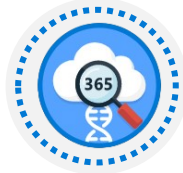Microsoft 365

MS-900T01-A Learning Path: Describe Microsoft 365 apps and services

Learning Path Agenda

What is Microsoft 365?

Describe productivity solutions of Microsoft 365

Describe collaboration solutions of Microsoft 365

Describe endpoint modernization, management concepts, and deployment options in Microsoft 365

Describe analytics capabilities of Microsoft 365

Module 1: What is Microsoft 365?

Module 1 Introduction

After completing this module, you'll be able to:

- Describe Office 365, Microsoft 365, and Windows 365

- Describe how Microsoft 365 empowers workers for hybrid and flexible work

- Create a Microsoft 365 trial organization

What is Microsoft 365?

Microsoft 365

brings together the best-in-class productivity apps from Office 365 with advanced device management, intelligent security, and innovative online services.

The tools of Microsoft 365 help drive productivity, collaboration, and communication securely across many devices, whether you are at home, in the office, out in the field, or on the go.

The differences between Office 365 and Microsoft 365

Office 365

Cloud-based service that includes apps such as Word, Excel, PowerPoint, and Outlook along with services such as Microsoft Exchange, SharePoint, Teams and OneDrive.

Microsoft 365

Cloud-based service that includes the same Office apps and services, plus Windows 10/11, and Enterprise Mobility + Security.

- Enterprise Mobility + Security (EMS) is a mobility management and security platform.

What is Windows 365?

Windows 365

is a cloud-based service that automatically creates a new type of Windows virtual machine, called Cloud PCs, for your end users.

Windows 365 securely streams your Windows desktop, apps, settings, and content from the Microsoft cloud to a Cloud PC so you can access a personalized Windows 10 or Windows 11 experience from any Windows, iOS, or Android device.
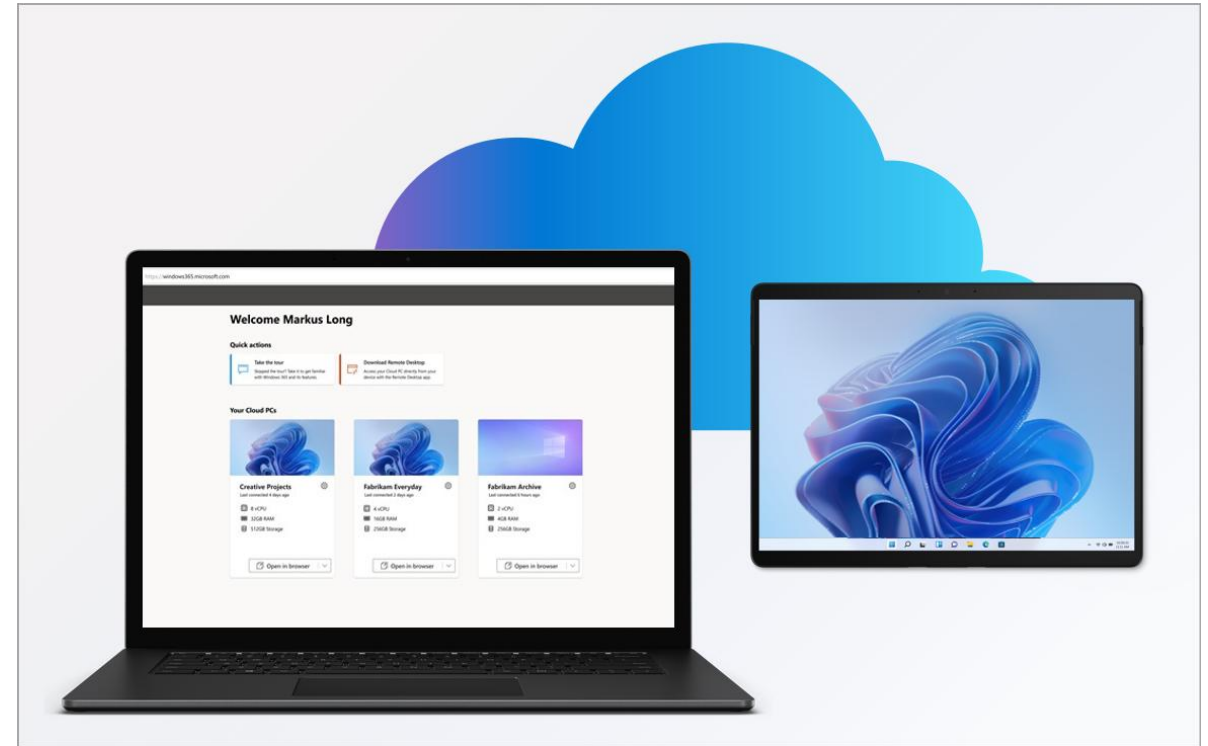
What is hybrid work and flexible work?

