

Microsoft 365 Certified Fundamentals MS-900 Exam Guide, Third Edition

Preface

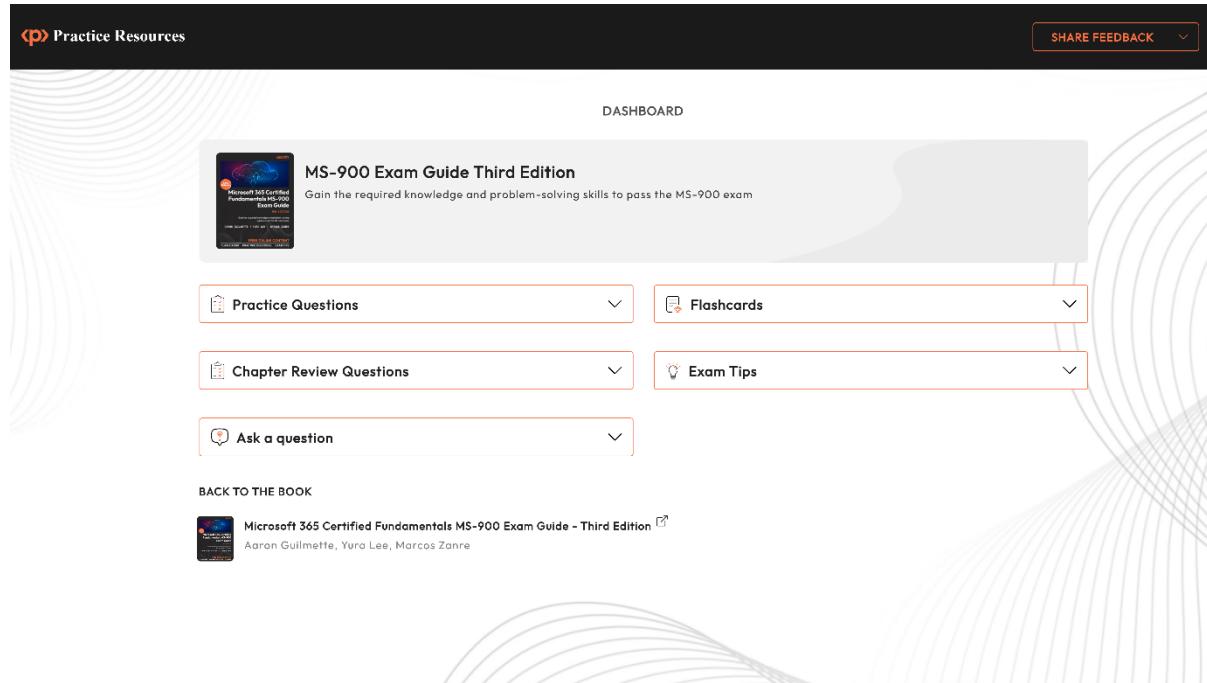


Figure 0.1: Dashboard interface on a desktop device

The screenshot shows 'Question 7 of 20' with a progress bar at the top. To the right is a timer showing 'Time Left 0 hr 28 mins 54 secs' and a 'END QUIZ' button. The question asks: 'An organization is purchasing a Microsoft 365 subscription and migrating its on-premises infrastructure and services to the cloud. What are three outcomes they can expect?'. Below the question are eight answer options in two columns of four. The first column contains: 'Predictable Microsoft licensing costs', 'Increased Exchange Server Client Access License (CAL) costs', and 'Decreased service scalability in the cloud'. The second column contains: 'Increased service scalability in the cloud', 'Increased Windows Server Client Access License (CAL) costs', and 'Decreased on-premises infrastructure footprint'. At the bottom are buttons for 'PREVIOUS', 'NEXT', and 'SKIP QUESTION'.

Figure 0.2: Practice Questions Interface on a desktop device



DASHBOARD > SET2-QUIZ-2

Question 4 of 30



Time Left 0 hr 44 mins 22 secs

Your organization must comply with a request to preserve the documents stored in SharePoint Online. Which tool should you use?

 Compliance Manager Data loss prevention (DLP) eDiscovery case hold Microsoft Power Apps[PREVIOUS](#)[NEXT](#)[SKIP QUESTION](#)

Figure 0.3: Quiz interface on a mobile device

DASHBOARD > FLASHCARDS SET 1

Flashcards stack 1

Flashcards memorized so far: 1

Flashcards not memorized yet: 9

 Mark as memorized

Is Microsoft 365 an example of SaaS, IaaS, or PaaS?

[PREVIOUS](#)[NEXT](#)

2/9

Figure 0.4: Flashcards interface

DASHBOARD > EXAM TIPS

Be sure you understand security concepts (4/10)

- Nearly a third of the exam revolves around security—from multi-factor authentication to Conditional Access and data loss prevention.
- Navigate to Secure Score (<https://aka.ms/securerescore>) and review the recommended actions for your tenant. Secure Score is a great tool to improve your organization's security posture and highlights all the common configuration options that you should set.

[◀ PREVIOUS](#)[NEXT ➔](#) Mark as Helpful (0 users found this tip helpful)

Comments

Add your comment

Figure 0.5: Exam Tips Interface

The screenshot shows the 'Practice Resources' interface. At the top, there's a navigation bar with the 'Practice Resources' logo and a 'SHARE FEEDBACK' button. Below the navigation is a breadcrumb trail: DASHBOARD > CHAPTER 1. The main content area is titled 'Describe the Different Types of Cloud Services Available'. It includes a 'Summary' section with text about cloud computing concepts, followed by a 'Text' section with more detailed information about various cloud service types. To the right, a 'Chapter Review Questions' sidebar is visible, featuring the title, author information (The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition by Aaron Guilmette, Yura Lee, Marcos Zanre), a 'Select Quiz' button, and a 'Quiz 1' section with a 'SHOW QUIZ DETAILS' link and a 'START' button.

Figure 0.6: Chapter Review Questions

The screenshot shows the 'Practice Resources' dashboard. At the top, there's a navigation bar with the 'Practice Resources' logo and a 'SHARE FEEDBACK' button. Below the navigation is a 'DASHBOARD' section. In the center, there's a summary for the 'MS-900 Exam Guide Third Edition', which includes the book cover, title, subtitle ('Gain the required knowledge and problem-solving skills to pass the MS-900 exam'), and authors ('Aaron Guilmette, Yura Lee, Marcos Zanre'). Below this, there are four expandable sections: 'Practice Questions', 'Flashcards', 'Chapter Review Questions', and 'Exam Tips'. At the bottom left, there's a 'BACK TO THE BOOK' button with the same book summary information.

Figure 0.7: Jump back to the book from the dashboard.

Chapter 1: Describe the Different Types of Cloud Services Available

The screenshot shows the 'DASHBOARD' section of the MS-900 Exam Guide Third Edition. At the top left is the 'Practice Resources' logo. To its right is a 'SHARE FEEDBACK' button with a dropdown arrow. Below the header is a large image of the book cover for 'Microsoft 365 Certified Fundamentals MS-900 Exam Guide'. The title 'MS-900 Exam Guide Third Edition' and a brief description 'Gain the required knowledge and problem-solving skills to pass the MS-900 exam' are displayed above the book image. Below the book image are four expandable sections: 'Practice Questions', 'Flashcards', 'Chapter Review Questions', and 'Exam Tips'. At the bottom left is a link 'BACK TO THE BOOK' with the book cover icon.

Figure 1.1: Dashboard Interface Of MS-900 Practice Questions

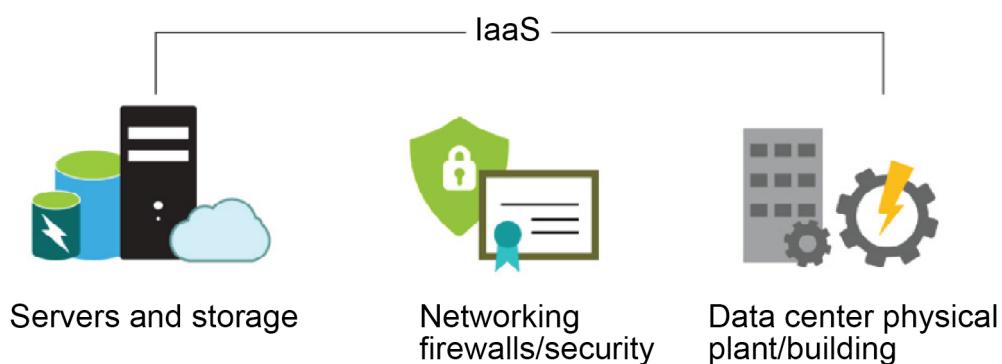


Figure 1.2 – Core offerings of IaaS

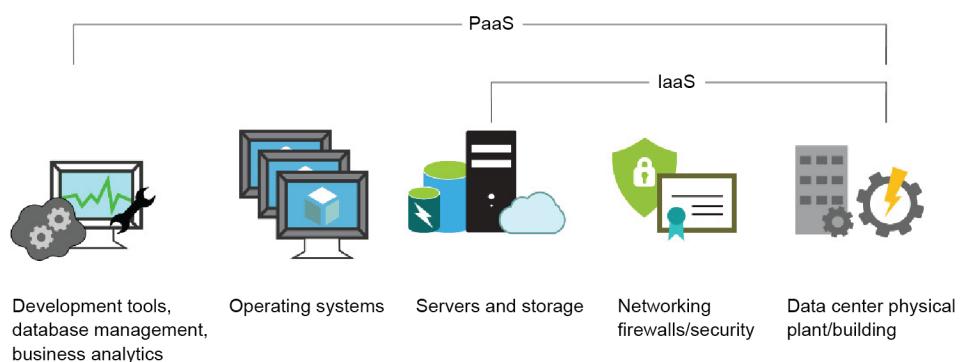


Figure 1.3 – Core offerings of PaaS

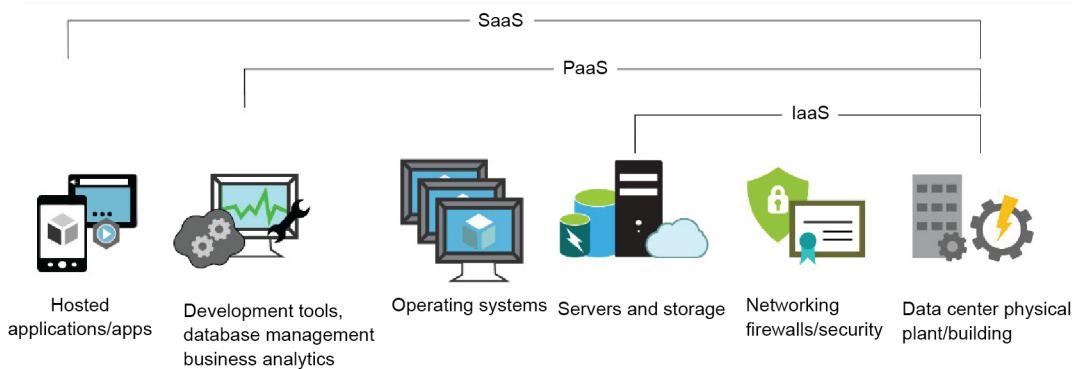


Figure 1.4 – Core offerings of SaaS

kp Practice Resources

DASHBOARD > CHAPTER 1

Describe the Different Types of Cloud Services Available

Summary

This chapter explained the core concepts of cloud computing. Cloud computing allows you to access data — either personal or business — from any device, including your phone, tablet, or computer. You looked at the benefits of storing information this way and linked these benefits to a variety of popular use cases.

You also learned the differences between various types of cloud computing concepts, such as software as a service, platform as a service, and infrastructure as a service. While Microsoft has services that fit into all of those computing categories, the core focus for the MS-900 exam will be the Microsoft 365 SaaS offering.

Finally, you learned some of the core differences between the various Office 365 and Microsoft 365 services.

In the next chapter, you will continue exploring basic cloud architecture concepts with a discussion on the different types of clouds, including public and private clouds, as well as the advantages and use cases of each.

Chapter Review Questions

The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition by Aaron Guilmette, Yura Lee, Marcos Zanre

Select Quiz

Quiz 1 [SHOW QUIZ DETAILS](#) ▾ [START](#)

Figure 1.6: Chapter Review Questions for Chapter 1

Chapter 2: Describe the Benefits and Considerations for Using Cloud, Hybrid, or On-Premises Services

The screenshot shows a web-based learning platform interface. At the top, a dark header bar contains the text 'Practice Resources' with a small orange icon to its left, and a 'SHARE FEEDBACK' button with a dropdown arrow to its right. Below the header, a breadcrumb navigation path reads 'DASHBOARD > CHAPTER 2'. The main content area has a light gray background. On the left, a white rectangular box is titled 'Describe the Benefits of and Considerations for Using Cloud, Hybrid, or On-Premises Services' and is labeled 'Summary'. Inside this box, there is a section titled 'The chapter explained the three types of cloud deployments (public, private, and hybrid) and what they mean from the perspectives of features and benefits.' followed by several bullet points about the differences between private and public clouds, hybrid deployment advantages, mapping business requirements to cloud models, and the next chapter's focus on Microsoft 365 productivity solutions. On the right, a dark sidebar is titled 'Chapter Review Questions'. It includes a brief description of the 'The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition' by Aaron Guilmette, Yura Lee, Marcos Zanre. Below this, a 'Select Quiz' section shows 'Quiz 1' with a 'SHOW QUIZ DETAILS' link and an orange 'START' button.

Figure 2.2: Chapter Review Questions for Chapter 2

Chapter 3: Describe the Productivity Solutions of Microsoft 365

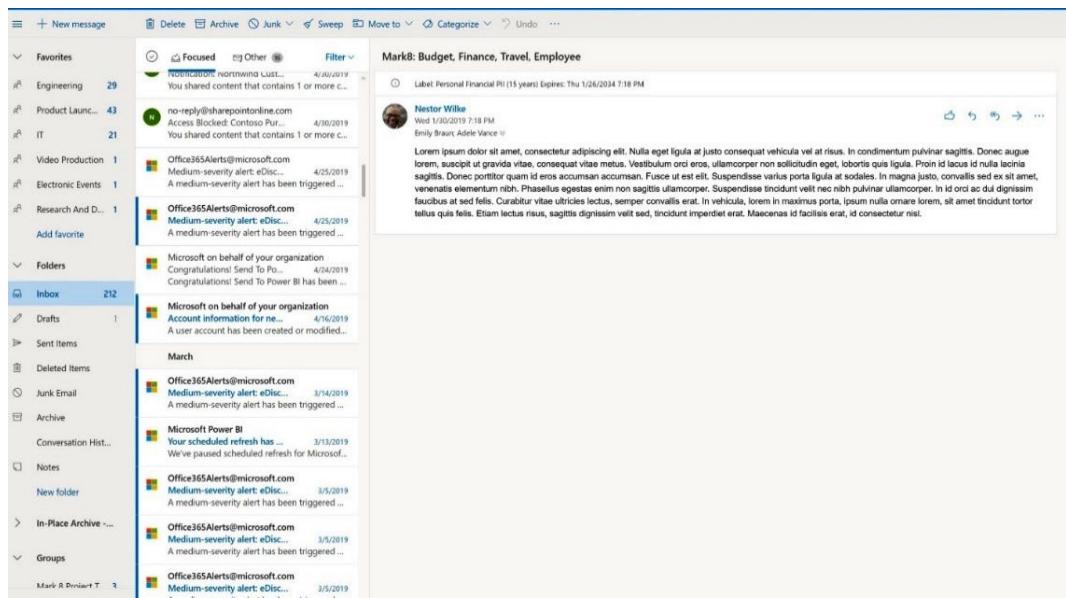


Figure 3.1 – Microsoft Outlook with Exchange Online

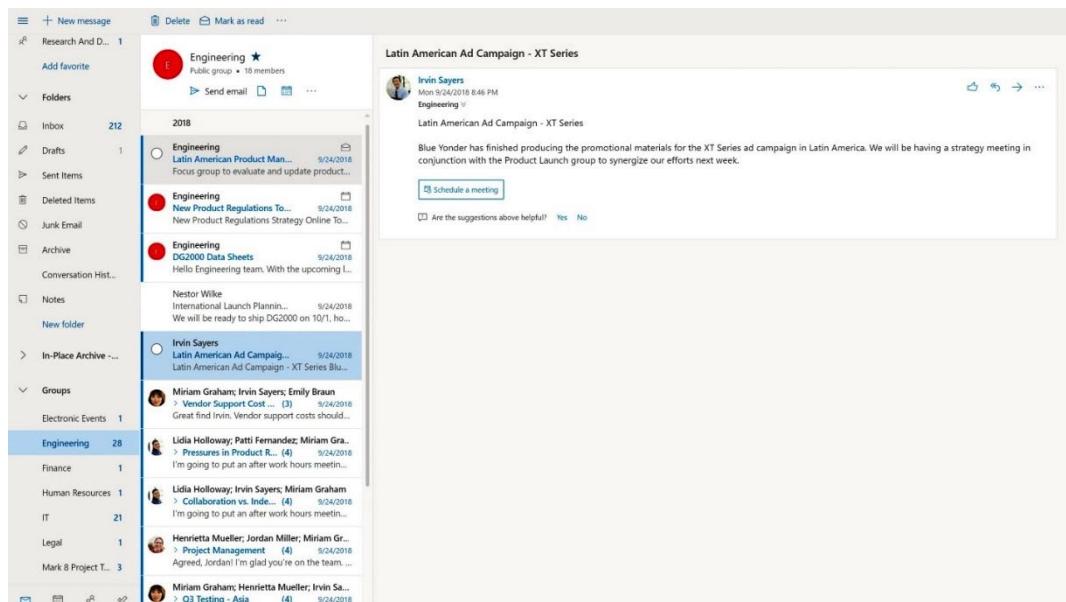


Figure 3.2 – Microsoft 365 Groups in Outlook

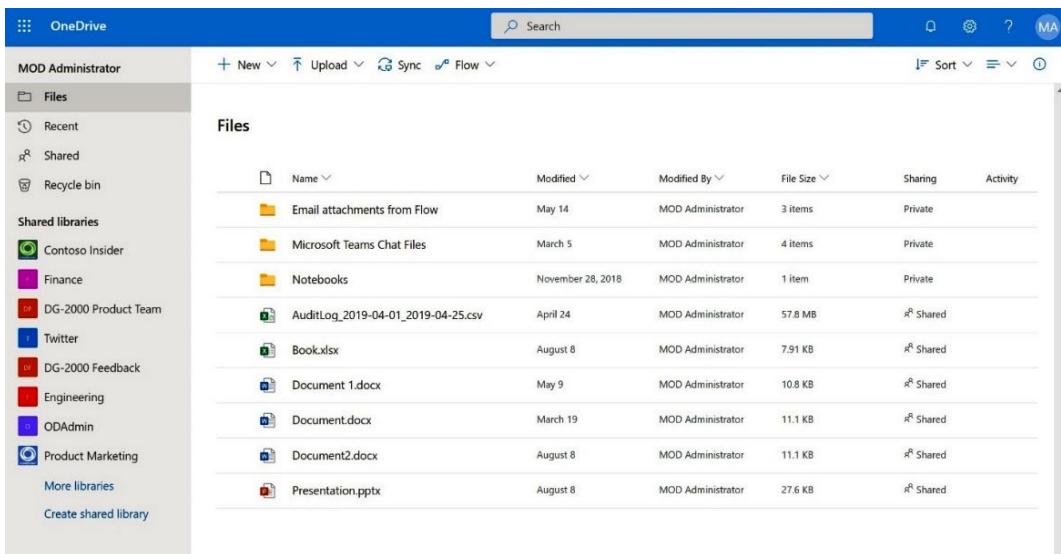


Figure 3.3 – OneDrive for Business

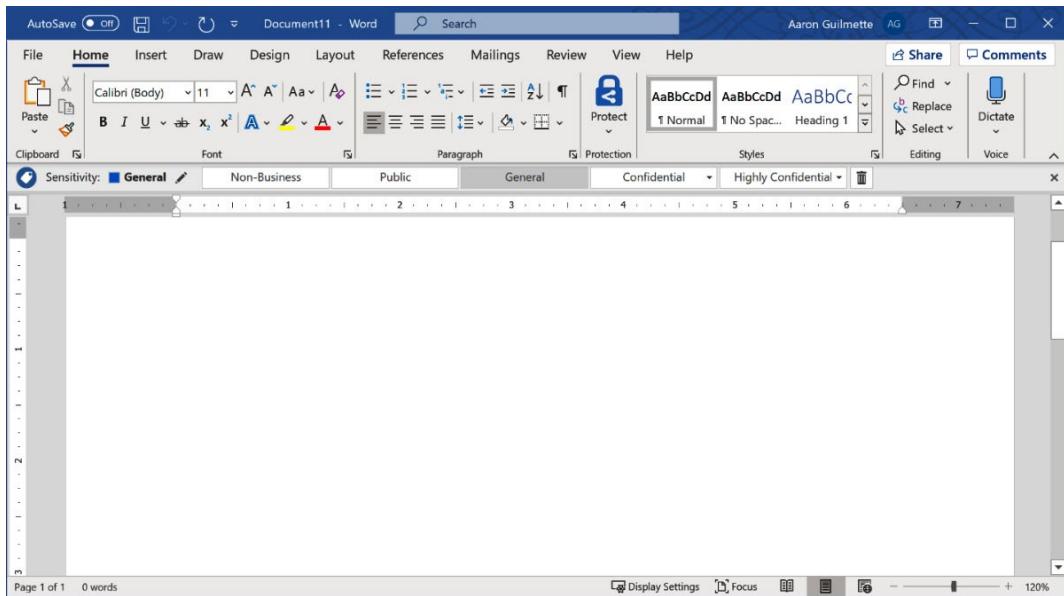


Figure 3.4 – Microsoft Word

The screenshot shows a Microsoft Excel spreadsheet titled "Financial Sample Data.xlsx". The table has columns for Account, Business Unit, Currency, Year, Scenario, and months from Jan to Jul. The data includes various expense categories like Sales, Cost of Goods Sold, and Payroll Expense, along with their respective values in USD for the year 2012.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Account	Business Unit	Currency	Year	Scenario	Jan	Feb	Mar	Apr	May	Jun	Jul	Au
2	Sales	Software	USD	2012	Actuals	\$90,924,002	\$82,606,134	\$72,780,220	\$52,943,701	\$77,528,109	\$96,384,524	\$77,345,061	\$98,29
3	Cost of Goods Sold	Software	USD	2012	Actuals	(\$41,623,278)	(\$40,464,347)	(\$30,806,326)	(\$21,412,962)	(\$37,047,252)	(\$44,819,597)	(\$34,847,393)	(\$47,90
4	Commissions Expense	Software	USD	2012	Actuals	(\$4,454,359)	(\$3,386,032)	(\$3,389,705)	(\$2,149,257)	(\$3,168,079)	(\$4,417,624)	(\$3,386,461)	(\$4,05
5	Payroll Expense	Software	USD	2012	Actuals	(\$9,901,680)	(\$9,871,172)	(\$8,459,696)	(\$6,303,408)	(\$8,493,573)	(\$11,082,494)	(\$8,081,033)	(\$11,07
6	Travel & Entertainment Expense	Software	USD	2012	Actuals	(\$951,255)	(\$838,985)	(\$872,700)	(\$624,416)	(\$591,835)	(\$1,085,296)	(\$818,602)	(\$1,04
7	R&D Expense	Software	USD	2012	Actuals	(\$4,094,116)	(\$3,599,297)	(\$3,213,050)	(\$2,466,394)	(\$3,350,416)	(\$3,973,250)	(\$3,752,045)	(\$4,17
8	Consulting Expense	Software	USD	2012	Actuals	(\$5,261,471)	(\$4,215,309)	(\$3,781,799)	(\$2,788,120)	(\$4,656,777)	(\$5,399,647)	(\$4,448,901)	(\$5,65
9	Software/Hardware Expense	Software	USD	2012	Actuals	(\$7,549,491)	(\$6,744,180)	(\$5,424,173)	(\$3,818,856)	(\$5,935,455)	(\$7,685,036)	(\$6,661,232)	(\$8,03
10	Marketing Expense	Software	USD	2012	Actuals	(\$1,865,763)	(\$2,004,386)	(\$1,667,521)	(\$1,103,735)	(\$1,617,994)	(\$2,316,678)	(\$1,579,791)	(\$2,22
11	Sales	Advertising	USD	2012	Actuals	\$20,003,280	\$24,781,840	\$15,283,844	\$15,883,114	\$19,382,027	\$22,168,441	\$18,562,815	\$29,48
12	Cost of Goods Sold	Advertising	USD	2012	Actuals	(\$9,353,324)	(\$11,513,937)	(\$6,166,965)	(\$7,501,106)	(\$8,496,461)	(\$9,798,685)	(\$8,555,070)	(\$14,03
13	Commissions Expense	Advertising	USD	2012	Actuals	(\$941,821)	(\$1,002,323)	(\$746,736)	(\$764,074)	(\$808,144)	(\$1,061,422)	(\$808,354)	(\$1,42
14	Payroll Expense	Advertising	USD	2012	Actuals	(\$2,496,366)	(\$2,697,904)	(\$1,679,239)	(\$1,918,713)	(\$2,215,557)	(\$2,480,892)	(\$2,182,363)	(\$3,41
15	Travel & Entertainment Expense	Advertising	USD	2012	Actuals	(\$212,638)	(\$297,458)	(\$167,930)	(\$194,736)	(\$235,827)	(\$260,283)	(\$221,103)	(\$34
16	R&D Expense	Advertising	USD	2012	Actuals	(\$977,169)	(\$1,025,549)	(\$674,412)	(\$792,920)	(\$900,465)	(\$993,534)	(\$884,213)	(\$1,43

Figure 3.5 – Microsoft Excel

The screenshot shows a Microsoft PowerPoint slide titled "MY STORY". The slide contains a bulleted list of personal experiences and several images. On the right side of the slide, there are two floating windows: "Designer" and "Present in Teams". The "Designer" window shows preview versions of the slide with different themes and variants. The "Present in Teams" window shows a video feed of a person and a chat interface.

