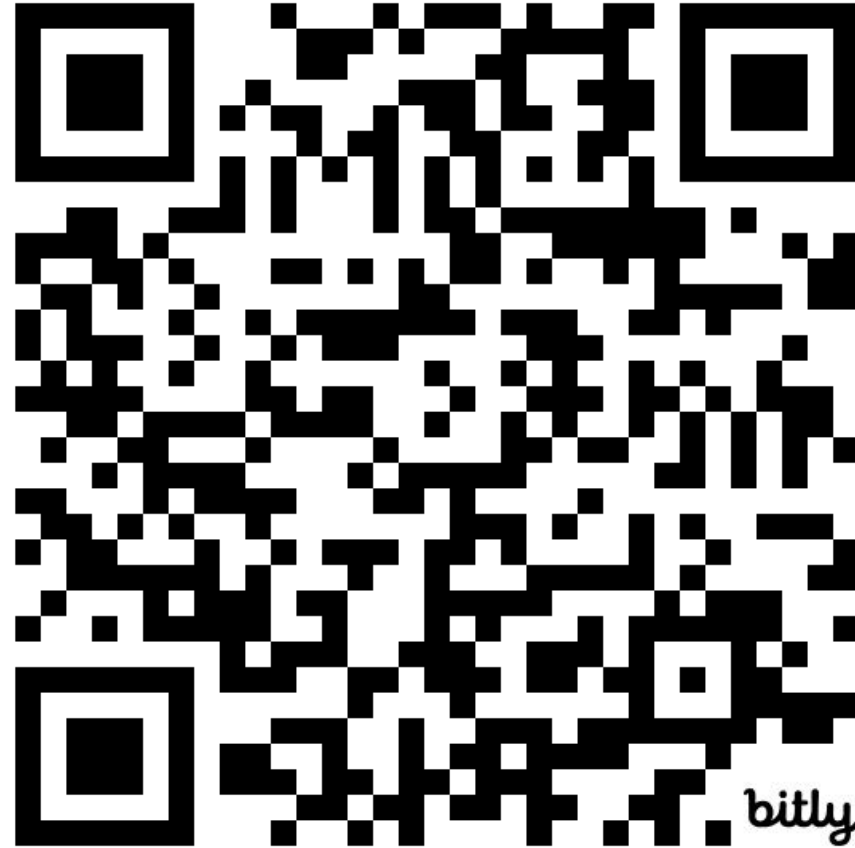
Classroom training
Attend in-depth training taught by Microsoft Certified Trainers

Practice tests
Practice the certification exam in either a study mode or timed testing mode

Resources

https://bit.ly/ciams-900

CIAOPS Resources

- Blog – http://blog.ciaops.com

- Free Office 365, Azure video tutorials – http://www.youtube.com/directorciaops

- Free documents, presentations, eBooks – https://github.com/directorcia/general/

- Office 365, Azure, Cloud podcast – http://ciaops.podbean.com

- Office 365, Azure online training courses – http://www.ciaopsacademy.com

- Office 365 and Azure community – http://www.ciaopspatron.com

- CIAOPS Github – https://github.com/directorcia

- Join my free Teams shared channel - https://blog.ciaops.com/2022/07/29/join-my-teams-shared-channel/

X	Facebook	Email	Teams
@directorcia	https://www.facebook.com/ciaops	director@ciaops.com	admin@ciaops365.com

Questions