Hybrid work	Flexible work
A combination of traditional, in-person office work and remote, offsite work.	A hybrid work model that allows you to combine remote and in-person days however works best for you.

What is a frontline worker?

Frontline workers

are employees whose primary function is to work directly with customers or the general public providing services, support, and selling products, or employees directly involved in the manufacturing and distribution of products or services.

Examples: retail, rescue, protective service, healthcare, food service, utility, transportation workers

Microsoft 365 empowers workers in this hybrid world of work

Microsoft 365 can help your organization meet the diverse needs of all your workers:

| Connected	Secure	Managed	Productive and Collaborative	Employee experiences
Stay connected from anywhere in the world and at any time with cloud-based services.	Secure sign-ins with multi-factor authentication (MFA) and built-in security features to protect against malware, malicious attacks, and data loss.	Manage your worker's devices from the cloud with security settings, allowed apps, and to require compliance with system health.	Stay collaborative and productive with online meetings, chat, shared workspaces, and automated business processes.	Foster an inclusive company culture and increase employee wellbeing while making sure they have the resources they need.

Explore Microsoft 365 tenant

Join the Microsoft 365 developer program:

1. Go to [Developer Program | Microsoft 365 Dev Center](#) to sign in with your Microsoft account.

2. After signing in, select **Join now** and follow the steps.

Set up and configure a sandbox subscription:

1. On your Microsoft 365 E5 developer profile page, choose **Set up E5 subscription.**

2. Choose whether you want an instant sandbox or a configurable sandbox, select **Next** then follow the steps.

3. After the subscription is created, your subscription domain name and expiration date appear on your profile page.

4. On your profile page, choose **Go to subscription** and sign in with your user ID and the password that you specified for your developer subscription.