Figure 3.6 – PowerPoint slide view with the Designer and Present in Teams features

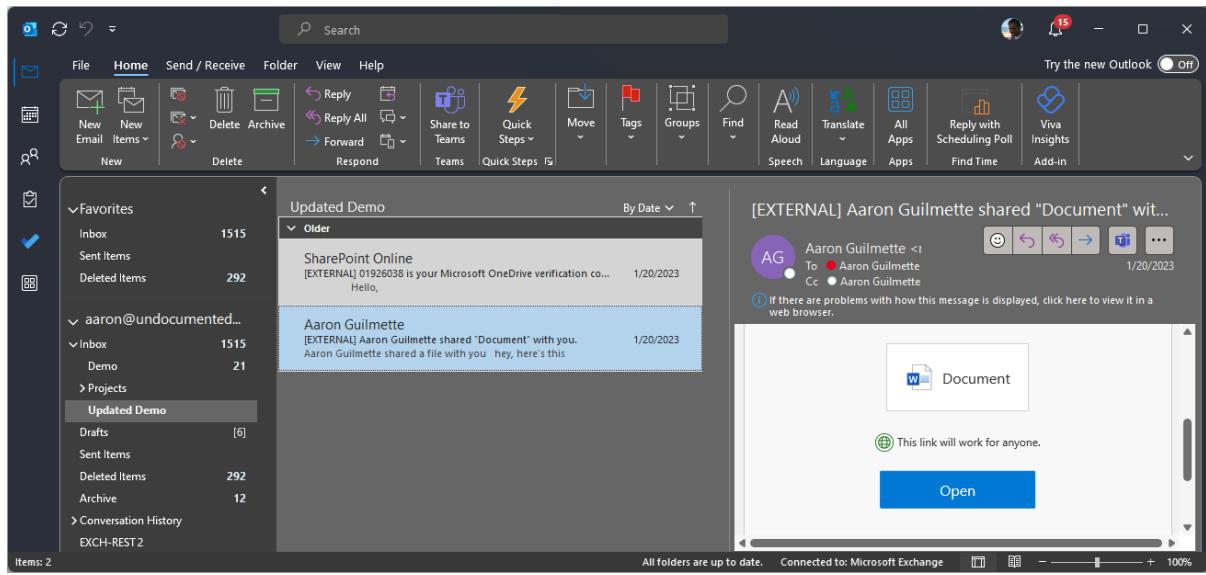


Figure 3.7 – Outlook client interface

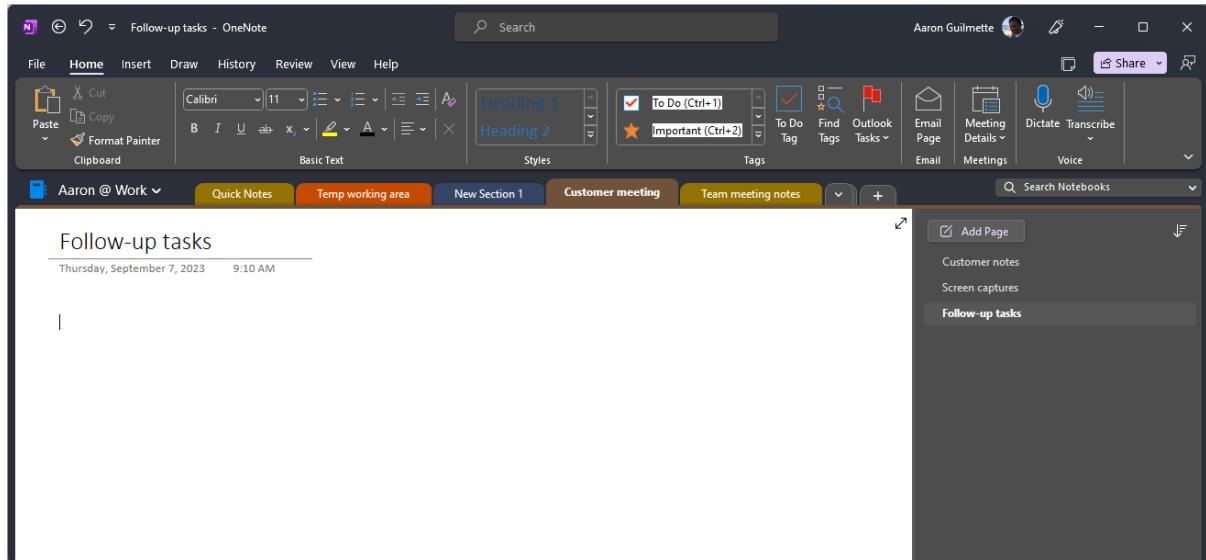


Figure 3.8 – OneNote interface

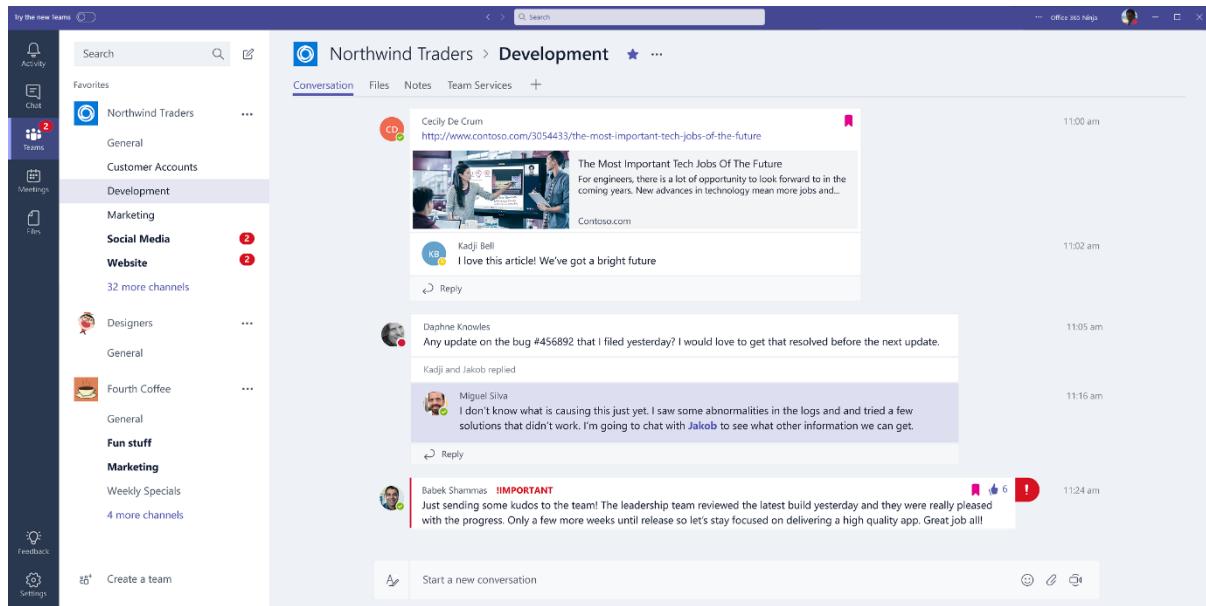


Figure 3.9 – Microsoft Teams workspace

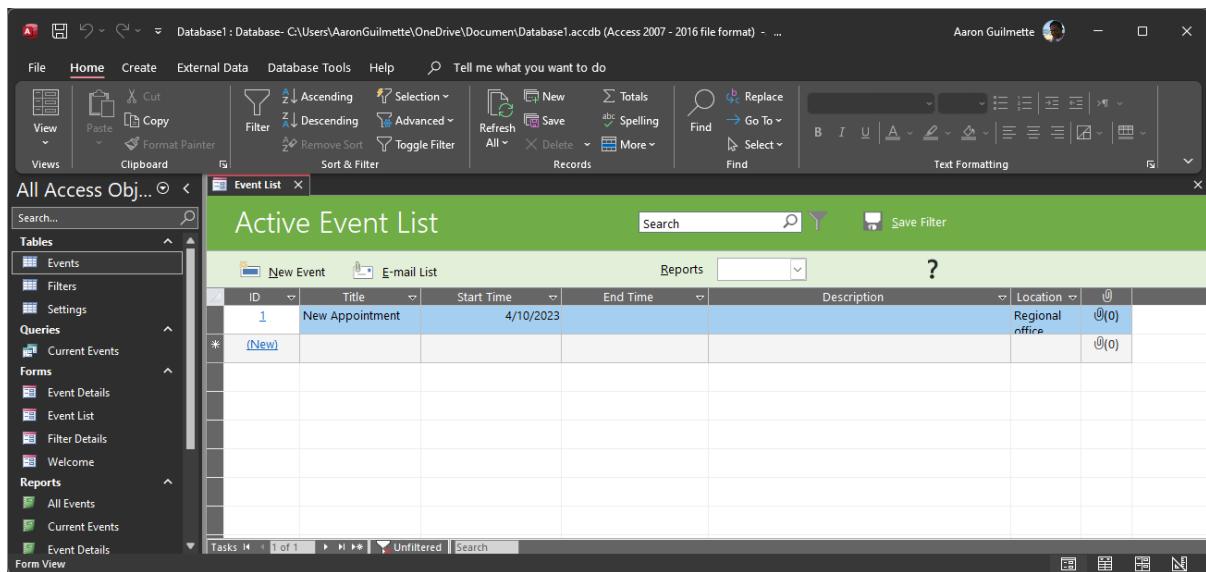


Figure 3.10 – Microsoft Access Home tab

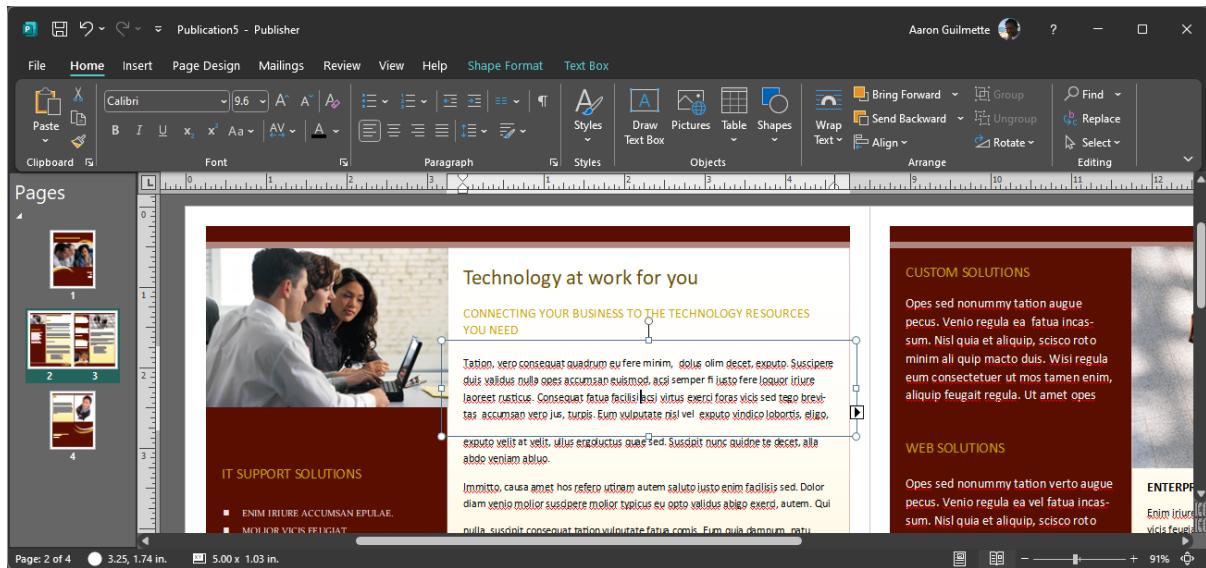


Figure 3.11 – Microsoft Publisher interface

Name	Assigned to	Duration	Start	Finish	Effort	Effort completed	Effort remaining
3 > Discovery		25 days	4/18/2022	5/20/2022	32 hours	32 hours	0 hours
8 > Sentinel		20 days	5/23/2022	6/17/2022	38 hours	38 hours	0 hours
13 > Azure		45 days	4/18/2022	6/17/2022	110 hours	110 hours	0 hours
25 > Security & Conditional Access		45 days	4/18/2022	6/17/2022	88 hours	88 hours	0 hours
37 > Defender for O365		40 days	4/25/2022	6/17/2022	102 hours	102 hours	0 hours
49 > Windows Defender		45 days	4/18/2022	6/17/2022	132 hours	132 hours	0 hours
58 > Intune		46 days	4/18/2022	6/20/2022	54 hours	30 hours	24 hours
67 > Cybersecurity Workforce		30 days	4/18/2022	5/27/2022	62 hours	62 hours	0 hours

Figure 3.12 – Microsoft Project for the web

The screenshot shows the Microsoft Planner interface in 'Board' mode. On the left, a sidebar lists pinned items like 'New plan', 'Hub', and 'Assigned to me'. Below that is a 'Pinned' section with 'My home plan' (selected), 'SBL script Change control', and a 'Show more' link. At the bottom is a 'Get the Planner app' button. The main area displays three columns: 'Backlog' (with a 'Add task' button), 'Up next' (with a 'Add task' button), and 'In progress' (with a 'Add task' button). Each column has a sub-section for 'Assign tasks' (with a due date of 09/20) and a list of options like 'Add duration', 'Add attachments', etc. The 'In progress' section also includes a 'Customize buckets' option.

Figure 3.13 – Planner individual view with buckets and tasks

The screenshot shows the 'Bookings with me' page for Aaron Guilmette. It features a profile picture of Aaron and his name. Below that is a 'Booking page' section with a 'General Meeting' entry (30 MIN). To the right, there's a 'Share' dropdown menu with options: 'Copy link', 'Share via email', and 'Email signature settings'. A note at the top says 'Public These will appear on your booking page'.

Figure 3.14 – Individual Bookings page

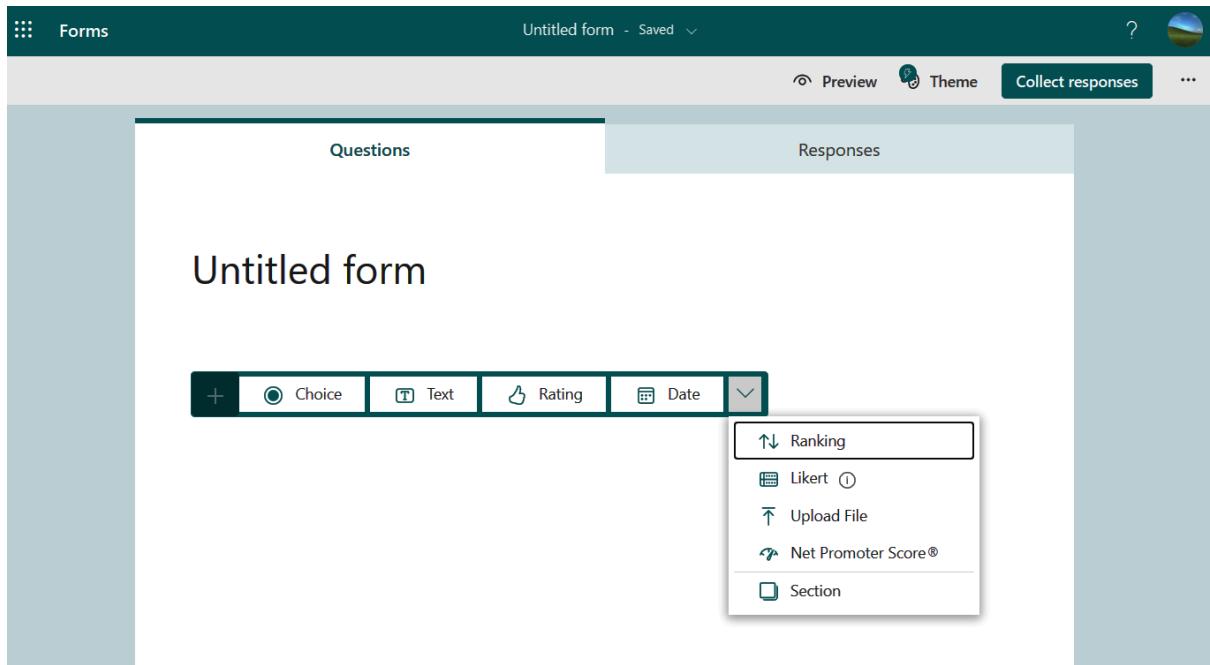


Figure 3.15 – Microsoft Forms

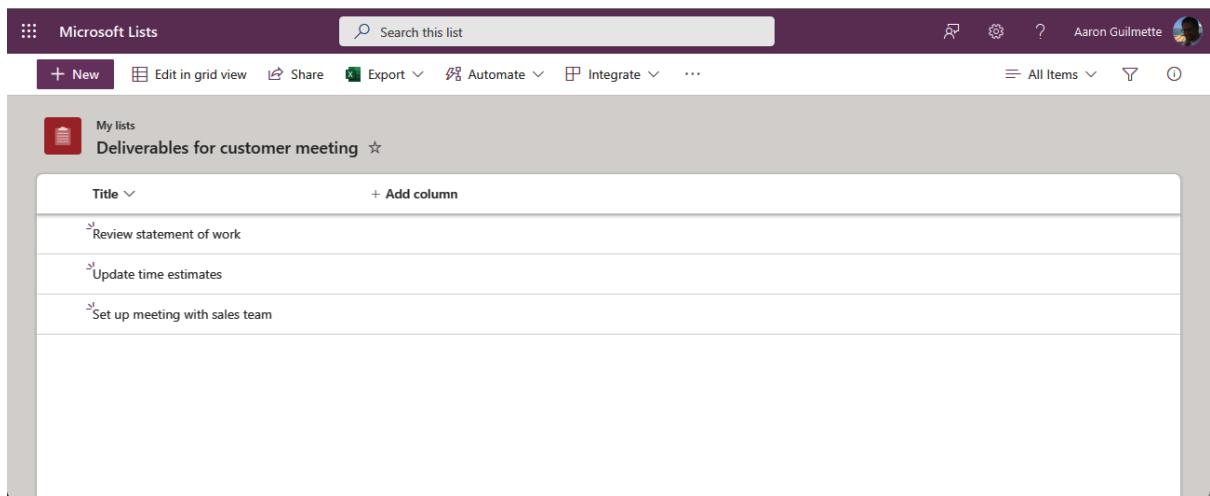


Figure 3.16 – Microsoft Lists app

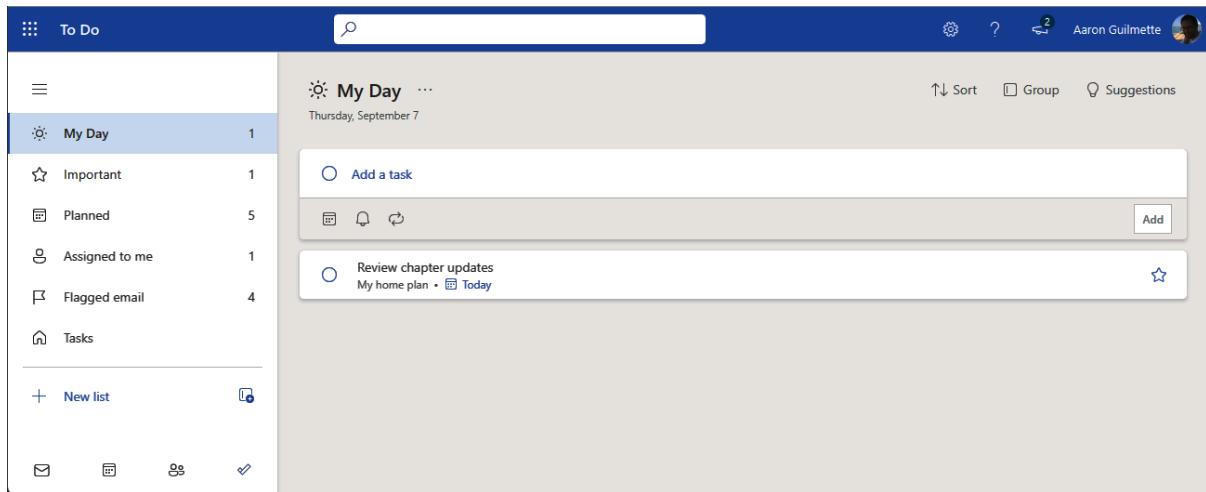


Figure 3.17 – My Day view of To Do

A screenshot of a chapter review page. At the top, it says 'Practice Resources' and has a 'SHARE FEEDBACK' button. Below that is a breadcrumb trail: 'DASHBOARD > CHAPTER 3'. The main title is 'Describe the Productivity Solutions of Microsoft 365'. Underneath, there's a 'Summary' section with text about the chapter's content. To the right, there's a 'Chapter Review Questions' section with a summary of the exam guide and a 'Select Quiz' button. Below that is a 'Quiz 1' section with a 'START' button and a 'SHOW QUIZ DETAILS' dropdown menu.

