**Microsoft 365 Fundamentals (MS-900)**

**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) concepts 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 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 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 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 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 threat protection solutions of Microsoft 365**

* Describe Microsoft Defender XDR, Defender for Endpoint, Defender for Office 365, Defender for Identity, Defender for Cloud Apps, and the Microsoft 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