5. Use the app launcher to go to the Microsoft 365 admin center.

6. On the admin center home page, choose **Go to guided setup.**

7. **Explore the various admin centers** – Microsoft 365 admin center, Azure Active Directory admin center, and Microsoft Teams admin center.
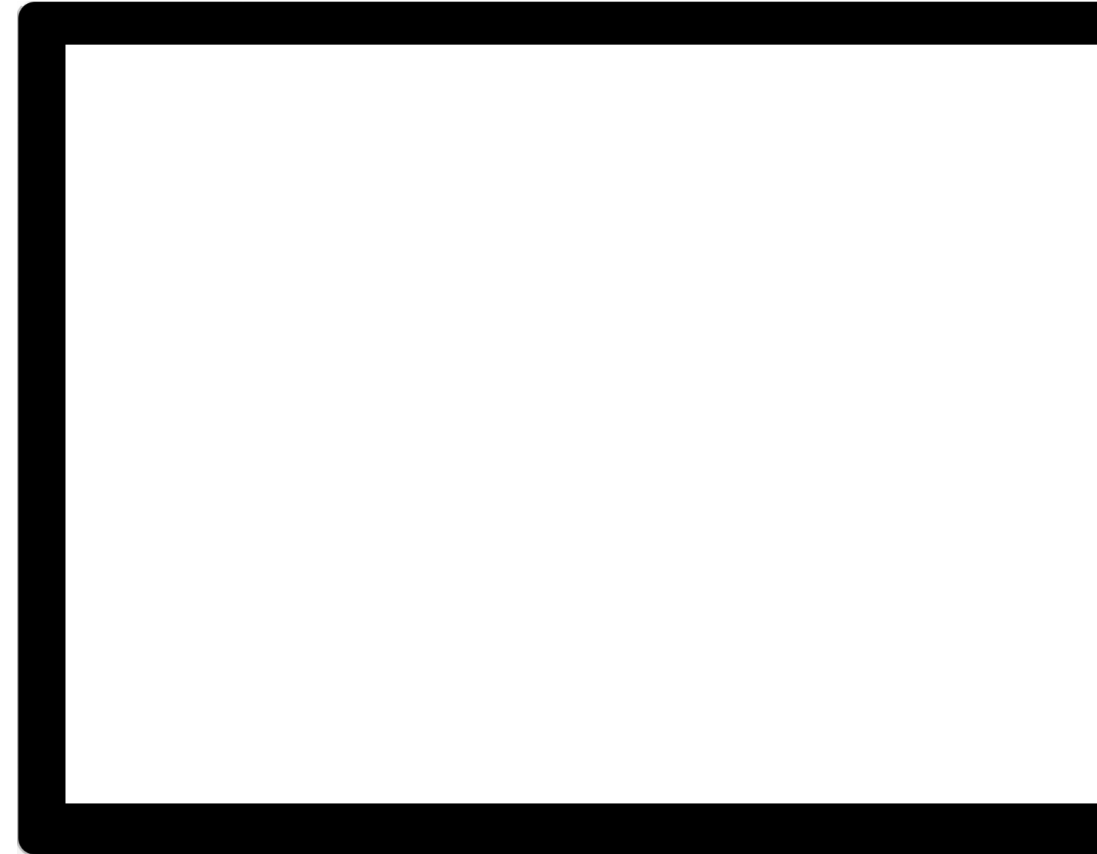
Module 2: Describe productivity solutions of Microsoft 365

Module 2 Introduction

After completing this module, you'll be able to:

- Describe how the capabilities of Microsoft 365 can boost productivity

- Describe how Microsoft 365 Apps help people craft compelling content in real-time

- Describe how the capabilities of the work management tools optimize operations

- Describe additional Microsoft 365 productivity apps

Productivity capabilities and benefits of Microsoft 365

Create content in real time – *Office apps: Word, Excel, PowerPoint, OneNote, Loop*

Access files and photos anywhere – *OneDrive*

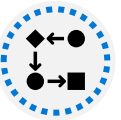**Collaborate through online meetings, chat, and calls** – *Teams*

Always stay connected and organized – *Outlook*

Stay up-to-date through business-class email and calendaring – *Exchange*

Optimize and simplify operations – *Project, Planner, Bookings, To Do, Forms, Lists*

Streamline everyday processes – *Power Apps, Power Automate, Copilot*

Microsoft 365 Apps

Microsoft 365 Apps is a cloud-connected version of Office, an always up-to-date suite of the core desktop apps.

Applications included:

- Access (PC only), Excel, Teams, OneDrive, OneNote, Outlook, PowerPoint, Publisher (PC Only), Word
- Available subscriptions: Microsoft 365 Apps for business and Microsoft 365 Apps for enterprise

Microsoft 365 Apps has the benefits of the cloud:

- Work across multiple devices.
- Work with apps that are always up-to-date.
- Work intelligently through connected experiences, ex: PowerPoint Designer, Editor, Research, etc.

Work management tools in Microsoft 365

Project

is a cloud-based work and project management tool designed for more complex work efforts.

Planner

is a task management tool that enables people to plan, manage, and complete task-based initiatives.

Booking

is an appointment scheduling and management system that includes a web-based booking calendar and integrates with Outlook.

To Do

is a task management app that makes it easy to plan and manage your day.

Forms

is an app that allows you to create surveys, quizzes, polls, and other types of forms to capture the information you need.

Lists

is an information tracking app that gives you a way to organize information and work through creating lists.