Figure 3.19: Chapter Review Questions for Chapter 3

Chapter 4: Describe the Collaborative Solutions of Microsoft 365

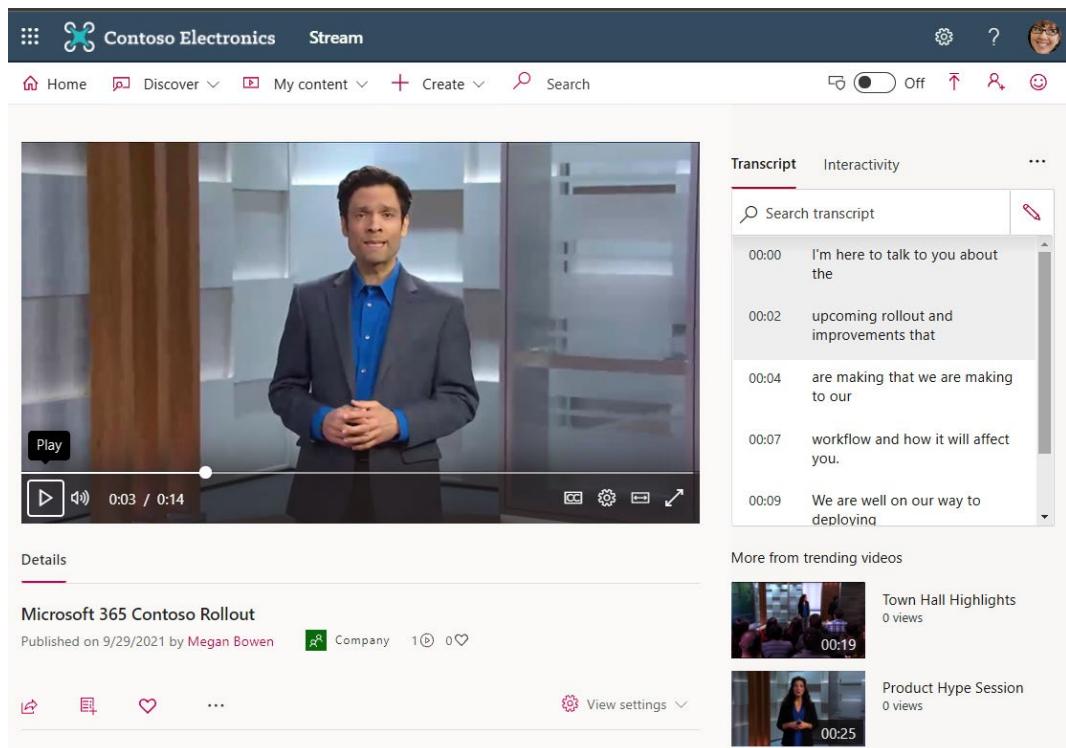


Figure 4.1 – Stream in web view

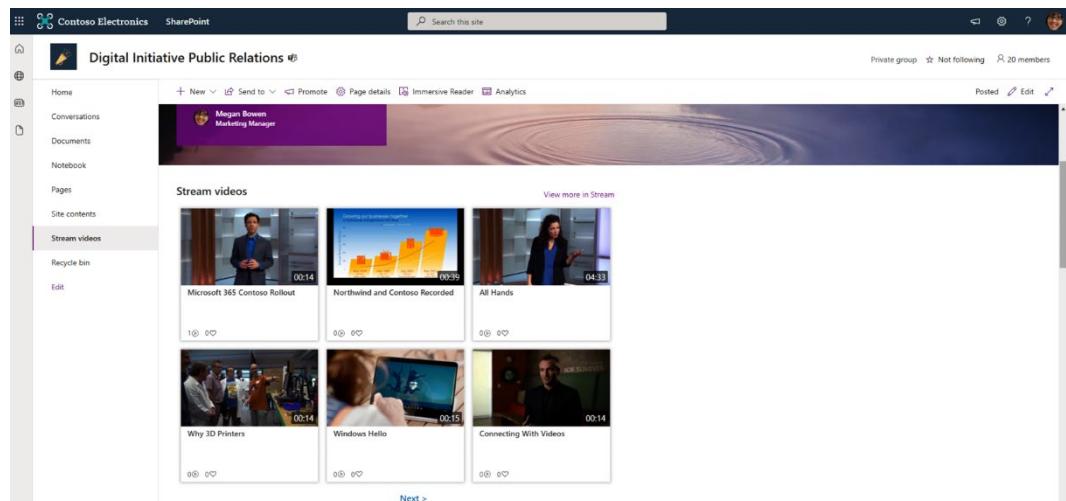


Figure 4.2 – Stream in SharePoint Online

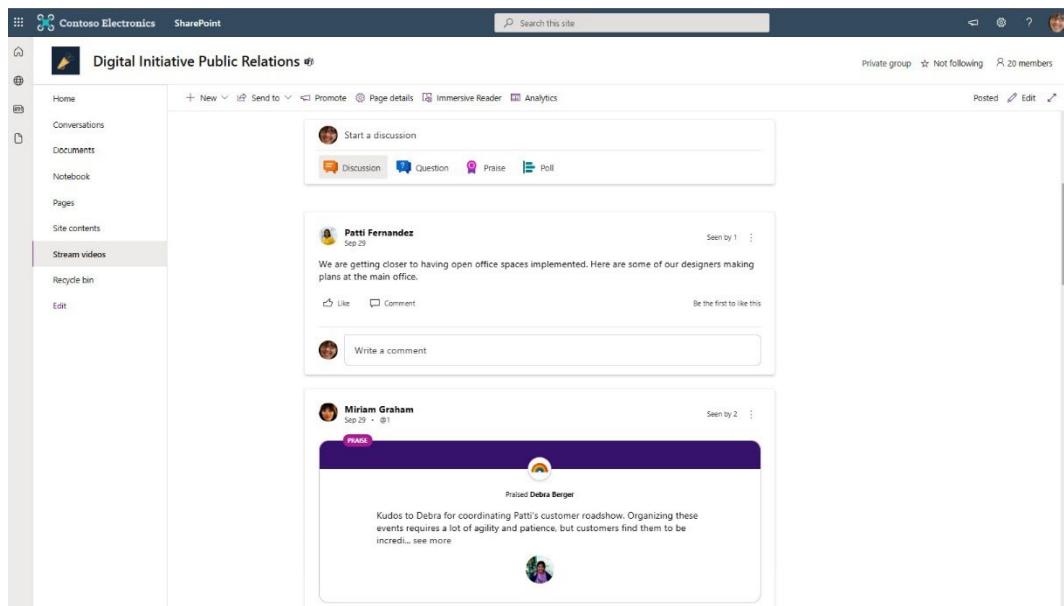


Figure 4.3 – Viva Engage (formerly known as Yammer) in a SharePoint Online site

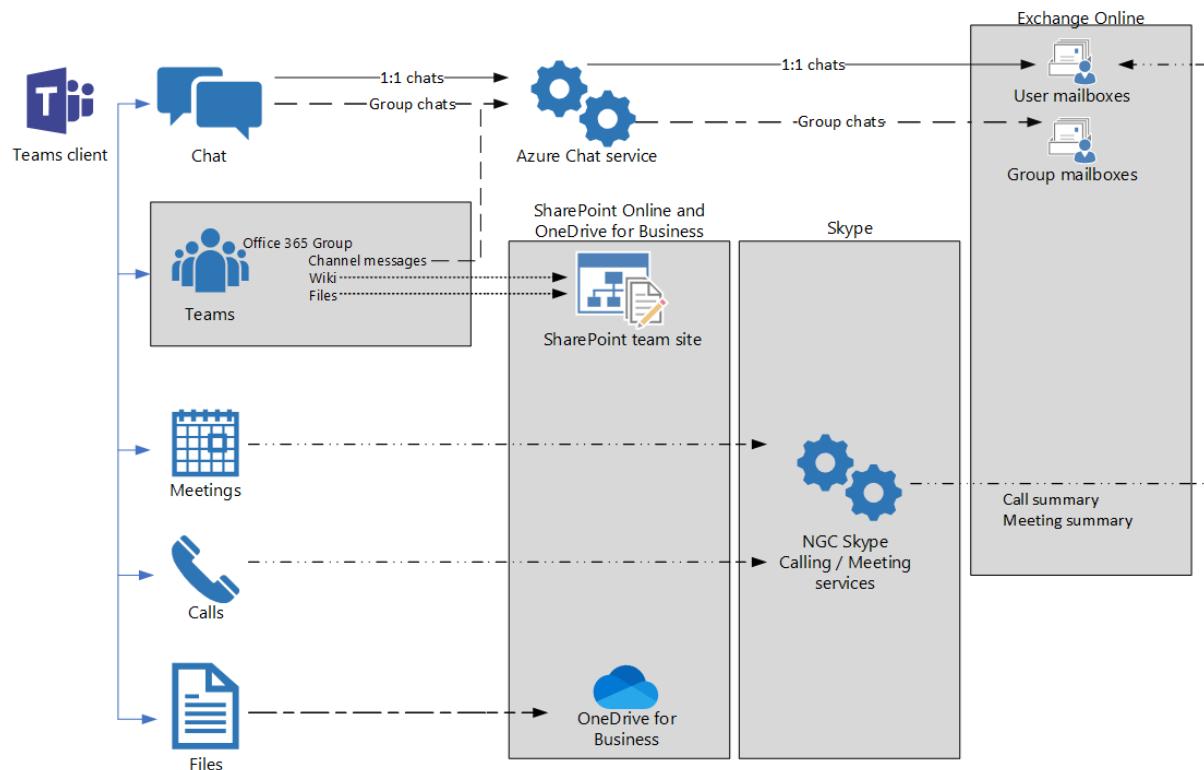


Figure 4.4 – Microsoft Teams services

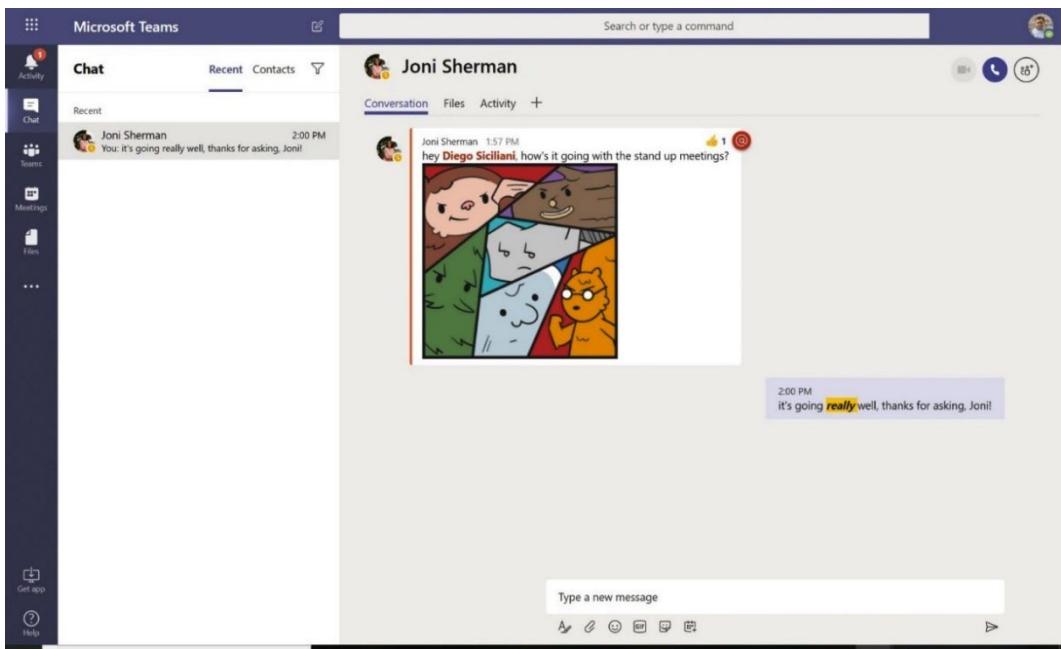


Figure 4.5 – Microsoft Teams chat

A screenshot of the Microsoft Teams Files interface. The left sidebar shows 'Activity' (0 notifications), 'Chat' (empty), 'Recent' (empty), 'Teams' (empty), 'Meetings' (empty), and 'Files' (selected). The main area shows a list of files under 'Microsoft Teams'. The files are: CDOT Audit template (11_2018).doc, Safety Audit Contact List.docx, 2018 CDOT Standard Operating Procedures.pdf, 2018 CDOT Policies.pdf, 2018 CDOT OSHA Regulations.docx, 2019 Federal Holidays.docx, CDOT Standard Operating Procedures.pdf, CDOT OSHA Regulations.docx, Standards for Plans and Drawings.docx, Regulatory Licenses.xlsx, 2018 Tax codes.pdf, Investment and Debt Policy Report.docx, Revenues and Expenditures 2018.xlsx, Pay Calendar.docx, FY Finalized Budget Plan.xlsx, Federal Holidays.docx, Departments Budgets.docx, and Annual Financial Report (DRAFT).docx. Each file entry includes its type, name, modified date, modified by, location, and a 'More' (three dots) button.

Figure 4.6 – Files in Microsoft Teams

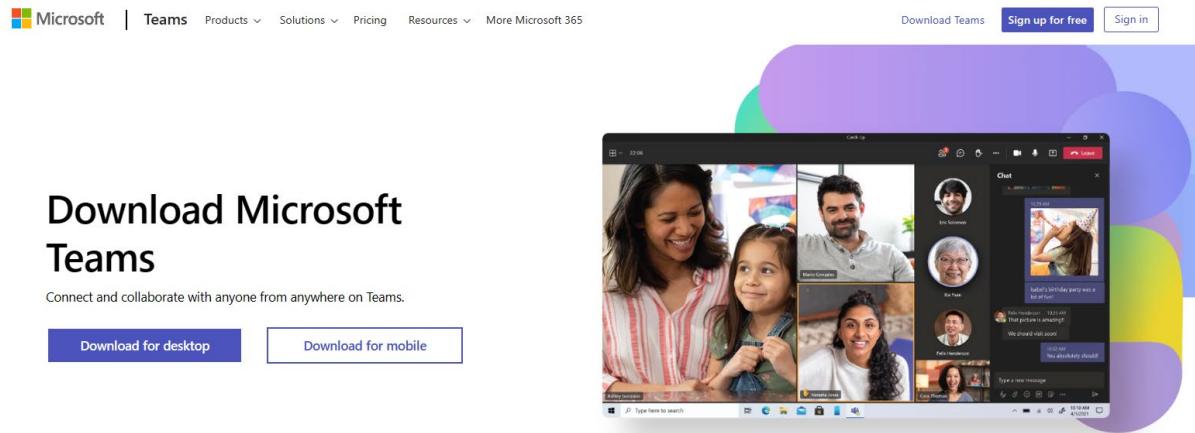


Figure 4.7 – Downloading the Teams client

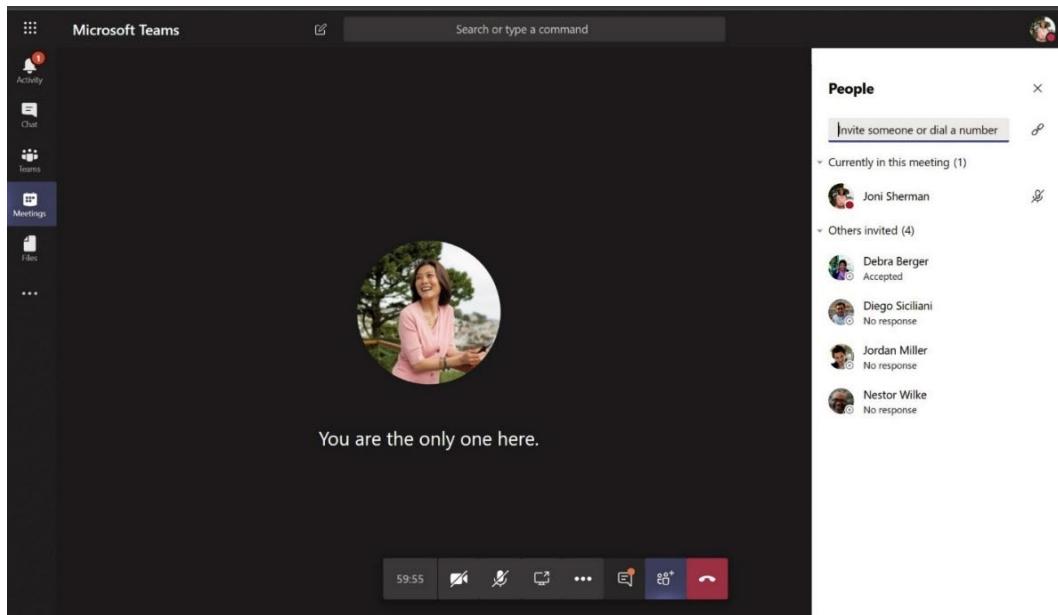


Figure 4.8 – Teams meeting

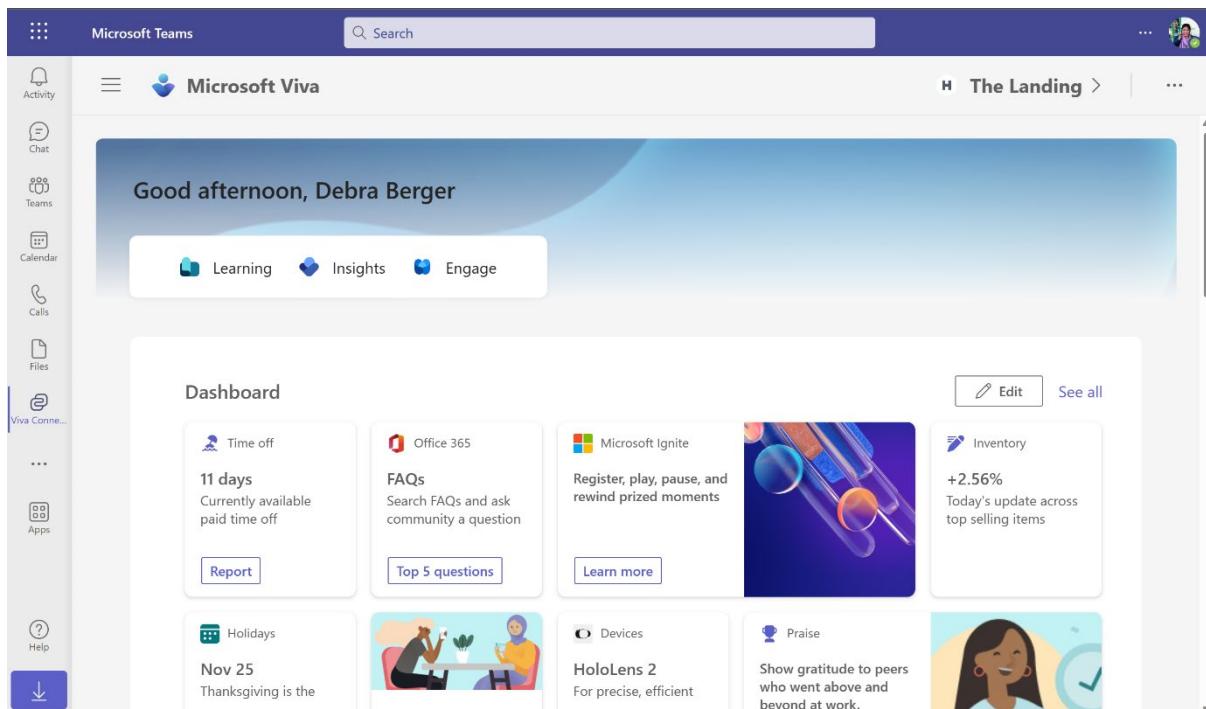


Figure 4.9 – Microsoft Viva Home dashboard

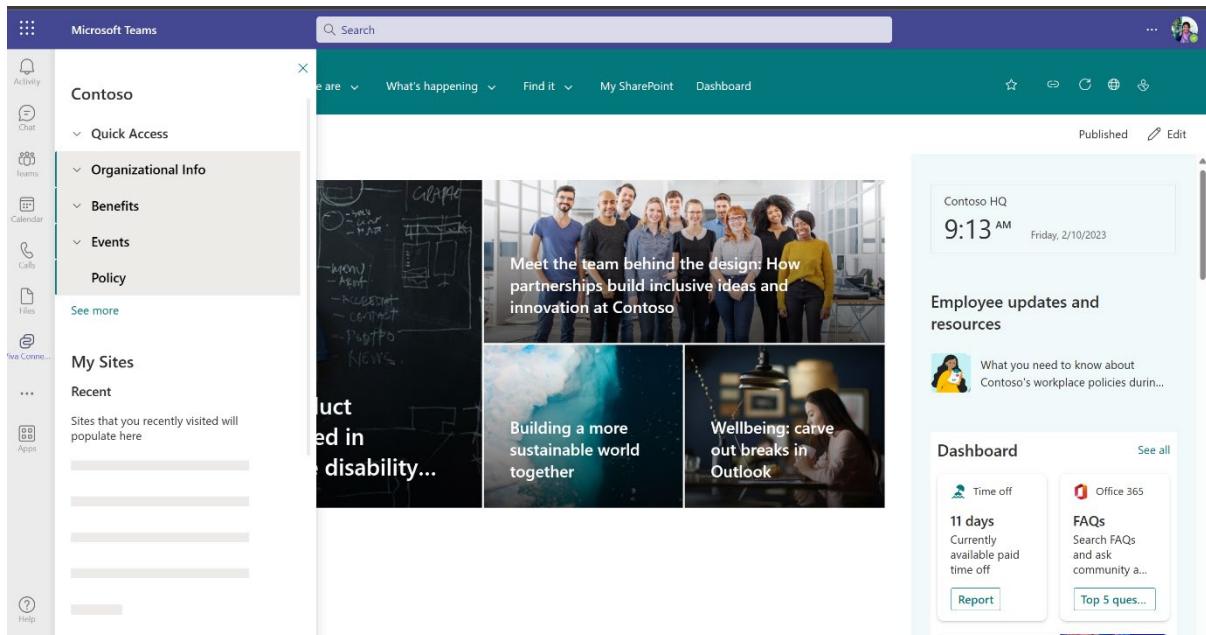


Figure 4.10 – Viva Connections intranet page

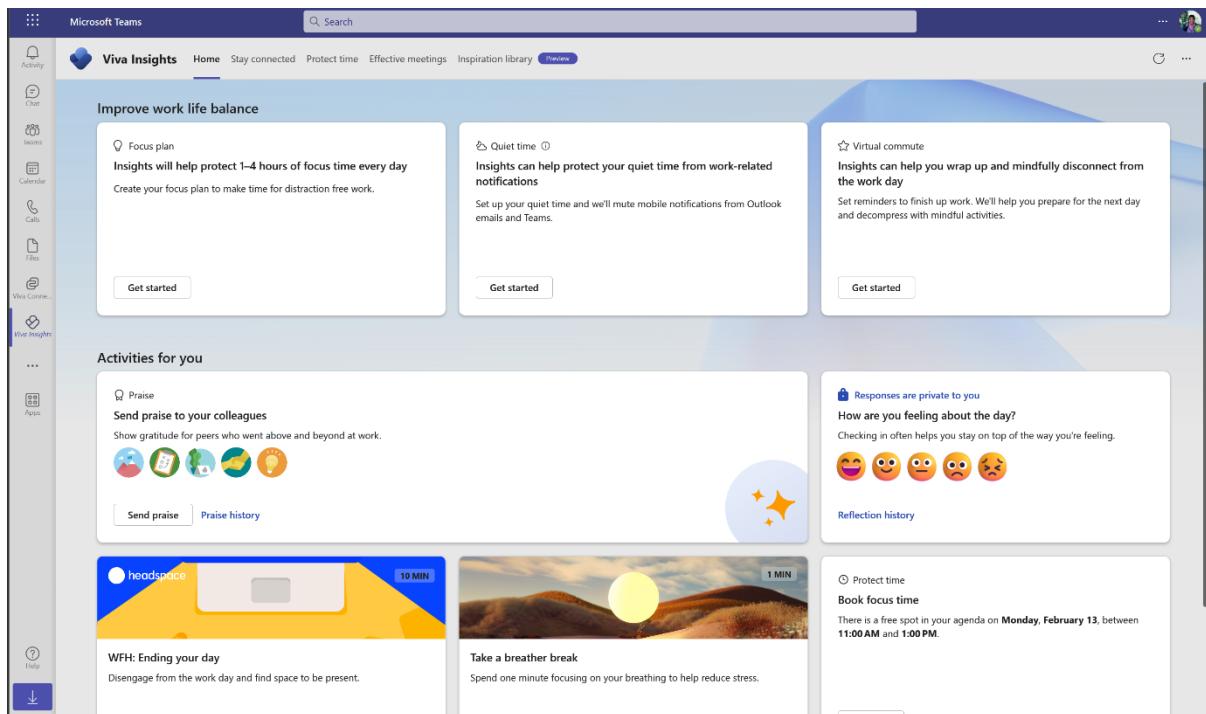


Figure 4.11 – Personal insights dashboard

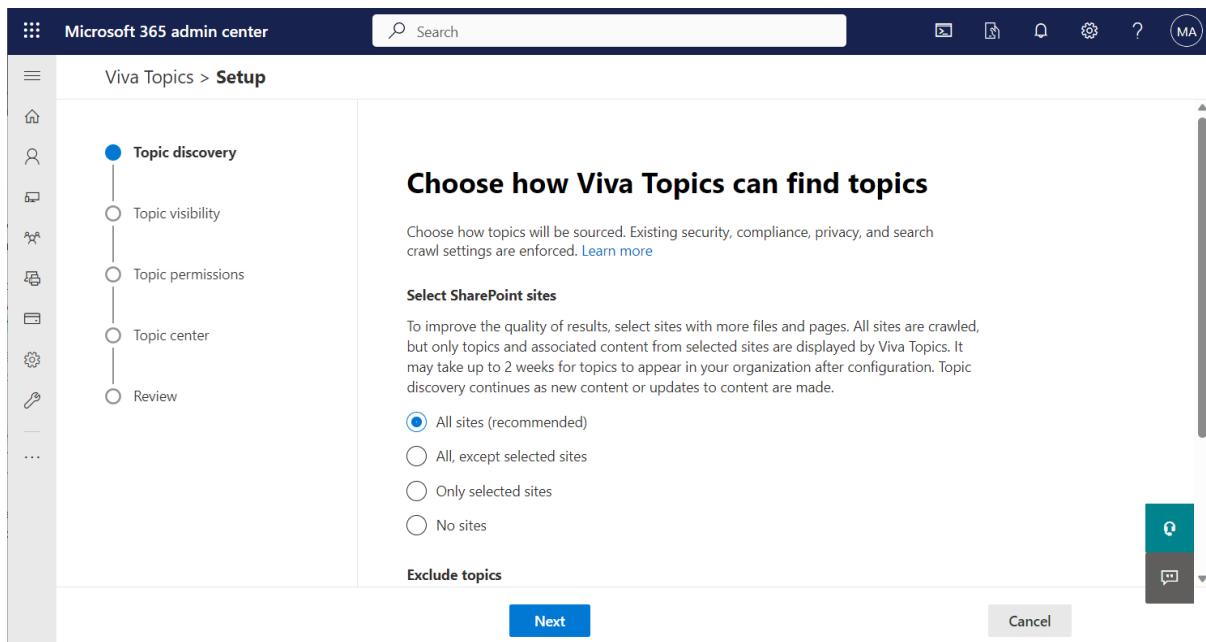


Figure 4.12 – Viva Topics setup

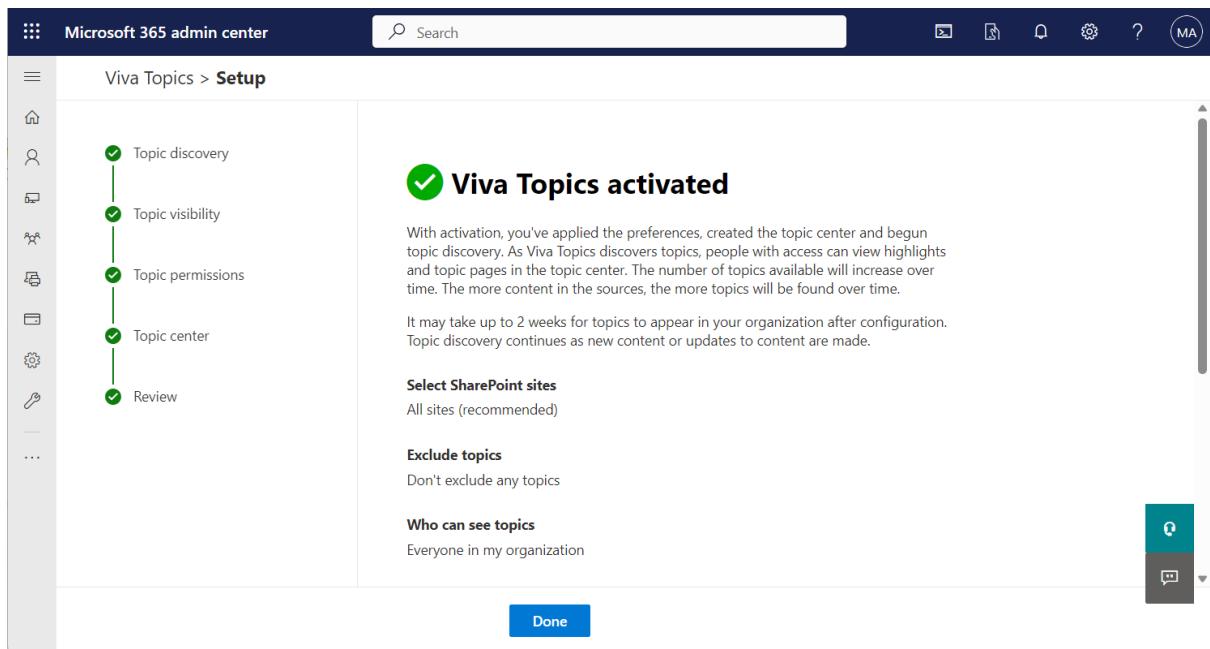


Figure 4.13 – Viva Topics activation confirmation screen

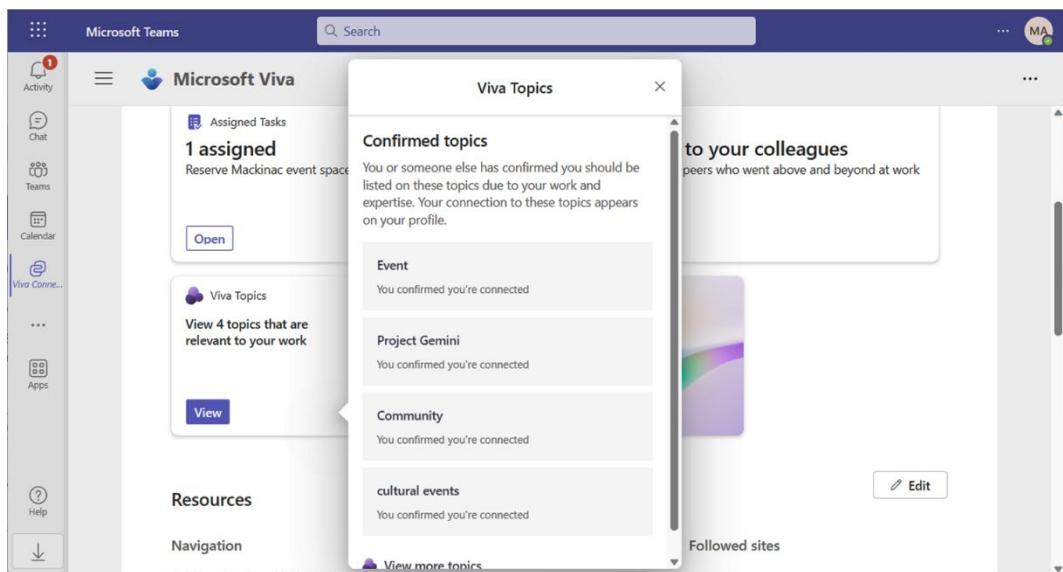


Figure 4.14 – Viva Topics cards being displayed inside Viva Connections

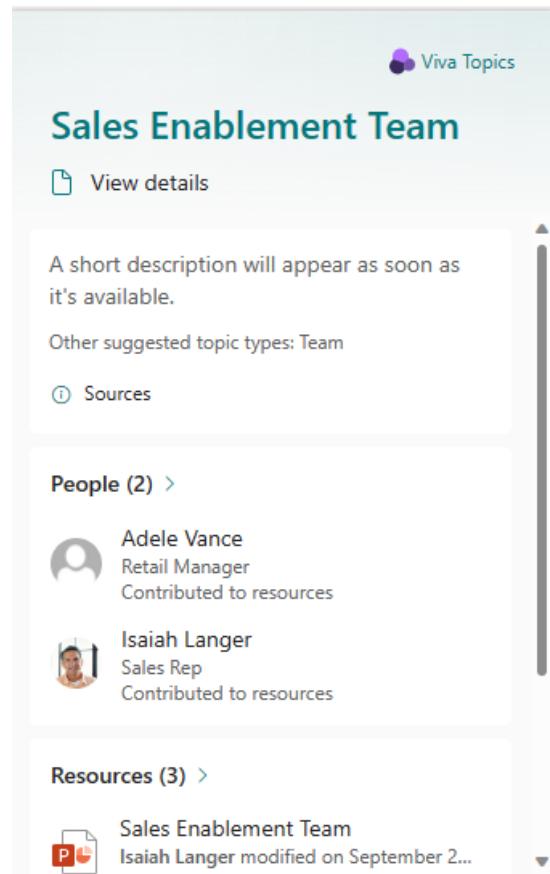


Figure 4.15 – Viva Topics card

The screenshot shows the "Topic Center" administration interface for Contoso Electronics. At the top, there are navigation links for Home, Documents, Pages, Site contents, Get started, Manage topics (which is currently selected), and Edit. A search bar is also present. The main area displays a chart titled "115 topics at Contoso" showing the trend of topics over the past 30 days. The chart has three lines: Suggested (blue), Confirmed (dark blue), and Published (green). The Published count starts at 0, rises to 87 by mid-March, remains flat until late March, then rises sharply to 115 by early April. Below the chart, a table lists "Topics you can manage" with columns for Name, Alternate names, Status, Modified, Modified By, Topic score, Org topic score, Impressions, and Created. The table includes rows for Contoso, RHO, A.Datum, Sales Enablement Team, Logistics, and Contoso Electronics, all of which are confirmed topics.

Figure 4.16 – Topic Center administration

The screenshot shows the Microsoft Teams Viva Topics Center. At the top, there's a search bar and a navigation bar with Home, Documents, Pages, Site contents, and other options. The main area is titled "Confirmed connections" and contains four cards:

- Society**: **cultural events**. You confirmed you're connected. Buttons: View details, Remove me.
- Community**: You confirmed you're connected. Buttons: View details, Remove me.
- Project**: **Project Gemini**. You confirmed you're connected. Buttons: View details, Remove me.
- Event**: **Event**. You confirmed you're connected. Buttons: View details, Remove me.

Each card also has a "How you're connected" section and an "Activity" section.

Figure 4.17 – Personalized Topic Center

The screenshot shows the Microsoft Viva Learning landing page. The top navigation bar includes Microsoft Teams, a search bar, and user profile. The main content area features a "Welcome back" message and a "Featured" course titled "Learning Graphic Design: Things Every Designer Should Know" by John McWade (1 hr 5 min). Below this, there are sections for "Pick your interests" (with categories like Accessibility, Career Development, Collaboration) and "Get started with a quick course" (listing "iPhone 7 Plus Specific Features (Ultimate)", "iPhone Timelapse for Landscape Photography", and "iPhone X Photography Features (Intermediate)"). A "Browse by" dropdown allows filtering by Providers or Duration. At the bottom, there are additional course thumbnails and a "See all" button.

Figure 4.18 – Viva Learning landing page

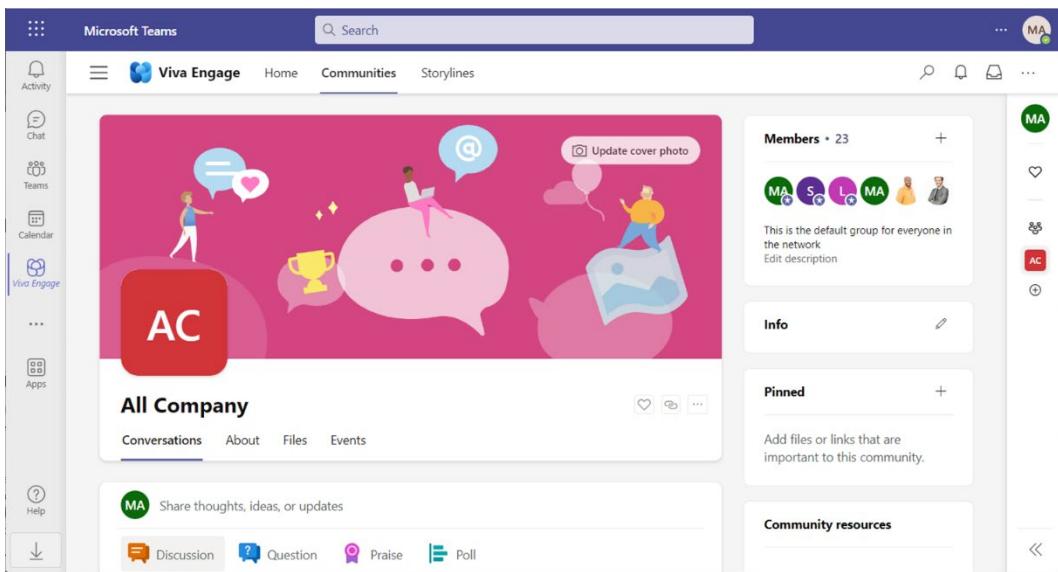


Figure 4.19 – Viva Engage Communities

A screenshot of the 'Create new organization' form in Viva Goals. The title 'Create new organization' is at the top. Below it, a sub-instruction says 'An organization consists of multiple teams working towards a common purpose, typically a business unit or a department.' with a 'Learn more' link. The main form fields include: 'Organization name *' with the value 'Contoso Sales'; 'About the organization (optional)' with the placeholder 'Details about Contoso Sales'; and 'Who can join this organization?' with two options: 'Anyone in Contoso' (radio button unselected) and 'Restricted' (radio button selected). The 'Restricted' option has a note: 'Only members added to this organization can access the organization'. At the bottom are 'Back', 'Cancel', and a prominent blue 'Create Organization' button.

Figure 4.20 – Create an organization in Viva Goals

The screenshot shows the 'Teams' section within the Viva Goals application. On the left, there's a sidebar with pinned items like 'My OKRs' and 'Contoso Sales'. The main area has a header 'Teams' with tabs for 'My Teams' and 'All Teams'. Below is a search bar and a table with the following data:

Team Name	Team Owner	Team Admin	Team Members
Retail Team	Adele Vance	-	

Figure 4.21 – Teams in Viva Goals

The screenshot shows the Microsoft Teams app store interface. The left sidebar lists various app categories: All, Personal apps, Bots, Tabs, Connectors, Messaging, Top picks, Analytics and BI, Developer and IT, Education, Human resources, Productivity, Project management, Sales and support, Social and fun, and Upload a custom app. The main area is titled 'Browse available apps and services' and features a search bar. It displays a grid of app cards, with some highlighted in larger boxes:

- KRONOS**: Automate time-consuming and repetitive tasks by integrating your favorite apps and services with Microsoft Flow.
- SOAPBOX**: Gather real-time insights with simple polls that work where you work.
- Lucidchart**: Plan better, code together and ship faster using Azure DevOps Search, find work, and collaborate better with your team.
- buncee**: Plan better, code together and ship faster using Azure DevOps Search, find work, and collaborate better with your team.

Below these are other app cards:

- Trello**: Project management. Trello lets your team work more collaboratively and get more done. Trello's boards, lists, and cards enable you to organize and prioritize...
- Flow**: Workflow + business management. Automate time-consuming and repetitive tasks by integrating your favorite apps and services with Microsoft Flow.
- Polly**: Utilities. Gather real-time insights with simple polls that work where you work.
- Azure DevOps**: Developer tools. Plan better, code together and ship faster using Azure DevOps Search, find work, and collaborate better with your team.
- Cisco Webex Meetings**: Communication. Start or join Cisco Webex Meetings directly from Microsoft Teams. The Cisco Webex Meetings bot helps you invite people to your...
- Jira Cloud**: Project management. Jira Cloud is an issue management tool designed to help you plan, track, and release world-class software.
- Zoom Meetings**: Communication. Seamlessly start, schedule and join Zoom meetings from Microsoft Teams. Meet happy with flawless video, clear audio, and easy...
- MindMeister**: Productivity. MindMeister is a professional mind mapping software that's both versatile and easy to use. Whether you're a freelancer, a startup or a...
- Yammer**: Communication. Bring the power of Yammer to Microsoft Teams and simplify, optimize, and control your communication workflow. Together, Yammer...
- Smartsheet**: Send Smartsheet Notifications to a Teams Channel so everyone has the most updated information. Add Smartsheet as a channel Ta...
- Calendar BOT**: Productivity. The Approved Contact Bot is used for calendar comparison and scheduling.
- Jira Server**: Project management. Jira Server is an issue management tool designed to help you plan, track, and release world-class software.
- PowerApps**: Developer tools. Help your team work smarter by creating apps that connect to the services and data they use most. Add these apps to your channel so yo...
- Freehand by InVision**: Communication. Draw, plan, and collaborate on an infinite whiteboard—in real time. Powered by InVision, the Digital Product design platform powerin...
- Dynamics 365**: Customer - contact management... Collaborate on Dynamics 365, share files, and easily get info via chat. Note Your team and channel name will be visible to others on...
- Incoming Webhook**: Utilities. The Incoming Webhook connector enables external services to notify you about activities that you want to track.
- Asana**: Project management. Asana helps you clarify who's doing what by...
- Images**: Microsoft. Search Bing for the image you need and share.
- SurveyMonkey**: Productivity. Share, collect, and collaborate on surveys all in...
- Evernote**: Productivity. Unlock the power of teamwork—collect,...

Figure 4.22 – Microsoft Teams apps

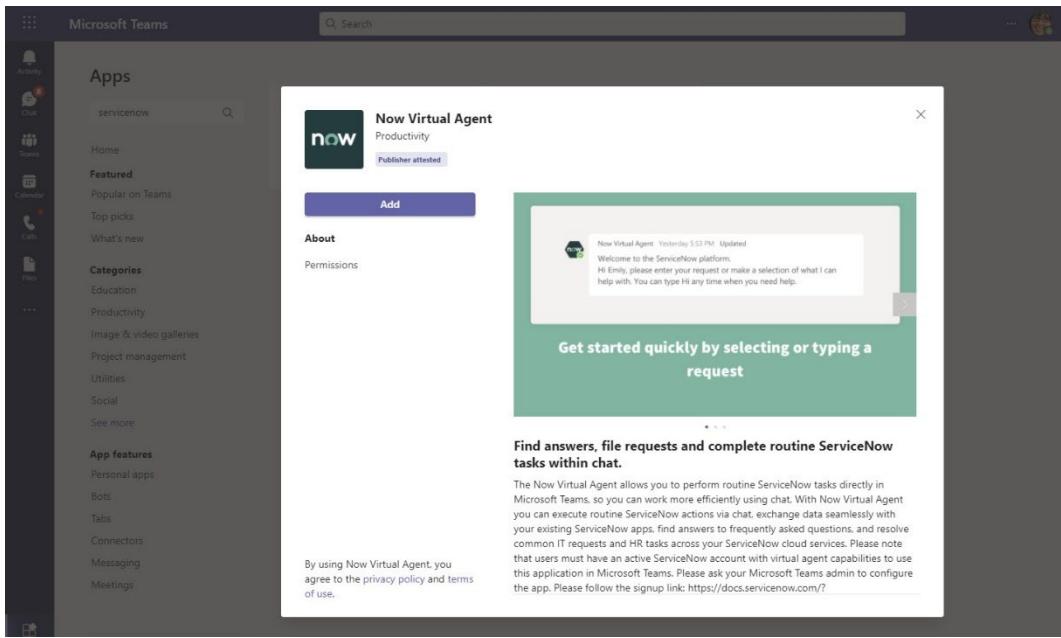


Figure 4.23 – ServiceNow in Teams

The screenshot shows a 'Practice Resources' page. At the top, there's a navigation bar with a 'DASHBOARD > CHAPTER 4' link and a 'SHARE FEEDBACK' button. The main content area has a header 'Describe the Collaborative Solutions of Microsoft 365' and a 'Summary' section. The summary includes text about the chapter's focus on collaboration tools like Forms, Planner, Viva Engage, and Power Platform, and mentions exploring the broader Viva suite and Microsoft Teams communication capabilities. It also预告了下一章关于现代端点管理的内容。 To the right, there's a 'Chapter Review Questions' section. It includes a note about the 'The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition' by Aaron Guilmette, Yura Lee, Marcos Zanre. Below this is a 'Select Quiz' section with a 'Quiz 1' button, a 'SHOW QUIZ DETAILS' dropdown, and a 'START' button.

Figure 4.25: Chapter Review Questions for Chapter 4

Chapter 5: Describe Endpoint Modernization, Management Concepts, and Deployment Options in Microsoft 365