Additional Microsoft 365 productivity apps

ClipChamp

Loop

Dynamics 365

Dynamics 365 Customer Voice

Power BI

Sway

Whiteboard

Module 3: Describe collaboration solutions of Microsoft 365

Module 3 Introduction

After completing this module, you'll be able to:

- Describe how the collaboration tools of Microsoft 365 drives teamwork

- Describe how Microsoft Teams helps people communicate and collaborate to do their best work

- Describe how Microsoft Viva helps organizations create thriving work cultures

- Describe how Yammer communities can help foster connections within your organization

Collaboration capabilities and benefits of Microsoft 365

Chat, call and virtually meet with your team – *Teams*

Collaborate on files in real-time – *OneDrive*

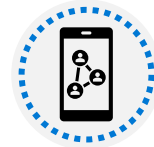**Network and engage with people across your organization** – *Viva Engage*

Share news and content with people inside and outside your organization – *SharePoint*

Distribute videos across your team or organization – *Stream (on SharePoint)*

Collaborate through business-class email and calendaring – *Exchange*

Stay connected and share your availability – *Outlook*

Empower people and teams to be their best – *Viva*

Microsoft Teams

Teams is a collaboration app, a hub for teamwork.

Security and compliance

Built on the same enterprise-level security, compliance, and manageability as the rest of Microsoft 365.

Teams and channels

Create teams and channels to bring together to work on projects and keep conversations and content organized.

Chat and instant messaging

Instantly connect to one team member or to an entire team in a group chat anywhere.

Online meetings

Collaborate through online meetings, webinars, live events, or audio and video conferencing.

Teams Phone

Use voice or video calling on your computer, tablet, mobile device or desk phone and transition calls from cellular service to Wi-Fi.

Collaborative apps

Integrate tools you already know or create custom applications to help your team work better together.

Team collaboration in Microsoft Teams

Microsoft Viva apps

Viva is an integrated employee experience platform designed for everyone to connect, learn, and grow.

Connection

Viva Connections- *discover relevant news, conversations, and quick access to tools and resources.*

Viva Engage- *openly share, ideate, problem solve, and contribute across boundaries.*

Insight

Viva Insights- *provides privacy-protected insights and actionable recommendations.*

Purpose

Viva Goals- *a goal-setting and objectives and key results management solution.*

Growth

Viva Learning- *centralized learning hub designed for skill building and learning.*

Viva Topics- *knowledge discovery through organized content and expertise on topic pages.*

Role-based

Viva Sales- *a seller experience application designed to help sellers boost productivity.*

Exploring Microsoft Viva Insights and Learning

Microsoft Viva Engage

Viva Engage is a secure enterprise social network designed for connecting and engaging people across your organization.

Leader engagement. Communicate at scale with a site for leaders to share news, blogs, polls, broadcast live events and real-time Q&A.

Modernize employee communication. Create compelling communications with rich text and keep everyone informed and engaged across web and mobile.

Knowledge sharing. Share knowledge, best practices, ideas, and feedback across the organization.

Engage your employees. Provide communities for employees, find and join recommended communities around common interests.

Powering communities in Microsoft 365. Engage in discussions through Outlook, collaborate on Office files, and bring communities to SharePoint.

Module 4: Describe endpoint modernization, management concepts, and deployment options in Microsoft 365

Module 3 Introduction

After completing this module, you'll be able to:

- Describe the endpoint modern management capabilities of Microsoft 365

- Describe the differences between Windows 365 and Azure Virtual Desktop

- Describe the deployment and release models for Windows-as-a-Service

- Describe the deployment methods and update channels for Microsoft 365 Apps

Endpoint management capabilities of Microsoft 365

Microsoft 365 enables you to simplify the management of all your devices (Android, iOS, Windows, MacOS) through their **endpoint management solutions.**

Microsoft Intune
cloud-based unified endpoint management solution

Endpoint Analytics
provides metrics on health and performance of devices

Configuration Manager
on-premises management solution

Windows Autopilot
sets up and pre-configures new devices to get ready for use

Co-management
combines Configuration Manager with features of Intune

Entra ID
manages the identities of users, devices, and groups

Tenant-attach
manages a combination of cloud and on-premises endpoints

Endpoint Manager admin center
website to add users and groups, create and manage policies

Windows 365 and Azure Virtual Desktop

Windows 365 and **Azure Virtual Desktop** are both virtual desktop solutions, also known as ***Desktop-as-a-Service.***

Windows 365

is a subscription based-cloud PC service.