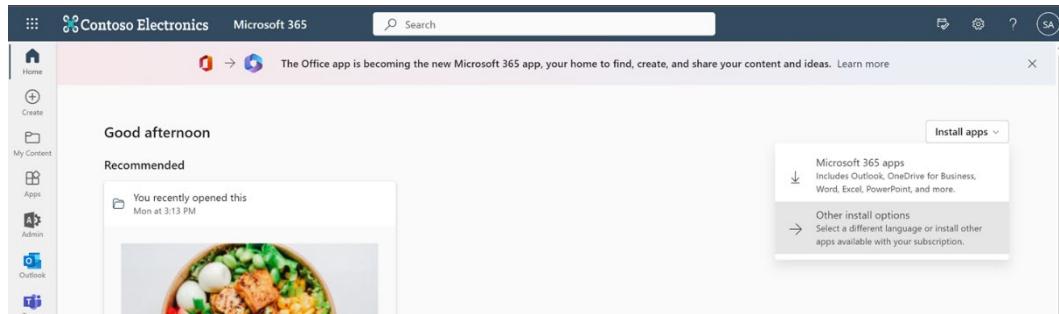


Figure 5.1 – Selecting apps to install

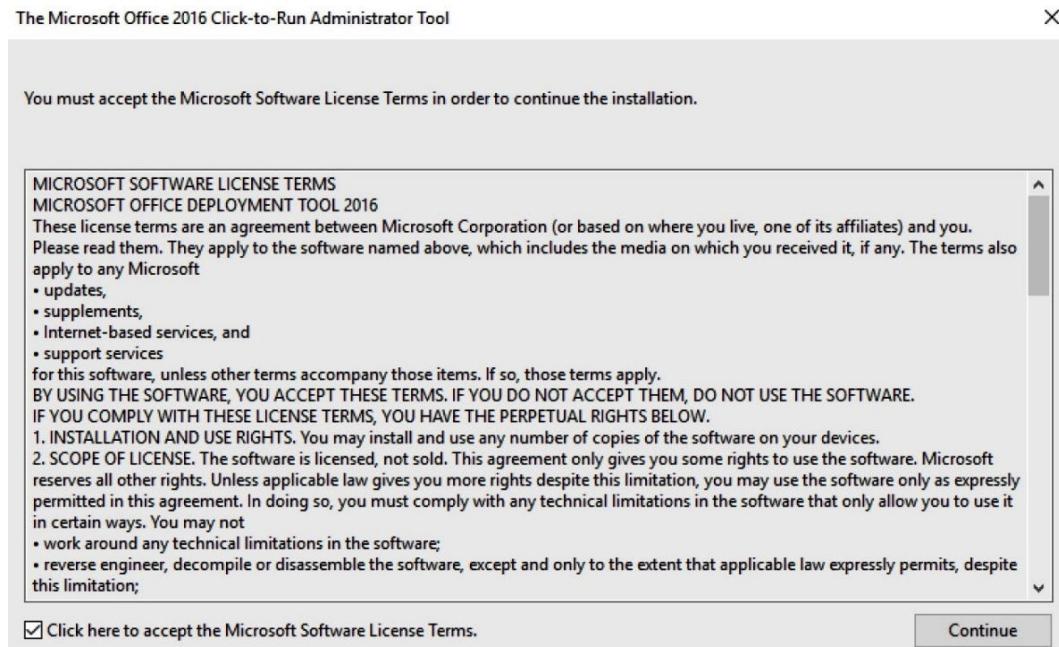


Figure 5.2 – The Microsoft Office 2016 C2R Administrator Tool

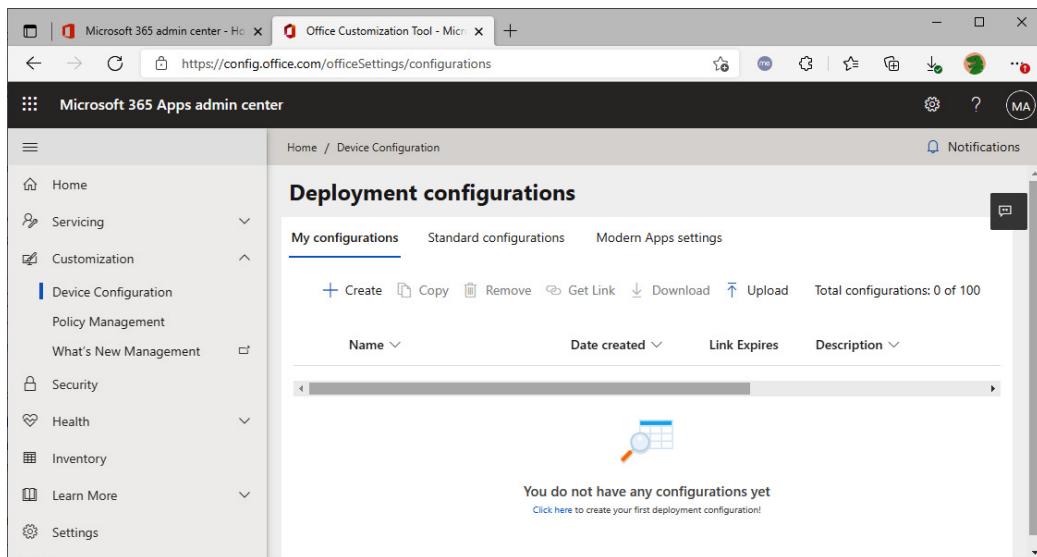


Figure 5.3 – Accessing the Office Configuration Tool in the Microsoft 365 portal

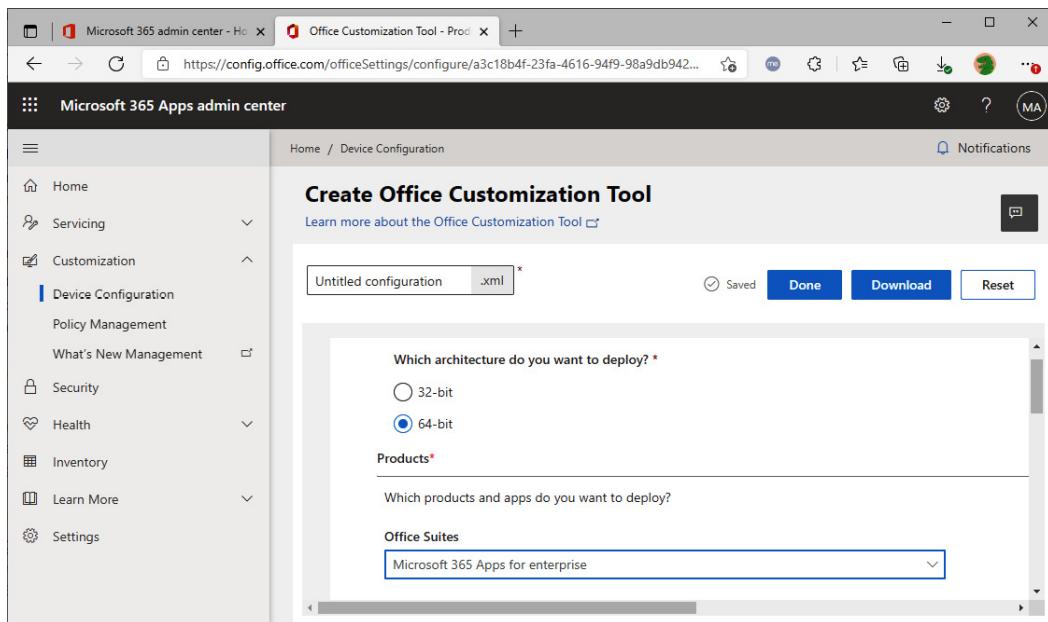


Figure 5.4 – Selecting Office Configuration Tool options

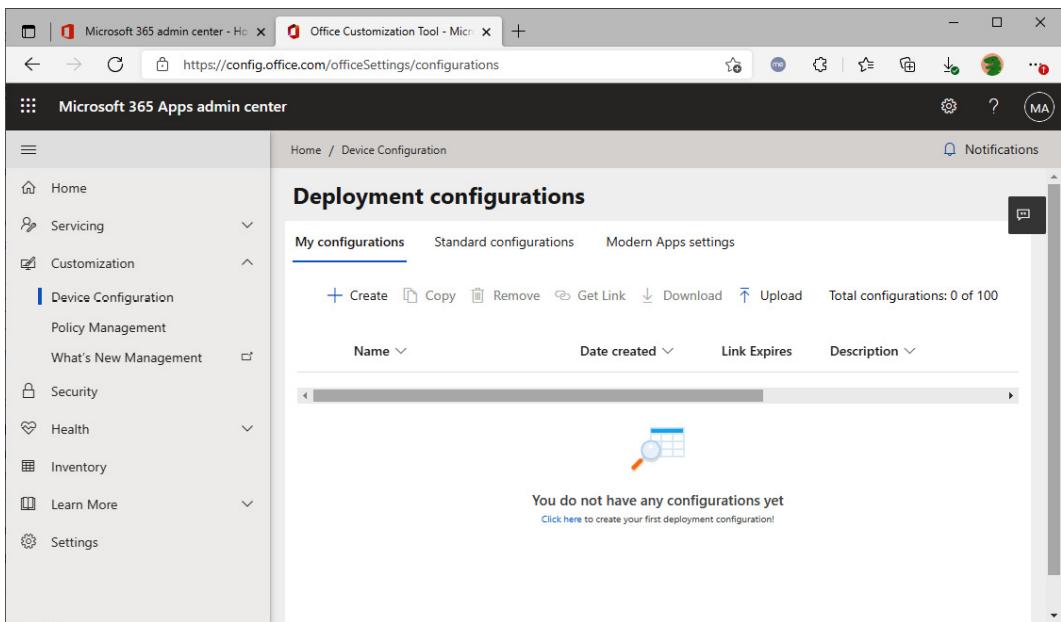


Figure 5.5 – Using the Office Customization Tool

The screenshot shows a dark-themed web page for "Practice Resources". At the top, there's a "Practice Resources" logo and a "SHARE FEEDBACK" button. Below that, a "DASHBOARD > CHAPTER 5" navigation bar. The main content area is titled "Describe Endpoint Modernization, Management Concepts, and Deployment Options in Microsoft 365" and includes a "Summary" section. The summary text discusses the WaaS model, feature updates, quality updates, servicing channels, and deployment rings. It also mentions Azure Virtual Desktop (AVD) and Windows 365. Finally, it notes the learning about deployment, configuration, and servicing methods for the Microsoft 365 Apps suite. To the right, there's a "Chapter Review Questions" section with a "Select Quiz" dropdown, showing "Quiz 1" and a "START" button. Below this, it lists the "The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition" by Aaron Guilmette, Yura Lee, and Marcos Zanre.

Figure 5.7: Chapter Review Questions for Chapter 6

Chapter 6: Describe the Analytics Capabilities of Microsoft 365

The screenshot shows the Microsoft Teams Viva Insights dashboard. At the top, there's a search bar and navigation links for Home, Stay connected, Protect time, Effective meetings, Inspiration library, and Preview. The main area is titled "Improve work life balance" and includes three cards: "Focus plan" (Get started), "Quiet time" (Get started), and "Virtual commute" (Get started). Below this, there's a section titled "Activities for you" with cards for "Praise" (Send praise, Praise history) and "headspace" (WFH: Ending your day, 10 MIN; Take a breather break, 1 MIN). On the left, there's a sidebar with icons for Home, Chat, News, Calendar, Calls, Files, Viva Insights, and Viva Insights Help.

Figure 6.1 – Personal Insights dashboard

The screenshot shows the Microsoft 365 admin center. The left sidebar lists categories: Home, Users, Teams & groups, Roles, Resources, Billing, Support, Settings, Setup, Reports, Health, Admin centers, Security, and Compliance. The main content area has a "M365 Demo Labs" header and a "Recommended for you" section titled "Customize with connectors". It includes a message about Microsoft Search for Business and a "View recommendation" button. Below this is a "+ Add cards" section with a "Microsoft Teams" card. At the bottom, there's a "Help & support" button and a "Give Feedback" button. The top right corner has "What's new?", "Dark mode", and a user profile icon.

Figure 6.2 – Microsoft 365 admin center

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with various links like Dashboard, Service health, Windows release health, etc. Below that is a section for 'Admin centers' with links for Security, Compliance, Identity, Exchange, SharePoint, Teams, and All admin centers. The main content area displays a table of admin centers with columns for Name and Description. The table includes entries for Azure ATP, Compliance, Dynamics 365 Apps, Exchange, Microsoft Defender ATP, Microsoft Entra, Office configuration, Power Apps, and Power Automate. At the bottom right of the main area are 'Help & support' and 'Give Feedback' buttons.

Name	Description
Azure ATP	Identify, detect, and investigate advanced threats, compromised identities, and malicious insider actions directed at your organization.
Compliance	Use the Microsoft Purview compliance portal to meet your compliance and privacy goals. You'll find integrated solutions that help protect sensitive info, manage data lifecycles, reduce insider risks, safeguard personal data, and more.
Dynamics 365 Apps	Use the Dynamics 365 admin center to manage your environment, manage capacity, monitor usage and perform other admin operations.
Exchange	Manage advanced email settings, such as quarantine, encryption, and mail flow rules.
Microsoft Defender ATP	Monitor and respond to security alerts on devices protected by next-generation protection, endpoint detection and response, and many other capabilities of Microsoft Defender Advanced Threat Protection.
Microsoft Entra	Use the Microsoft Entra admin center to manage identities, permissions, and network access. Microsoft Entra ID is the new name for Azure Active Directory.
Office configuration	Manage, configure, and monitor deployment of Microsoft 365 Apps for desktop and mobile devices.
Power Apps	Use the Power Platform admin center to manage activity, licenses, and generated Power Apps, which can connect to your data and work across multiple cloud services.
Power Automate	Manage the automation of repetitive and time-consuming tasks in the Power Platform admin center, where you can set up connections to web services, files, or cloud-based data sources.

Figure 6.3 – All admin centers page

The screenshot shows the Microsoft 365 admin center interface with a large black overlay covering most of the screen. A white modal window titled 'Welcome to Azure Cloud Shell' is centered. It contains a large right-pointing arrow icon. Below the icon, the text reads 'Welcome to Azure Cloud Shell'. Underneath that, it says 'Select Bash or PowerShell. You can change shells any time via the environment selector in the Cloud Shell toolbar. The most recently used environment will be the default for your next session.' At the bottom of the modal, there are two buttons: 'Bash' (highlighted with a dashed box) and 'PowerShell'. At the very bottom right of the main interface, there are 'Help & support' and 'Give Feedback' buttons.

Figure 6.4 – Azure Cloud Shell

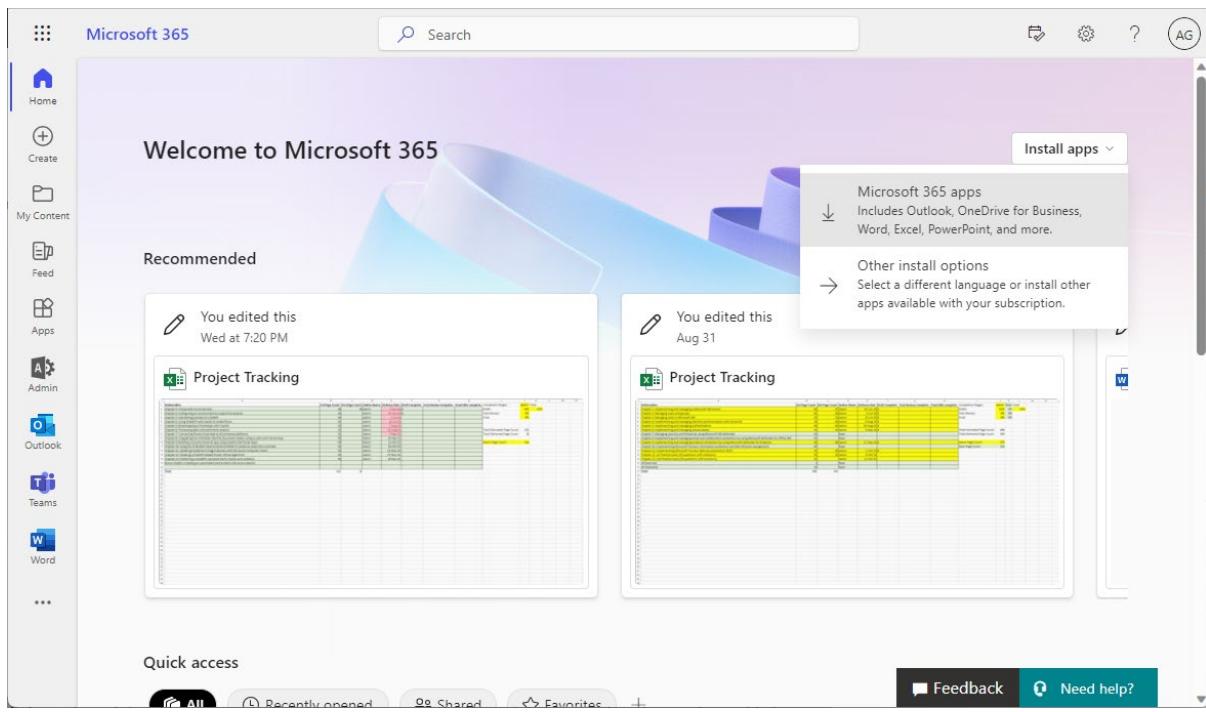


Figure 6.5 – Microsoft 365 user portal dashboard

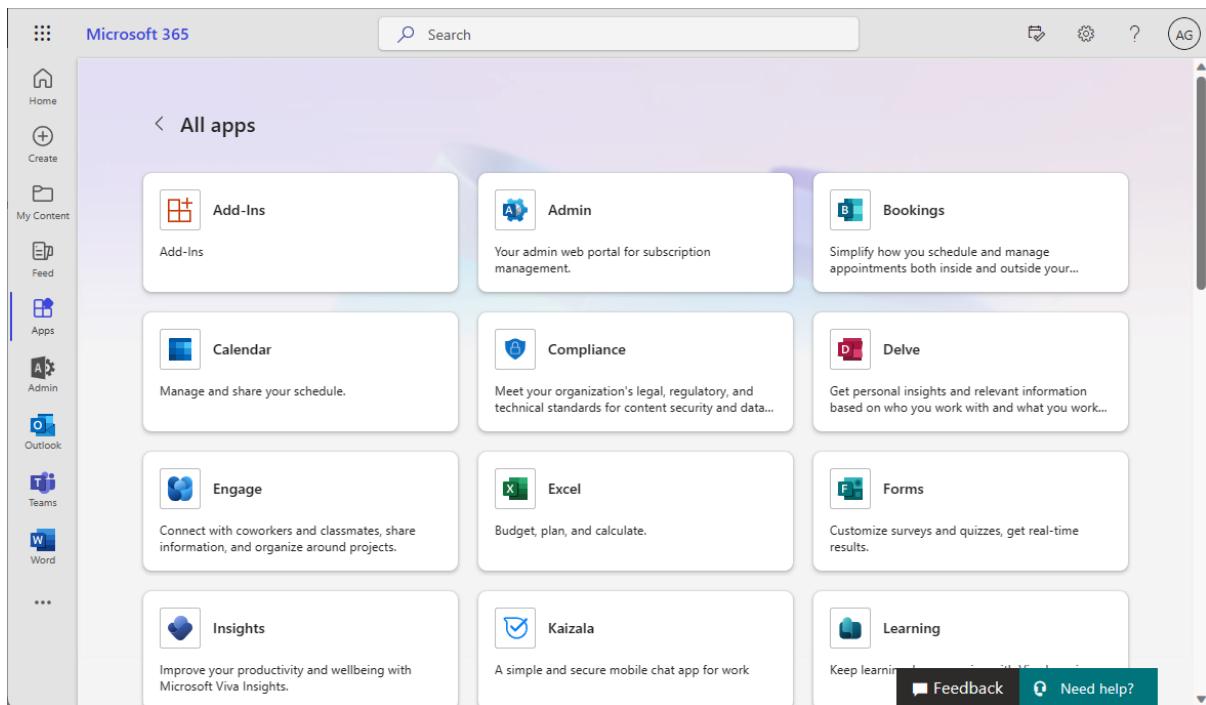


Figure 6.6 – Apps dashboard

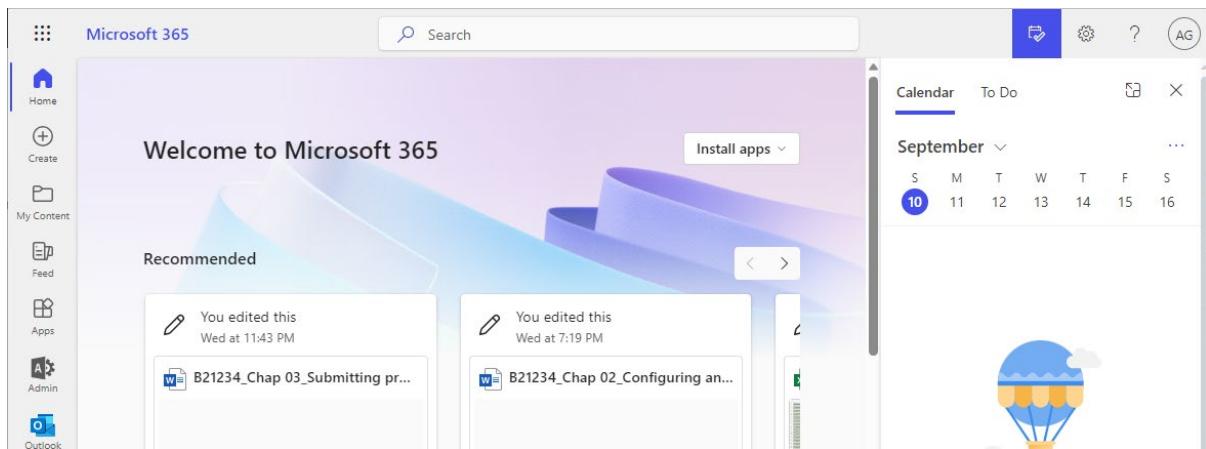


Figure 6.7 – My Day Calendar view

Your organization's score: 62%

Total score: 308/500 points

Score component	Value
People experiences	242/400
Technology experiences	66/100

Figure 6.8 – Adoption Score Overview tab

The screenshot shows the Microsoft 365 admin center interface. In the top navigation bar, the 'Microsoft 365 admin center' logo is on the left, followed by a search bar with a magnifying glass icon and placeholder text 'Search'. On the right are icons for dark mode, notifications, and account settings. Below the navigation bar, the breadcrumb path 'Home > Adoption Score > All available actions' is displayed. To the right of the path is a 'Dark mode' toggle switch. The main content area has a title 'Adoption Score' with a subtitle: 'Adoption Score provides insights into your organization's digital transformation journey through its use of Microsoft 365 and the technology experiences that support it. Your organization's score reflects people and technology experience measurements and can be compared to benchmarks from organizations similar to yours.' Below this, there are two tabs: 'Overview' and 'Actions', with 'Actions' being the active tab. A sub-header 'All available actions' is shown above a table. The table has columns for 'Name', 'Related category', 'Related metric', and 'Description'. Five rows of data are listed:

Name	Related category	Related metric	Description
Encourage people to create files in SharePoint or OneDrive	Content collaboration	People creating files, by location	Files saved in SharePoint or OneDrive
Encourage users to email files with cloud attachments	Content collaboration	People sharing files in email, by type	Emailing files with cloud attachments
Encourage people to communicate using Teams	Communication	People communicating, by modes	Create video calls or audio meetings
Encourage people to use @mentions in Outlook	Communication	New email threads receiving a response, by user	Using @mentions in email
Encourage people to use Outlook mobile	Mobility	People using Outlook across platforms	Using Outlook mobile

Figure 6.9 – Adoption Score Actions tab

This screenshot shows the Microsoft 365 admin center with the 'Actions' tab selected. A modal window titled 'Recommended action details' is open on the right side. The modal header includes a close button 'X'. The main content of the modal is titled 'Recommended action details' and contains the following text: 'To guide your org's digital transformation journey and help increase its Adoption Score, we recommend using organizational messages to encourage your employees to take specific actions based on how they're using Microsoft 365. [Learn more about organizational messages](#)'.

Below this, a specific action is highlighted: 'Encourage people to use @mentions in Outlook'. This section includes a 'PREVIEW' button, a description of the benefit ('Using @mentions in email improves response rate and focuses attention in a crowded inbox. Create a message to encourage the people in your org to use @mentions.'), and a 'Create message' button.

At the bottom of the modal, there is a 'Related insight' section with the title 'No people are using @mentions in emails' and a brief description: 'Using @mentions in email improves email response times and helps focus attention in a crowded inbox.'

Figure 6.10 – Adoption Score recommended action

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with various icons and links. The main content area has a breadcrumb trail: Home > Advanced deployment guides & assistance > Adoption Score. The current section is 'Messages', which is selected and highlighted in blue. The main title is 'Create messages'. Below it, there's a brief description: 'Select from the messages below to encourage people to transform and help increase its Adoption Score or learn more about a particular insight.' There are two options listed: 'A message from your admin' and 'A message from your admin' (repeated). Both options have detailed descriptions of their purpose and button text. A preview window shows a sample message card. At the bottom, there are 'Back' and 'Next' buttons, and a 'Save and Close' button.

Figure 6.11 – Creating a custom message based on an action

The screenshot shows the Microsoft 365 admin center interface. The left sidebar has a 'Usage' section selected. The main content area has a title 'Usage'. Under 'Overview', there's a note: 'Microsoft 365 usage reports show how people in your business are using Microsoft 365 services. Reports are available for the last 7 days, 30 days, 90 days, and 180 days. Data won't exist for all reporting periods right away. The reports become available within 48 hours. Learn more about Microsoft 365 usage reports'. Below this is a chart titled 'Active users' showing usage trends for different services over time. The chart includes a legend for Microsoft 365 Apps, Exchange, OneDrive, SharePoint, Viva Finance, and Microsoft Teams. The x-axis shows dates from Aug 11 to Sep 9. The y-axis shows user activity levels. The chart shows periodic spikes in usage for most services, with Microsoft Teams being the most active.

Figure 6.12 – Microsoft 365 Usage metrics

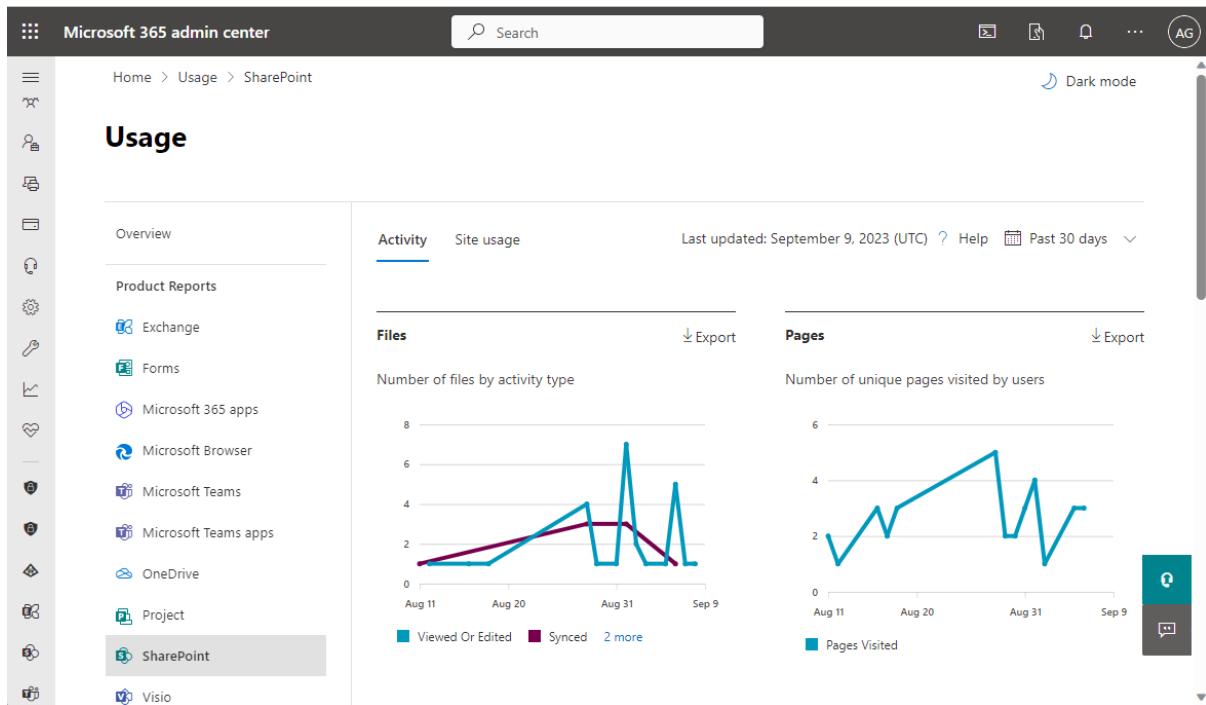


Figure 6.13 – SharePoint Usage metrics

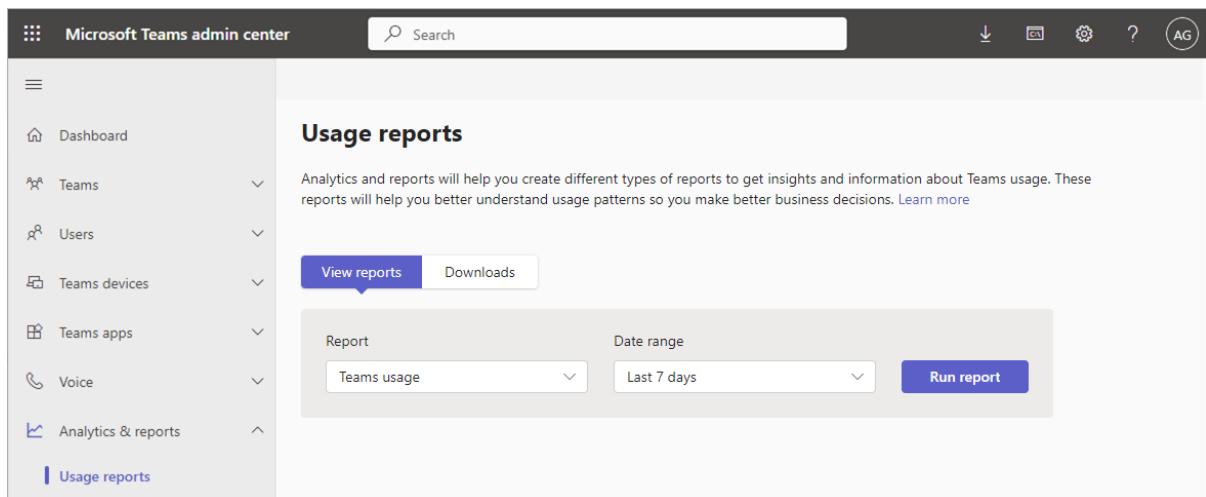


Figure 6.14 – Teams Usage reports

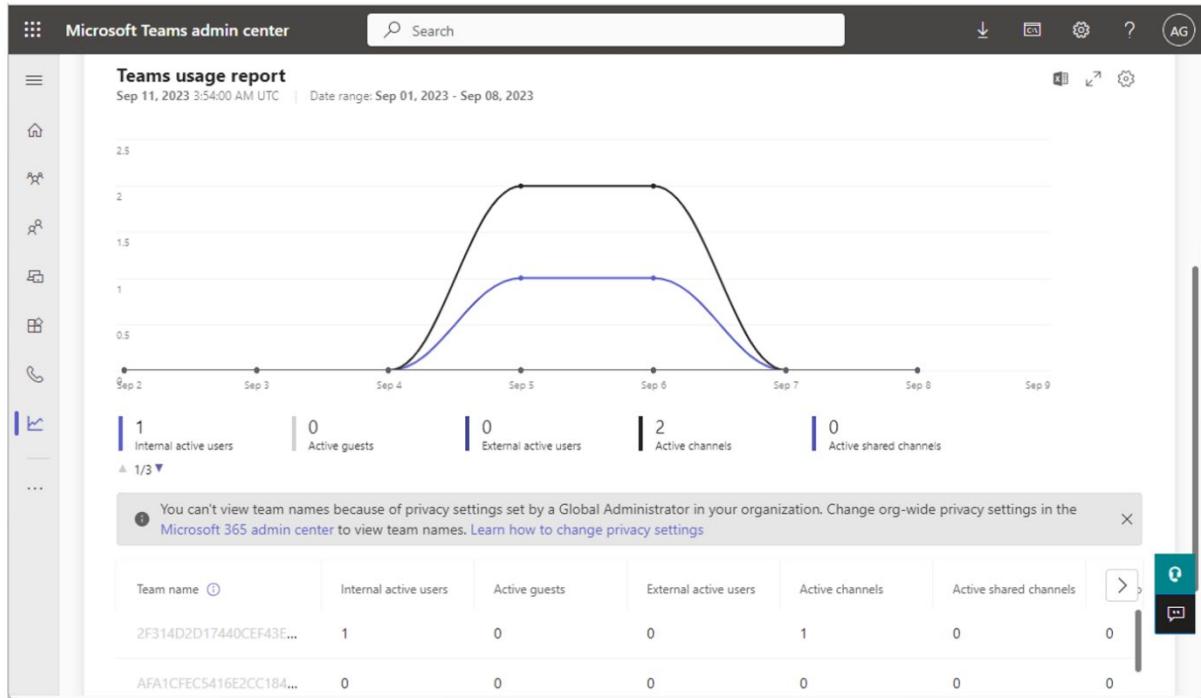


Figure 6.15 – Example Teams usage report

kp Practice Resources

DASHBOARD > CHAPTER 6

Describe the Analytics Capabilities of Microsoft 365

Summary

In this chapter, you learned about the insights and reporting capabilities of the Microsoft 365 platform (namely through Viva Insights, Microsoft 365 Adoption Score, and Usage metrics). You also saw examples of both the Microsoft 365 admin interfaces as well as the Microsoft 365 user portal interfaces. In the next chapter, you'll explore what zero trust means from a security perspective.

Chapter Review Questions

The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition by Aaron Guilmette, Yura Lee, Marcos Zanre

Select Quiz

Quiz 1 [SHOW QUIZ DETAILS](#) [START](#)

Figure 6.17: Chapter Review Questions for Chapter 6

Chapter 7: Describe Zero Trust Principles for Microsoft 365

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with links like Home, Users (Active users, Contacts, Guest users, Deleted users), Teams & groups (Active teams & groups, Deleted groups, Shared mailboxes), Roles, Resources, Billing, and Purchase services. The main content area is titled "Manage admin roles". It shows a list of users: Debra Berger (selected), Delia Dennis, Diego Siciliani, Gerhart Moller, Grady Archie, Irvin Sayers, Isaiah Langer, Johanna Lorenz, Joni Sherman, Lee Gu, Lidia Holloway, Lynne Robbins, and Mallory Cortez. Below the list, there are two radio button options: "User (no admin center access)" and "Admin center access" (which is selected). A note explains that Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Other roles listed include Exchange Administrator, Global Administrator, Global Reader, Helpdesk Administrator, Service Support Administrator, SharePoint Administrator, and Teams Administrator. At the bottom right is a "Save changes" button.

Figure 7.1 – Assigning an admin role

The screenshot shows the 'Roles and administrators | All roles' page in the Azure Active Directory admin center. The left sidebar includes links for Dashboard, Contoso | Roles and administrators, All roles (which is selected), Diagnose and solve problems, Activity (Access reviews, Audit logs), Troubleshooting + Support (New support request), and Help & feedback. The main content area displays a table of built-in roles:

Role	Description	Type
Application administrator	Can create and manage all aspects of app registrations and ...	Built-in
Application developer	Can create application registrations independent of the 'Use...' ...	Built-in
Attack payload author	Can create attack payloads that an administrator can initiate ...	Built-in
Attack simulation administrator	Can create and manage all aspects of attack simulation cam...	Built-in
Attribute assignment administrator	Assign custom security attribute keys and values to support...	Built-in
Attribute assignment reader	Read custom security attribute keys and values for support...	Built-in
Attribute definition administrator	Define and manage the definition of custom security attribut...	Built-in
Attribute definition reader	Read the definition of custom security attributes.	Built-in
Authentication administrator	Has access to view, set, and reset authentication method inf...	Built-in

Figure 7.2 – AAD Roles and administrators blade

The screenshot shows the 'Privileged Identity Management | Quick start' page in the Microsoft Azure portal. The left sidebar includes links for Home, Quick start (selected), My roles, My requests, Approve requests, Review access, Manage (Azure AD roles, Privileged access groups (Preview), Azure resources), Activity (My audit history), Troubleshooting + Support (Troubleshoot, New support request), and Help & feedback. The main content area displays a message: 'You are using the updated Privileged Identity Management experience for Azure AD roles.' Below this, there are two sections: 'Manage your privileged access' with a description and links to 'Manage access' and 'Activate just in time', and two icons illustrating user management and just-in-time activation.

Figure 7.3 – Privileged Identity Management

The screenshot shows the Microsoft 365 Defender Audit search interface. At the top, there's a search bar and navigation icons. Below it, a blue banner says "Start recording user and admin activity". The main area has tabs for "New Search" (which is selected), "Classic Search", and "Audit retention policies". It displays metrics: "Searches completed" (1), "Active searches" (0), and "Active unfiltered searches" (0). There are filters for "Date and time range (UTC)" (start at Dec 04, end at Dec 05), "Activities" (choose which activities to search for), "File, folder, or site" (enter search terms), and "Users" (add users whose audit logs you want to see). A "Search name" field is present, and "Search" and "Clear all" buttons are at the bottom. Below the search controls is a toolbar with "Copy this search", "Delete", and "Refresh" buttons. The results table shows one item: a job named "Nov 16 - Nov 17" completed at 100% with 2 results, performed by "admin@m365x28687604.onmicrosoft.com" on Nov 17, 2022.

Figure 7.4 – Enabling auditing

The screenshot shows the Microsoft Purview Audit search results page for Contoso Electronics. The title is "Audit > Audit search" and the date range is "Thursday, Nov 10, 2022 12:00:00 AM to Thursday, Nov 17, 2022 12:00:00 AM". A "Download all results" button is highlighted. The results table has columns: IP Address, User, Activity, and Item. The table lists 150 items from Nov 15 to Nov 16, 2022, detailing various audit events such as mailbox item creation, access, password resets, and user updates. The last few rows show items from Nov 15, 2022, 2:45 AM, including "Reset user password" for "admin@m365x28687604.onmicrosoft...." and "Update StsRefreshTokenValidFrom Ti..." for "admin@m365x28687604.onmicrosoft....".

Figure 7.5 – Exporting audit search results to a CSV file

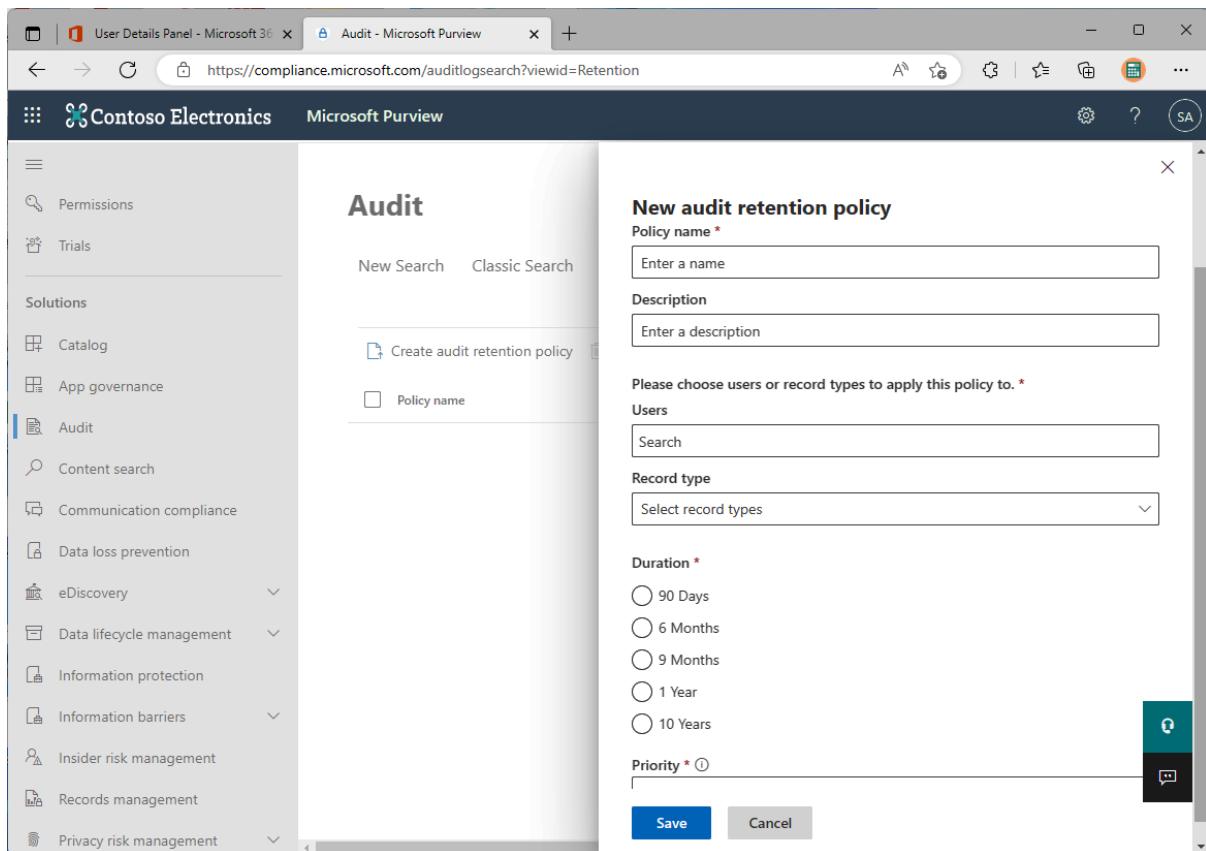


Figure 7.6 – Audit retention policy

We detected activity related to one of your alerts

You're getting this message because there's activity in your Office 365 organization that matches the alert 'External sharing alert'.

Activity: SharingSet

User: pilarp@contoso.com

Item: <https://contoso.sharepoint.com/Documents/Budget2016.xlsx>

Client IP address: 10.10.10.10

Time of activity: 6/20/2016 2:41:31 PM

What's Next?

- a. [Search the audit log for this user](#)
- b. [Search the audit log for this item](#)
- c. [Search the audit log for this activity](#)

Need help searching the audit log?

Check out [Search the audit log in the Security & Compliance Center](#)

Thanks,

The Office 365 team



Figure 7.7 – An activity alert email triggered from a user-specific action

The screenshot shows the Microsoft Defender for Cloud Apps interface. The title bar says "Microsoft Defender for Cloud Apps". The main heading is "Alerts". Below it is a "Filters" section with dropdowns for Status (OPEN), Category (Select risk category), Severity (High, Medium, Low), App (Select apps), User name (Select users), and Policy (Select policy). There are also "Bulk selection" and "Export" buttons. The main area displays a table of 44 alerts, each with a status icon (OPEN), resolution type (—), severity (High, Medium, Low), date (e.g., 11/8/22, 5:10 PM), and a more options button. The alerts listed include "Publicly shared confidential files", "Rare apps with high permissions", and "Risky sign-in: Password Spray".

Figure 7.8 – MDA alerts

The screenshot shows the Microsoft 365 admin center. The title bar says "Settings - Microsoft 365 admin center". The main heading is "Org settings". The left sidebar shows navigation items like Home, Users, Teams & groups, Roles, Resources, Billing, Support, Settings, Domains, Search & intelligence, Org settings (which is selected), Integrated apps, Partner relationships, Setup, Reports, Health, and Admin centers. The main content area is titled "Org settings" and has tabs for Services, Security & privacy (which is selected), and Organization profile. It includes a search bar and a "Dark mode" toggle. Below the tabs is a table with 8 items, showing columns for Name and Description. The items listed are: Bing data collection (Description: Choose whether Bing can learn from your organization's search behavior to better...), Customer lockbox (Description: Set requirements for data access.), Idle session timeout (Description: Automatically sign users out of the Office web apps after a period of inactivity.), Password expiration policy (Description: Set the password policy for all users in your organization. This row is highlighted with a blue background), Privacy profile (Description: Set the privacy statement of your organization.), Privileged access (Description: Set scoped access for privilege tasks and data access within your organiz...), and Self-service password reset (Description: Let users reset their own forgotten passwords rather than contacting your organiz...).

Figure 7.9 – Password expiration policy

The screenshot shows the Microsoft Azure portal with the URL https://portal.azure.com/#view/Microsoft_AAD_IAM/PasswordResetMenuBlade/~/OnPremisesIntegration. The user is signed in as admin@M365x2868760... from the tenant CONTOSO (M365x28687604.ON...). The page title is "Password reset | On-premises integration". The left sidebar shows navigation options like Home, Password reset, Diagnose and solve problems, Manage, Activity, and Troubleshooting + Support. Under Manage, the "On-premises integration" option is selected. The main content area displays status messages: "Your on-premises writeback client is up and running." (green background) and "Azure AD Connect sync agent" (Status: Set up complete) and "Azure AD Connect provisioning agent (cloud sync)" (Status: Not detected). Below these are "Manage settings" options: "Enable password write back for synced users" (checked), "Write back passwords with Azure AD Connect cloud sync" (unchecked), and "Allow users to unlock accounts without resetting their password?" (unchecked). At the bottom are "Save" and "Discard" buttons.

Figure 7.10 – Azure SSPR

The screenshot shows the SharePoint admin center with the URL https://m365x28687604-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx#/accessControl. The user is signed in as SA. The page title is "Access control". The left sidebar shows navigation options like Home, Sites, Policies, Sharing, Access control (selected), Settings, Content services, Migration, Reports, More features, Customize navigation, and Show all. The main content area displays several access control settings: "Unmanaged devices" (Restrict access from devices that aren't compliant or joined to a domain), "Idle session sign-out" (Automatically sign out users from inactive browser sessions), "Network location" (Allow access only from specific IP addresses), "Apps that don't use modern authentication" (Block access from Office 2010 and other apps that can't enforce device-based restrictions), and "Limit OneDrive access" (Limit access to OneDrive by security group). At the bottom are "Need help?" and "Feedback" buttons.

Figure 7.11 – Device access controls in the SharePoint admin center

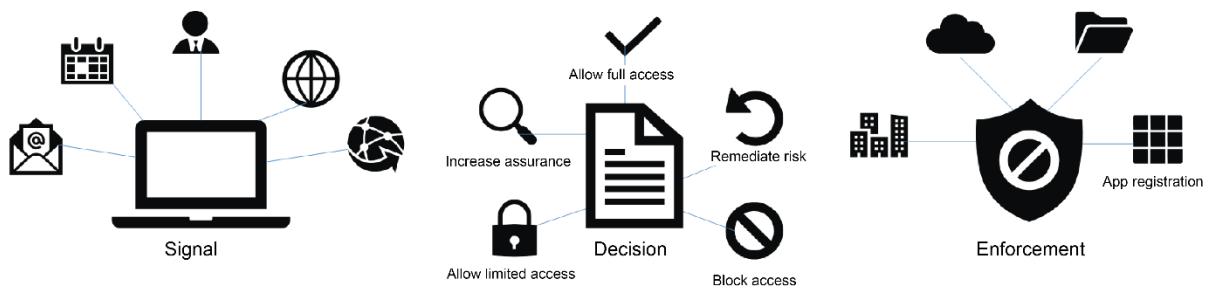


Figure 7.12 – Conditional Access overview

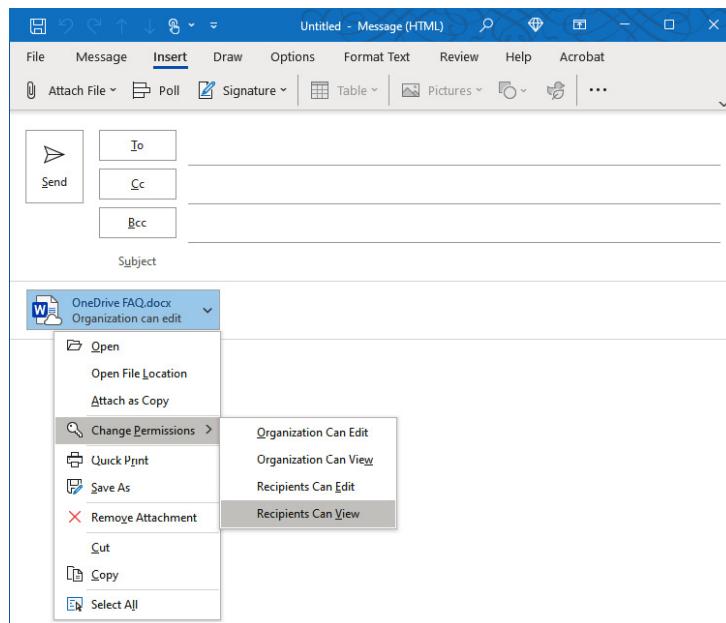


Figure 7.13 – Managing attachment permissions in Outlook

← Manage access Employee Engagement Plan.docx ×

⊖ Stop sharing

⊕ Links giving access ⓘ

 https://m365x28687604-my.sharepoint.com/... Copy ...

People you specify can edit

This link works for ^

 Isaiah Langer Sales Rep ×

 Lynne Robbins Planner ×

⊕ Direct access ⓘ

 System Administrator Owner

[Advanced](#)

Figure 7.14 – OneDrive permissions management

The screenshot shows the SharePoint admin center's Sharing page. On the left, a navigation menu includes Home, Sites, Active sites, Deleted sites, Policies (selected), Sharing, Access control, Settings, Content services, Migration, Reports, More features, Customize navigation, and Show all. The main content area is titled "Sharing" and describes how to control sharing at the organization level. It features a "External sharing" section with a slider for "Content can be shared with:" ranging from "Most permissive" (Anyone) to "Least permissive" (Only people in your organization). Below the slider, it says "You can further restrict sharing for each individual site and OneDrive." A "More external sharing settings" link is also present. At the bottom, there is a "File and folder links" section.

Figure 7.15 – SharePoint and OneDrive sharing different levels of controls

The screenshot shows the Microsoft Purview Audit page. The top navigation bar includes the Contoso Electronics logo and the Microsoft Purview logo. The main content area is titled "Audit" and has tabs for New Search (selected), Classic Search, and Audit retention policies. It displays search statistics: 1 completed search, 0 active searches, and 0 active unfiltered searches. Below this are search filters for Date and time range (UTC), Activities (Sharing selected), Users, and File, folder, or site. A search bar contains the keyword "Sharing". The results pane shows a list of sharing and access request activities with checkboxes. The bottom of the screen shows search controls: Search, Clear all, Copy this search, Delete, Refresh, and a status message "1 item".

Figure 7.16 – Audit activities

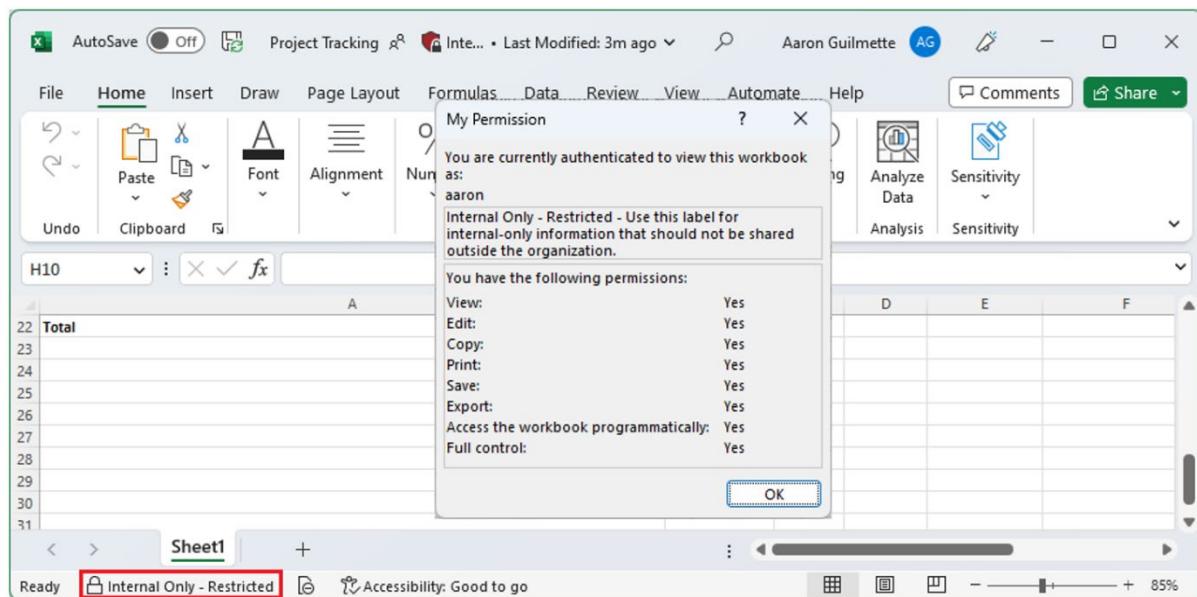


Figure 7.17 – Classification label

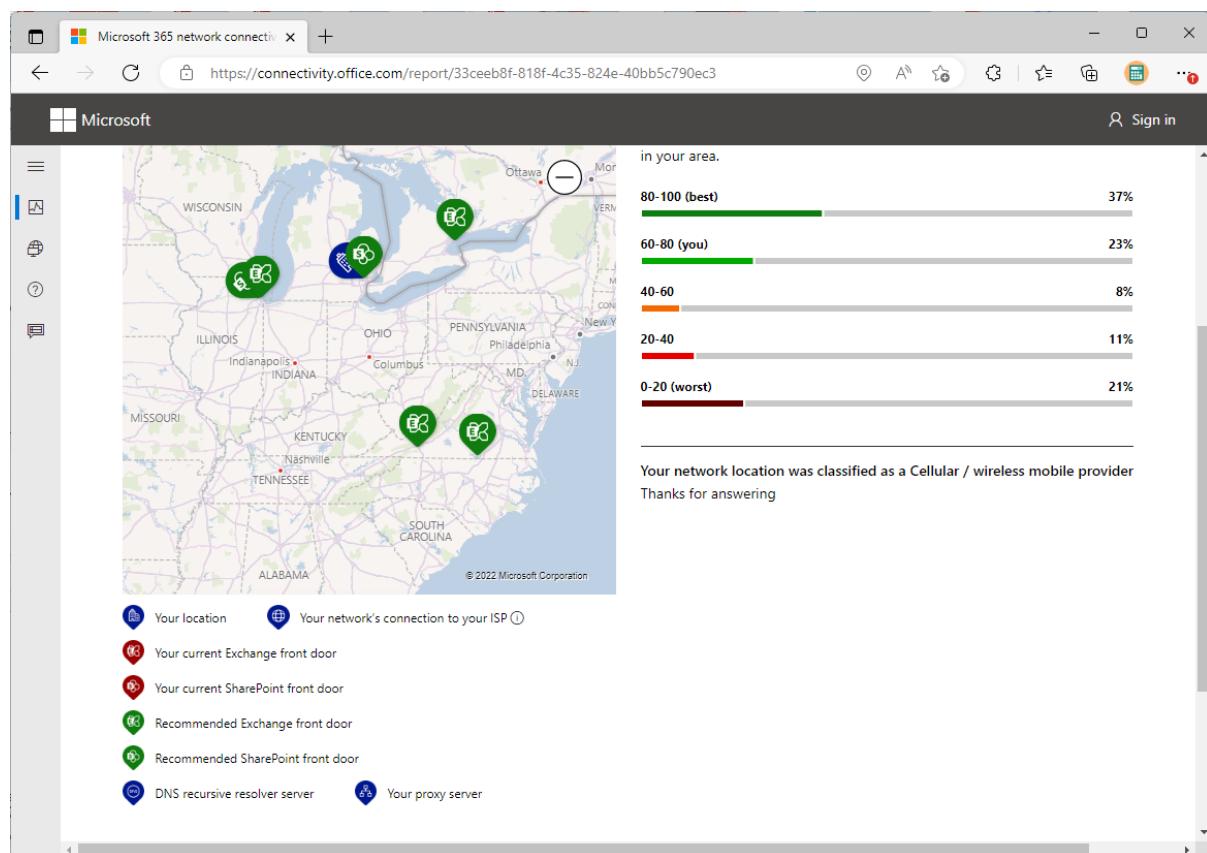


Figure 7.18 – Network Onboarding tool

Contoso Report 1

Allowed bandwidth: 30 %

Projected impact of Microsoft Teams
Dec 07, 2022 6:06:44 PM EST

Network site	Type	Impact	Audio	Video	Screenshare	Mic
Seattle 5000 network users	WAN Microsoft 365	0 Mbps 214.6366 Mbps	0 Mbps 8.6306 Mbps	0 Mbps 140.971 Mbps	0 Mbps 56.651 Mbps	0 8.