- Personalized Windows 10 or Windows 11 desktops
- Stream your apps, data, content and settings to any device
- Management and deployment with familiar desktop tools
- Predictable per-user pricing
- Optimized from simplicity

Azure Virtual Desktop (AVD)

is a desktop and app virtualization solution on Azure

- Multi-session desktops and remote app streaming
- Run Microsoft 365 Apps in multi-user virtual scenarios
- Full control over management and deployment
- Flexible consumption-based pricing
- Optimized for flexibility

Deployment and release models for Windows-as-a-Service (WaaS)

The **WaaS** model is designed to make life easier for both users and IT pros by simplifying the deployment and servicing of Windows client computers.

Servicing

Release types
- Feature updates
- Quality updates (non-security releases or combined security + non-security releases)

Servicing channels
- Windows Insider Program
- General Availability Channel
- Long-term Servicing Channel

Deployment

Deployment rings
- Preview
- Limited
- Broad

Deployment methods
- Modern
- Dynamic
- Traditional

Deployment methods and update channels for Microsoft 365 Apps

Deployment Methods	Update channels	How updates are installed
• Deploy from a local source with Configuration Manager • Deploy from the cloud with the Office Deployment Tool (ODT) • Deploy from a local source with the Office Deployment Tool (ODT) • Self-install from the cloud	• Current Channel • Monthly Enterprise Channel • Semi-Annual Enterprise Channel	Microsoft 365 Apps checks for updates regularly, and they're downloaded and installed automatically.

Module 5: Describe analytics capabilities of Microsoft 365

Module 4 Introduction

After completing this module, you'll be able to:

- Describe how Viva Insights helps people and organizations work smarter and achieve balance

- Describe the capabilities of the Microsoft 365 admin center and user portal

- Describe the reports available in the Microsoft 365 admin center and other admin centers

The capabilities of Viva Insights

Viva Insights provides privacy-protected insights and actionable recommendations that help everyone in the organization work smarter and achieve balance.

Personal Insights

- Personal wellbeing
- Stay connected
- Protect time
- Effective meetings
- Inspiration libraries
- Daily briefing email
- Outlook add-in

Team Insights

Teamwork habits provide key recommendations and actions such as reviewing important emails or documents, scheduling 1:1s, consider changes for quiet hours and more.

Organization Insights

Organization trends gives visibility into current team or company-wide norms.

- Employee wellbeing
- Meeting effectiveness
- Manger connection

The Microsoft 365 admin center and Microsoft 365 user portal

Microsoft 365 admin center

- Manage users by adding, deleting, or restoring users.
- Manage licenses by adding and removing license.
- Manage a M365 group by creating, deleting a group, and editing the name or description.
- Manage billing.
- View or create service requests.
- Manage global settings for apps.
- View activity reports and service health.

Microsoft 365 user portal

Designed for users to access their email, calendar, and documents through M365 apps like Office, Teams, Outlook, and more, on the web with any device and internet access.

Reports in the M365 admin center and other admin centers

M365 admin center reports

- **Adoption Score -** provides metrics, insights and recommendations in two areas:
  - People experiences
  - Technology experiences
- **Usage** - helps you see how users are using Microsoft 365 apps and services across your organization.
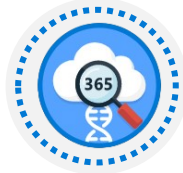
Other admin centers with reports

- Security - Microsoft 365 Defender
- Compliance - Microsoft Purview
- Endpoint Manager
- Azure Active Directory
- Exchange
- SharePoint
- Teams

Explore Microsoft 365 admin center

Learning Path Summary

Learned about Microsoft 365 (M365)

Learned about the productivity solutions of M365

Learned about the collaboration solutions of M365

Learned about the endpoint modernization, management concepts, and deployment options in M365

Learned about the analytics capabilities of M365