Figure 7.19 – Network Planner for Microsoft Teams to deduce the traffic in a Teams workload

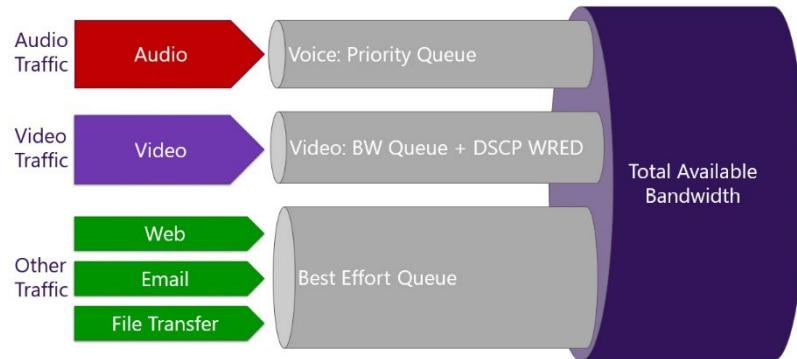


Figure 7.20 – QoS example

DASHBOARD > CHAPTER 7

Describe Zero Trust Principles for Microsoft 365

Summary

Microsoft 365 was built with security features in mind. Administrators should take some time to review the wide range of features and controls that are available to them for delegating and administering the security aspects of tenants.

In this chapter, you learned about the overall principles of zero-trust security and its concepts and controls, including managing identity, endpoints, apps, data, infrastructure, and networking. In addition, you grasped ways to manage access to resources through credentials, network perimeter controls, and Conditional Access, as well as using encryption as a layer to protect against unauthorized access or data modification.

In the next chapter, you will cover identity protection and management.

Chapter Review Questions

The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition by Aaron Guilmette, Yura Lee, Marcos Zanre

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS](#) ▾

START

Figure 7.22: Chapter Review Questions for Chapter 7s

Chapter 8: Understand Identity and Access Management Solutions

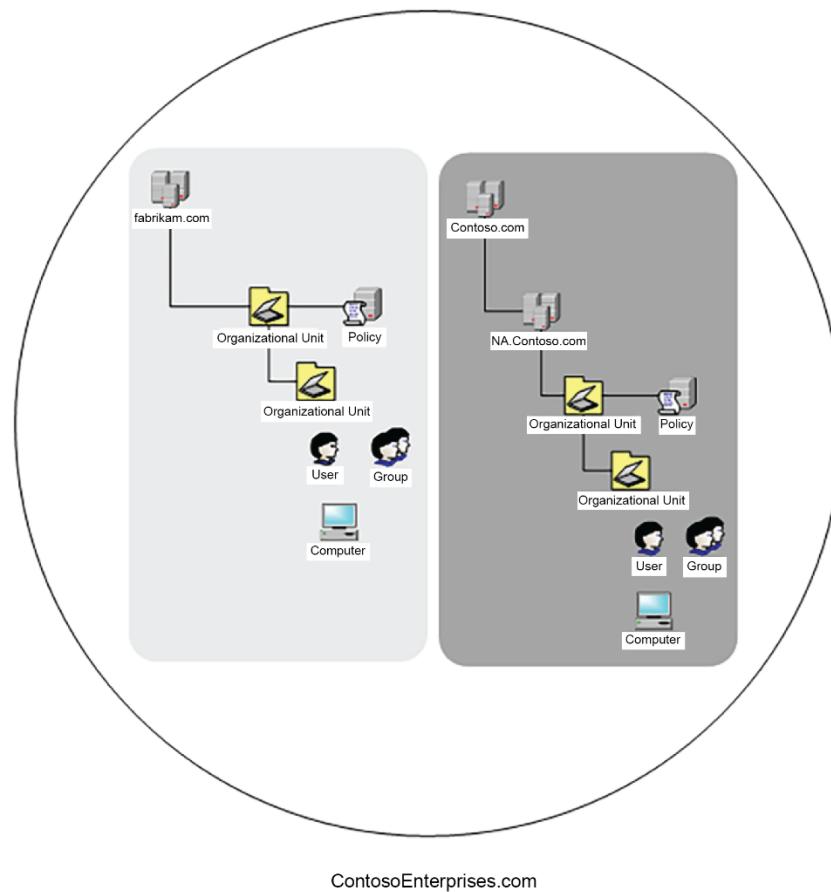


Figure 8.1 – Active Directory diagram

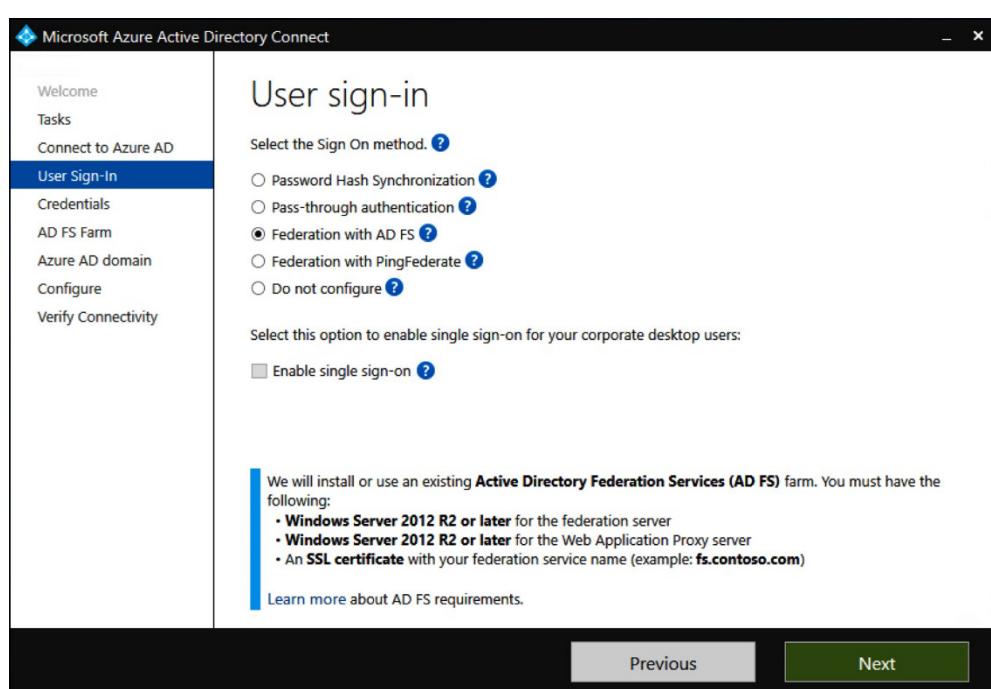


Figure 8.2 – The AAD Connect setup User sign-in page

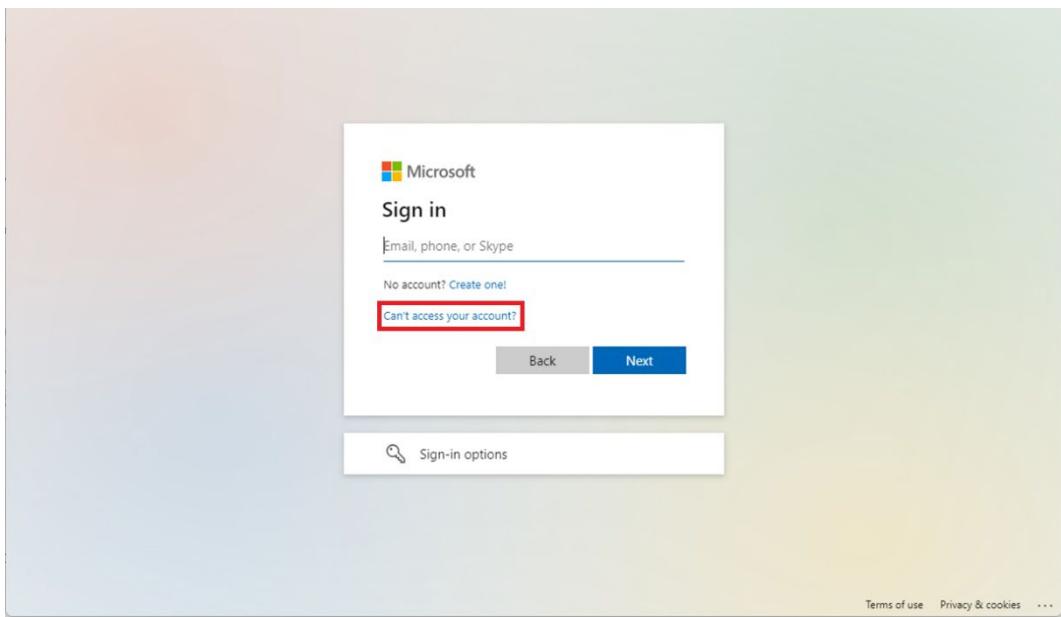


Figure 8.3 – Microsoft 365 sign-in page

A screenshot of the Microsoft Azure portal showing the "Password reset | Properties" page for "M365 Demo Labs - Azure Active Directory". The top navigation bar includes the Microsoft Azure logo, a search bar, and user information. The main content area shows the "Properties" tab selected. On the left is a sidebar with "Manage" and "Properties" sections. The "Properties" section contains "Authentication methods", "Registration", "Notifications", "Customization", "On-premises integration", and "Administrator Policy". The "Administrator Policy" section is highlighted with a blue box and contains a note: "These settings only apply to end users in your organization. Admins are always enabled for self-service password reset and are required to use two authentication methods to reset their password. Click here to learn more about administrator password policies." Buttons for "Save" and "Discard" are at the top right of this section.

Figure 8.4 – SSPR features offered in the Azure portal

DASHBOARD > CHAPTER 8

Understanding Identity and Access Management

Summary

As you've seen, there is a multitude of configuration options available to help organizations of all sizes meet their identity, authentication, and security needs.

In this chapter, you have learned the differences between cloud, synchronized, and federated identity, as well as the security controls available with EMS and Azure AD premium, such as Conditional Access and access reviews. You learned which identity model can be used to help meet specific requirements — for example, if your organization needs on-premises identity authentication to comply with your security needs, you now know that you should choose between pass-through authentication and federated identity.

You also learned about some of the commonly implemented features of the Microsoft 365 platform, including SSPR and multi-factor authentication.

In the next chapter, you're going to look at technologies that enable endpoint security control and management.

Chapter Review Questions

The Microsoft 365 Certified Fundamentals MS-900 Exam Guide – Third Edition by Aaron Guilmette, Yura Lee, Marcos Zanre

Select Quiz

Quiz 1

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START

Figure 8.6: Chapter Review Questions for Chapter 8

Chapter 9: Describe the Threat Protection Solutions of Microsoft 365

 Practice Resources

[REPORT ISSUE](#)

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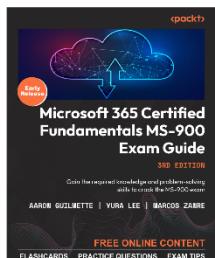
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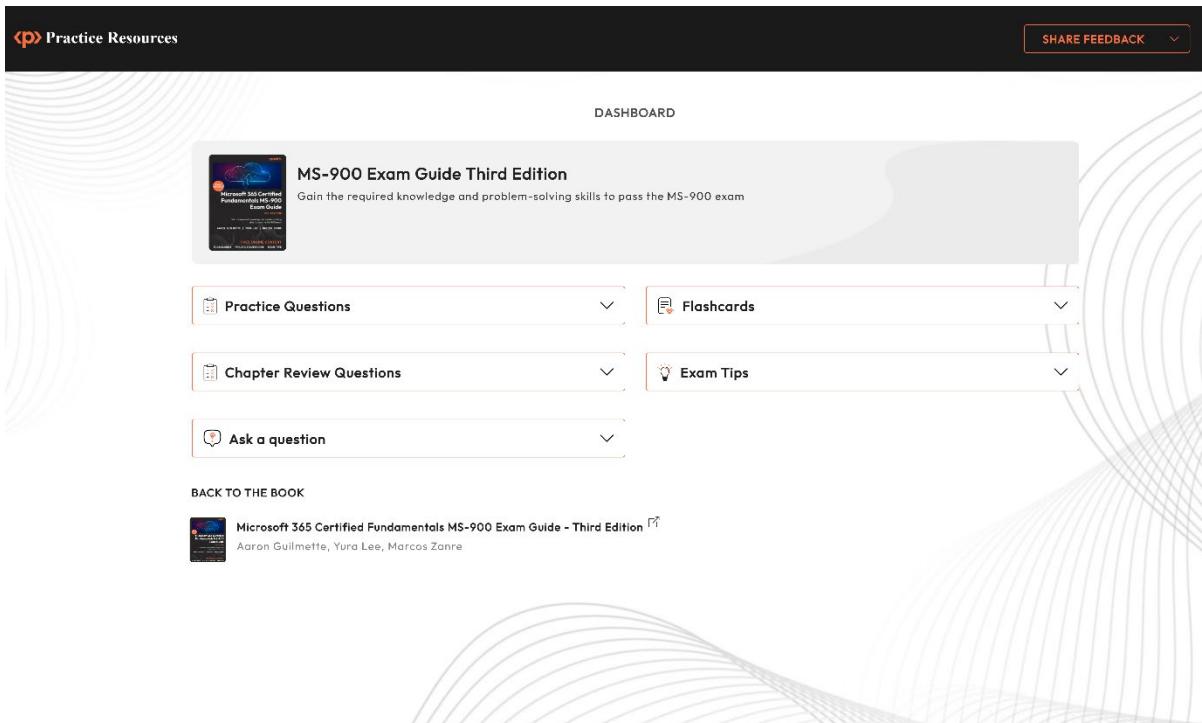
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Figure 9.4: Page that shows up when you've successfully unlocked the free online content



The dashboard page displays the following content:

- MS-900 Exam Guide Third Edition**: A summary card with the book cover, title, subtitle, authors (Aaron Guilmette, Yura Lee, Marcos Zanre), and publication details (Nov 2023, 450 pages). It also includes a "Share Feedback" button.
- PRACTICE RESOURCES**: A section with four expandable dropdown menus:
 - Practice Questions**
 - Chapter Review Questions**
 - Ask a question**
 - Flashcards**
- BACK TO THE BOOK**: A link to the book's page.

Figure 9.5: Dashboard page upon successful unlock of practice resources

Microsoft 365 Defender

Home

Microsoft Secure Score

Secure Score: 33.76%
83.06/246 points achieved

Microsoft Secure Score is a representation of your organization's security posture, and your opportunity to improve it.

Score last calculated 12/07

0% 100%

11/04 11/07 11/10 11/13 11/16 11/19 11/22 11/25 11/28 12/01 12/04 12/07

Category	Score
Identity	24.69%
Data	77.78%
Apps	34.66%

Device compliance

Intune device compliance status

Compliant (Orange), Not evaluated (Grey), Noncompliant (Yellow), In grace period (Green)

View details

Devices with active malware

No managed devices

Track security events and enforce configuration and compliance policies through Intune device management

Figure 9.7 – Microsoft 365 Defender portal

Turn on Microsoft Defender Antivirus real-time protection for Linux

To address

Go to threat and vulnerability management to take action [Manage tags](#)

General Exposed entities Implementation

Description

This status indicates that Microsoft Defender Antivirus real-time protection is disabled.

Implementation status

1/1 exposed devices

Details

Points achieved 0/10

History 0 events

Category Device

Product

[Manage in Microsoft 365 Defender](#) [Share](#)

Figure 9.8 – Secure Score recommended action for MDE

Figure 9.9 – Device Inventory page

Figure 9.10 – Configuration management dashboard

The screenshot shows the Microsoft 365 Defender Threat policies page for the organization 'Contoso Electronics'. The left sidebar contains navigation links for Actions & submissions, Threat intelligence, Secure score, Learning hub, Trials, Partner catalog, Assets, and Identities. Under 'Assets', there are sub-links for Email & collaboration, Investigations, Explorer, Review, Campaigns, Threat tracker, Exchange message trace, Attack simulation training, Policies & rules, Cloud apps, and Cloud discovery.

The main content area is titled 'Threat policies' and includes a note: 'User reported settings has moved from this page to Settings. Go to Settings'. It features two sections: 'Templated policies' (with Preset Security Policies and Configuration analyzer) and 'Policies' (listing Anti-phishing, Anti-spam, Anti-malware, Safe Attachments, and Safe Links). Below these are 'Rules' (listing Tenant Allow/Block Lists, Email authentication settings, Advanced delivery, and Enhanced filtering).

Figure 9.11 – Microsoft Defender for Office Threat policies page

Microsoft Secure Score

Recommended actions								
Rank	Recommended action	Score impact	Points achieved	Status	Regressed	Have license?	Category	Product
1	Create Safe Links policies for email messages	+2.51%	0/9	<input type="radio"/> To address	No	No	Apps	Defender for Office
2	Turn on Safe Attachments in block mode	+2.23%	0/8	<input type="radio"/> To address	No	No	Apps	Defender for Office
3	Ensure that intelligence for impersonation protection is enabled	+2.23%	0/8	<input type="radio"/> To address	No	No	Apps	Defender for Office
4	Move messages that are detected as impersonated users by me	+2.23%	0/8	<input type="radio"/> To address	No	No	Apps	Defender for Office
5	Enable impersonated domain protection	+2.23%	0/8	<input type="radio"/> To address	No	No	Apps	Defender for Office
6	Set the phishing email level threshold at 2 or higher	+2.23%	0/8	<input type="radio"/> To address	No	No	Apps	Defender for Office
7	Enable impersonated user protection	+2.23%	0/8	<input type="radio"/> To address	No	No	Apps	Defender for Office
8	Quarantine messages that are detected from impersonated domains	+1.67%	0/6	<input type="radio"/> To address	No	No	Apps	Defender for Office
9	Quarantine messages that are detected from impersonated users	+1.67%	0/6	<input type="radio"/> To address	No	No	Apps	Defender for Office

Figure 9.12 – Secure Score's recommended actions for MDO

Figure 9.13 – MDI dashboard highlighting admins

Microsoft Secure Score

Rank	Recommended action	Score impact	Points achieved	Status	Regressed	Have license?	Category	Product
1	Require multifactor authentication for administrative roles	+2.79%	0/10	<input type="radio"/> To address	No	Yes	Identity	Azure Active Directory
2	Ensure all users can complete multifactor authentication	+2.51%	0/9	<input type="radio"/> To address	No	Yes	Identity	Azure Active Directory
3	Enable policy to block legacy authentication	+2.23%	0/8	<input type="radio"/> To address	No	Yes	Identity	Azure Active Directory
4	Protect all users with a user risk policy	+1.95%	0/7	<input type="radio"/> To address	No	No	Identity	Azure Active Directory
5	Protect all users with a sign-in risk policy	+1.95%	0/7	<input type="radio"/> To address	No	No	Identity	Azure Active Directory
6	Do not allow users to grant consent to unreliable applications	+1.11%	0/4	<input type="radio"/> To address	No	Yes	Identity	Azure Active Directory
7	Enable self-service password reset	+0.28%	0.05/1	<input type="radio"/> To address	No	No	Identity	Azure Active Directory
8	Do not expire passwords	+2.23%	8/8	<input checked="" type="radio"/> Completed	No	Yes	Identity	Azure Active Directory
9	Use least privileged administrative roles	+0.28%	1/1	<input checked="" type="radio"/> Completed	No	Yes	Identity	Azure Active Directory
10	Designate more than one global admin	+0.28%	1/1	<input checked="" type="radio"/> Completed	No	Yes	Identity	Azure Active Directory

Figure 9.14 – Secure Score recommended actions for identity

Cloud app catalog

Filters:

- Apps: Apps...
- App tag: Sanctioned, Unsanctioned, None
- Risk score: 0 to 10
- Compliance risk factor: HIPAA

Browse by category:

Category	Count
Development tools	68
Security	56
IT services	50
Productivity	38
Collaboration	37
Cloud computing platform	27
Business management	26
Data analytics	23
Cloud storage	18
Content management	17
Hosting services	11
Marketing	10
Education	10

App

App	Risk score	Actions
Onehub Cloud storage	7	⋮
Mozy Cloud storage	8	⋮
Mover Cloud storage	10	⋮
Microsoft OneDrive for Business Cloud storage	10	⋮
Microsoft OneDrive Cloud storage	10	⋮
Google Photos Cloud storage	9	⋮
Google Manufacturer Cente Cloud storage	9	⋮
Google Drive Cloud storage	9	⋮
Files.com	7	⋮

Figure 9.15 – Cloud app catalog

Microsoft Secure Score

Overview Recommended actions History Metrics & trends

Actions you can take to improve your Microsoft Secure Score. Score updates may take up to 24 hours.

Export 5 items Search Filter Group by

Filters: Product: Microsoft Defender for Cloud Apps

Rank	Recommended action	Score impact	Points achieved	Status	Regressed	Have license?	Category	Product
1	Create an app discovery policy to identify new and trending clc	+0.84%	0/3	<input type="radio"/> To address	No	Yes	Apps	Microsoft Defender for C
2	Deploy a log collector to discover shadow IT activity	+0.28%	0/1	<input type="radio"/> To address	No	Yes	Apps	Microsoft Defender for C
3	Ensure Microsoft Defender for Cloud Apps is Enabled	+1.39%	5/5	<input checked="" type="radio"/> Completed	No	Yes	Apps	Microsoft Defender for C
4	Create an OAuth app policy to notify you about new OAuth apj	+1.11%	4/4	<input checked="" type="radio"/> Completed	No	Yes	Apps	Microsoft Defender for C
5	Create a custom activity policy to get alerts about suspicious us	+0.56%	2/2	<input checked="" type="radio"/> Completed	No	Yes	Apps	Microsoft Defender for C

Figure 9.16 – Secure Score recommendations for Cloud Apps

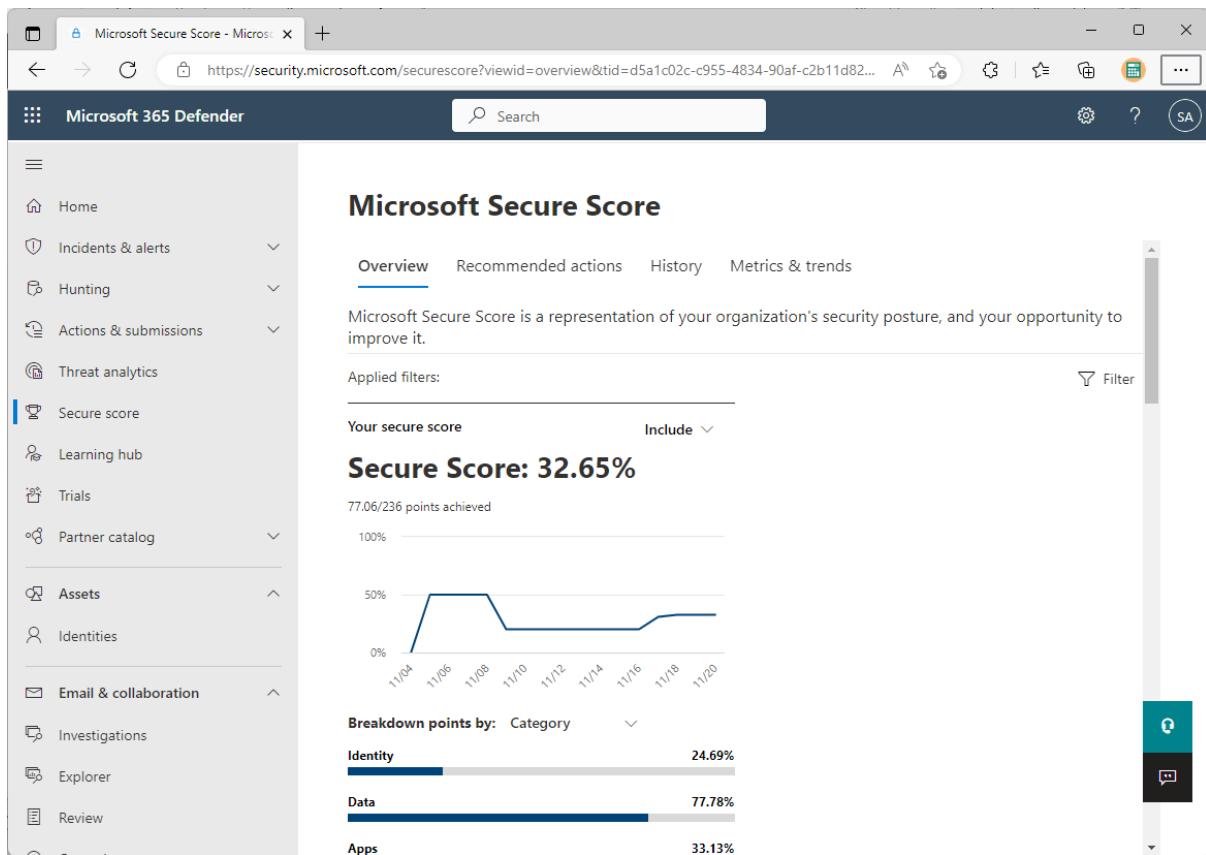


Figure 9.17 – Microsoft Secure Score

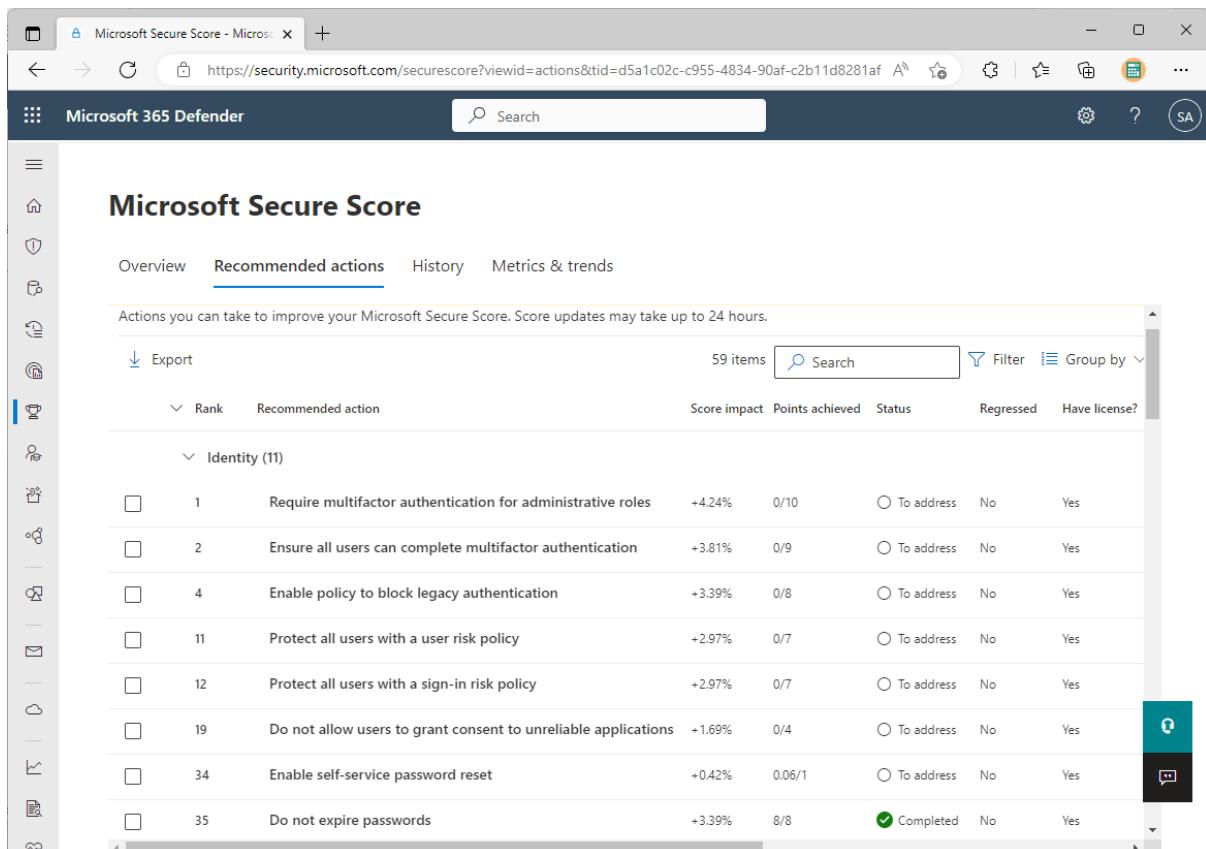


Figure 9.18 – Microsoft Secure Score recommended actions

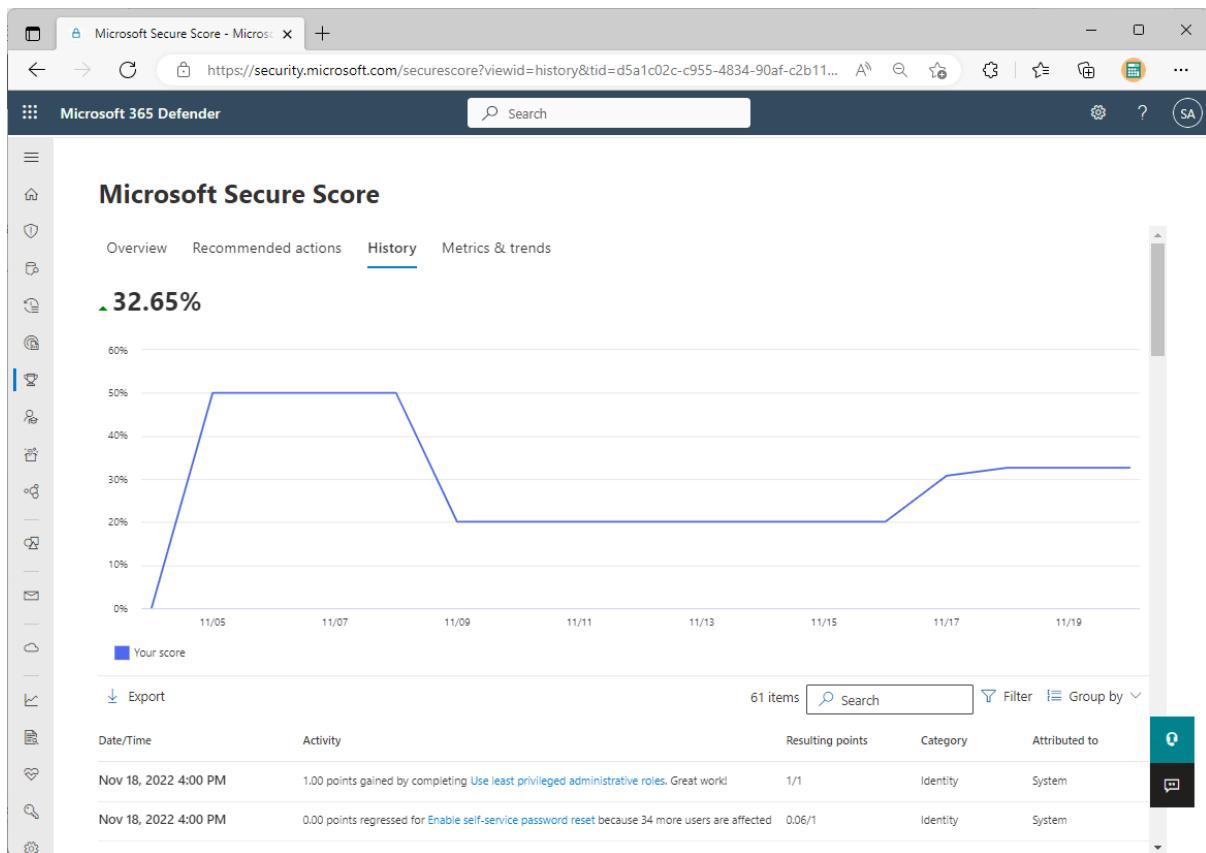


Figure 9.19 – Secure Score history

The Microsoft 365 Defender incident management interface shows the following details:

- Incident Overview:** Multi-stage incident involving Initial access & Lateral movement on one endpoint reported by multiple sources.
- Attack Story:** Alerts (16), Assets (15), Investigations (2), Evidence and Response (23), Summary.
- Alert Details:** A modal window titled "Manage alert" is open, showing the following fields:
 - Status: In progress
 - Assign to: labadmin@m365demolabs.com
 - Classification: Not set
 - Comment: Attempted lateral movement from malicious app?
- Alert List:** A table of alerts with columns: Alert name, Tags, Severity, Investigation state.

Figure 9.20 – Microsoft 365 Defender incident managements

Describe the Threat Protection Solutions of Microsoft 365

Summary

In this chapter, you learned about the Microsoft 365 Defender suite of applications and services. Microsoft 365 Defender can help protect organizations against cyber threats.

The Microsoft 365 Defender products (MDE, MDO, MDI, and MDA) can work independently, but work best together to provide full coverage for Microsoft 365 environments.

Microsoft Sentinel can be used to help optimize the organization's SOC processes, while Microsoft 365 Lighthouse can help service providers address deployment and security concerns across their managed customer base.

In the next chapter, you will explore the privacy, risk, and compliance solutions available with the Microsoft 365 platform.

Chapter Review Questions

The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition by Aaron Guilmette, Yura Lee, Marcos Zanre

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS](#) ▾

START

Figure 9.22: Chapter Review Questions for Chapter 9

Chapter 10: Describe the Trust, Privacy, Risk, and Compliance Solutions of Microsoft 365

The screenshot shows the Microsoft Compliance Manager dashboard for the organization 'Contoso Electronics'. The left sidebar contains navigation links for Home, Compliance Manager, Data classification, Data connectors, Alerts, Reports, Policies, Permissions, Roles & Scopes, and Trials. Under 'Solutions', there are links for Catalog, App governance, and Audit. The main content area features a large circular gauge meter with a blue arc representing the 'Overall compliance score' of 44%. Below the gauge, the text '12437/28008 points achieved' is displayed. To the right of the gauge, there is a 'Filter' button and a small teal ribbon icon. At the top of the main content area, there are tabs for Overview, Improvement actions, Solutions, Assessments, and more. A descriptive text block states: 'Compliance Manager measures your progress in completing actions that help reduce risks around data protection and regulatory standards. [Find guidance and documentation](#)'. The URL in the browser bar is https://compliance.microsoft.com/compliancemanager?viewid=overview.

Figure 10.1 – Compliance Manager dashboard

This screenshot shows a more detailed view of the Compliance Manager dashboard for Contoso Electronics. It includes the same overall score of 44% and point achievement (12437/28008) as Figure 10.1. On the left, there are additional sections for 'Your points achieved' (198/15292) and 'Microsoft managed points achieved' (12239/12716). A note explains that the compliance score measures progress towards completing recommended actions. The right side of the screen lists 'Solutions that affect your score' with their respective contribution points and remaining actions:

Solution	Score contribution	Remaining actions
App governance	0/81 points	3
Attack Simulation Training	0/9 points	1
Audit	0/74 points	12
Azure	0/121 points	7
Azure Active Directory	137/1549 points	74
Communication compliance	0/40 points	6
Compliance Manager	0/4678 points	572
Data classification	0/85 points	5
Data lifecycle management	0/316 points	14

At the bottom, there are links to 'Learn how your Compliance score is calculated' and 'View all solutions'.

Figure 10.2 – Compliance Manager dashboard

The screenshot shows the Microsoft Purview Compliance Manager interface. At the top, it displays 'Contoso Electronics' and 'Microsoft Purview'. The main title is 'Compliance Manager'. Below it, the 'Improvement actions' tab is selected. A sub-section titled 'Improvement actions provide guidance on task completion which can improve your org's compliance score. Action points can take up to 24 hours to update.' is visible. There are filters for 'Regulations: Any', 'Solutions: Any', and 'Groups: Any', with a '+5 more' link. A search bar shows '1118 items' and a 'Search' button. The main area lists several improvement actions:

Improvement action	Products	Points achi...	Regulations	Group	Solutions	Assessments
Enable self-service password reset	Microsoft 365	2/27	ISO 27001, NIST 800-5...	Default Gro...	Azure Active Di...	Data Protection Baselin...
Use boundary protection devices...	Microsoft 365	0/27	NIST 800-53, Data Prot...	Default Gro...	Azure Active Di...	Data Protection Baselin...
Provide just-in-time notification ...	Microsoft 365	0/27	NIST 800-53, Data Prot...	Default Gro...	Windows 10	Data Protection Baselin...
Block email application from cre...	Microsoft 365	0/27	ISO 27001, NIST 800-5...	Default Gro...	Microsoft Defe...	Data Protection Baselin...
Block outdated ActiveX controls	Microsoft 365	0/27	ISO 27001, NIST 800-5...	Default Gro...	Microsoft Defe...	Data Protection Baselin...

Figure 10.3 – Improvement actions

The screenshot shows the Service Trust Portal Home Page. At the top, it displays 'Service Trust Portal' and the URL 'https://servicetrust.microsoft.com/ViewPage/HomePageVNext'. The main heading is 'Service Trust Portal' with a sub-headline: 'Learn how Microsoft cloud services protect your data, and how you can manage cloud data security and compliance for your organization.' To the right is a decorative graphic featuring a shield, a key, a magnifying glass, and clouds.

Certifications, Regulations and Standards

ISO International Organization for Standardization (ISO) / International Electrotechnical Commission (IEC)	SOC System and Organization Controls (SOC) 1, 2, and 3 Reports	GDPR General Data Protection Regulation	FedRAMP Federal Risk and Authorization Management Program	PCI Payment Card Industry (PCI) Data Security Standards (DSS)
CSA STAR Cloud Security Alliance (CSA) Security, Trust and Assurance Registry (STAR)	Australia IRAP Australia Information Security Registered Assessors Program (IRAP)	Singapore MTCS Multi-Tier Cloud Security (MTCS) Singapore Standard	Spain ENS Spain Esquema Nacional de Seguridad (ENS)	

Figure 10.4 – Microsoft 365 certification and accreditation

The screenshot shows a Microsoft Edge browser window displaying the ISO/IEC documentation page. The title bar reads "ISO & IEC" and the address bar shows the URL "https://servicetrust.microsoft.com/viewpage/ISOIEC". The main content area has a heading "ISO/IEC" followed by a paragraph about the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC). Below this is a section titled "Applicable documents" with a table listing four documents:

Dates	Cloud Service	Title	Series	Description	Last Updated	More Options
		Microsoft Professional Services - MCAPS - ISO 27001-Certificate of Registration (2022)		Certificate of Registration ISO 27001 for Microsoft Customer and Partner Solutions (MCAPS)	2022-11-28	...
		Microsoft Professional Services - MCAPS - ISO 27001 and 27018 Assessment Report (2022)		Microsoft Customer and Partner Solutions (MCAPS) - ISO 27001 and 27018 Assessment Report	2022-11-28	...
		Microsoft Professional Services - MCAPS - ISO 27018-Certificate of Registration (2022)		ISO 27018-Certificate of Registration (2022) for Microsoft Customer and Partner Solutions	2022-11-28	...
		Office 365 - ISO 27001, 27017, 27018, 27701 Statement of Applicability (2022)	✓	Office 365 - ISO 27001, 27017, 27018, 27701 Statement of Applicability (2022)	2022-11-10	...

Figure 10.5 – ISO/IEC documentation page

The screenshot shows a Microsoft Edge browser window displaying the Privacy & Data Protection documentation page. The title bar reads "Service Trust Portal Home Page" and the address bar shows the URL "https://servicetrust.microsoft.com/ViewPage/PrivacyDataProtection". The main content area has a heading "Privacy & Data Protection" followed by a paragraph about resources for data protection and privacy requirements. Below this is a section titled "Applicable documents" with a table listing five documents:

Dates	Cloud Service	Title	Series	Description	Last Updated	More Options
		Microsoft General - Canadian Foundational Privacy Impact Assessments Executive Summary (2019)		Executive summary of the Canadian Foundational Privacy Impact Assessments documents	2022-11-24	...
		Microsoft General - Sommaire d'évaluation des facteurs relatifs à la vie privée pour le Canada (2019)		Sommaire d'évaluation des facteurs relatifs à la vie privée pour le Canada	2022-11-24	...
		Office 365 - Foundational Privacy Impact Assessment (2020)		The Foundational Privacy Impact Assessment (PIA) provides a third party analysis of how Microsoft Office 365 complies with the Canadian Privacy Act. Show more	2022-11-24 (updated)	...
		Azure - Foundational Privacy Impact Assessment (2020)		The Foundational Privacy Impact Assessment (PIA) provides a third party analysis of how Microsoft Azure	2022-11-24 (updated)	...

Figure 10.6 – Privacy & Data Protection page

Figure 10.7 – Trainable classifiers

Figure 10.8 – Data lifecycle management retention policies

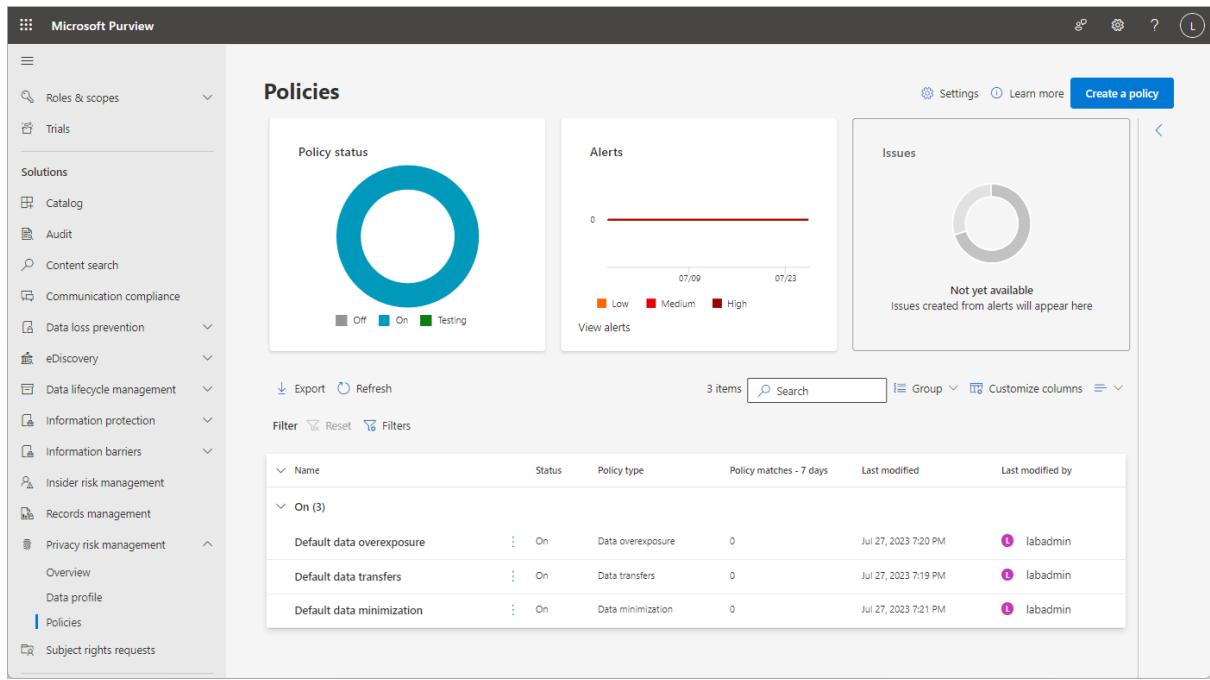


Figure 10.9 – Microsoft Priva Policies dashboard

This screenshot shows the 'Conditions' step in the Microsoft Priva data transfer rule configuration wizard. The left sidebar lists steps: Name and type, Data to monitor, Users and groups, Locations, Conditions (selected), Outcomes, Alerts, Mode, and Review and finish.

The main area displays configuration options for 'Transfers across country boundaries or regions':

- Select sender region: North America
- Select recipient regions: Europe

Other transfer types listed include:

- Transfers outside of your organization
- Transfer between users
- Transfer between Microsoft 365 groups
- Transfer between SharePoint Sites

At the bottom are 'Back', 'Next', and 'Cancel' buttons.

Figure 10.10 – Microsoft Priva data transfer rule

The screenshot shows the Microsoft Purview interface for managing subject rights requests. On the left, a sidebar lists various compliance solutions like Catalog, Audit, and Data loss prevention. The main area is titled "Subject rights requests overview" and features a "Get started" button. A central panel displays statistics: Available (50), Active (0), and Closed (0). To the right, a "Data access" section allows users to select the relationship to the organization (Current employee, Customer, etc.) and enter employee details (search for a data subject, residency). A "Create" button is at the bottom.

Figure 10.11 – Creating a data subject request from a templates

This screenshot shows the "New insider risk policy" template creation interface. On the left, a tree view under "Policy template" includes "Name and description", "Users and groups", "Content to prioritize", "Triggers", "Indicators", and "Finish". The main content area is titled "Data theft by departing users" and includes sections for "Data theft", "Data leaks", "Security policy violations (preview)", "Health record misuse (preview)", and "Risky browser usage (preview)". It also lists prerequisites for "HR data connector" (recommended) and "Devices onboarded", and describes a "Physical badging connector". A "Triggering event" section lists termination or resignation dates and user account deletion. A "Activities detected include" section lists file download, printing, and data copying. Navigation buttons "Next" and "Cancel" are at the bottom.

Figure 10.12 – Policy templates

The screenshot shows the Microsoft Purview Audit interface. On the left, there's a navigation sidebar with various compliance-related sections like Home, Compliance Manager, Data classification, Data connectors, Alerts, Policies, Roles & scopes, Trials, and Solutions (Catalog, Audit, Content search, Communication compliance, Data loss prevention, eDiscovery, Data lifecycle management, Information protection, Information barriers, and Insider risk management). The main area is titled 'Audit' and contains a search bar with tabs for 'New Search', 'Classic Search', and 'Audit retention policies (Preview)'. Below the search bar, there are sections for 'Searches completed' (0), 'Active searches' (1), and 'Active unfiltered searches' (1). There are also filters for 'Date and time range (UTC)', 'Activities - friendly names', 'Users', 'File, folder, or site', 'Record type', 'Admin Units (Preview)', 'Search name', and 'Workload'. A 'Search' button and a 'Clear all' button are at the bottom of the search area. Below the search area, there's a table showing a single search result: 'Jul 23 - Jul 27' with status 'Queued', duration '0s', total results '0', and creation time 'Jul 27, 2023 10:16 ... labadmin@m365demolabs.com'. A 'Copy this search', 'Delete', and 'Refresh' button are also present.

Figure 10.13 – Microsoft Purview Audit logs

This screenshot shows a detailed view of an individual audit log. The left sidebar is identical to Figure 10.13. The main area is titled 'Audit > Audit search' and displays 'Search Query Information: Sun, 23 Jul 2023 00:00:00 GMT to Thu, 27 Jul 2023 00:00:00 GMT'. It shows a total result count of 3266 items. A table lists these items with columns for Date (UTC), IP Address, User, and Record type. The table includes rows from July 26, 2023, at 1:05 PM to 1:08 AM. To the right of the table is a 'Details' pane. This pane contains several sections with specific values: 'Date (UTC)' (2023-07-26T13:05:12), 'IP Address' (10032002B4E87328), 'Users' (support@m365demolabs.com), 'Activity' (MailItemsAccessed), 'Item' (MailItemsAccessed), 'Details' (Admin Units (Preview)), 'CreationTime' (2023-07-26T13:05:12), 'Id' (a911717c-0465-4f4c-9b7f-f6638f55b8e6), 'Operation' (MailItemsAccessed), 'OrganizationId' (76528ad-c5be-401f-b974-fee16440afb1), 'RecordType' (50), and 'ResultStatus' (Succeeded). A 'Close' button is at the bottom of the details pane.

Figure 10.14 – Viewing an individual audit log

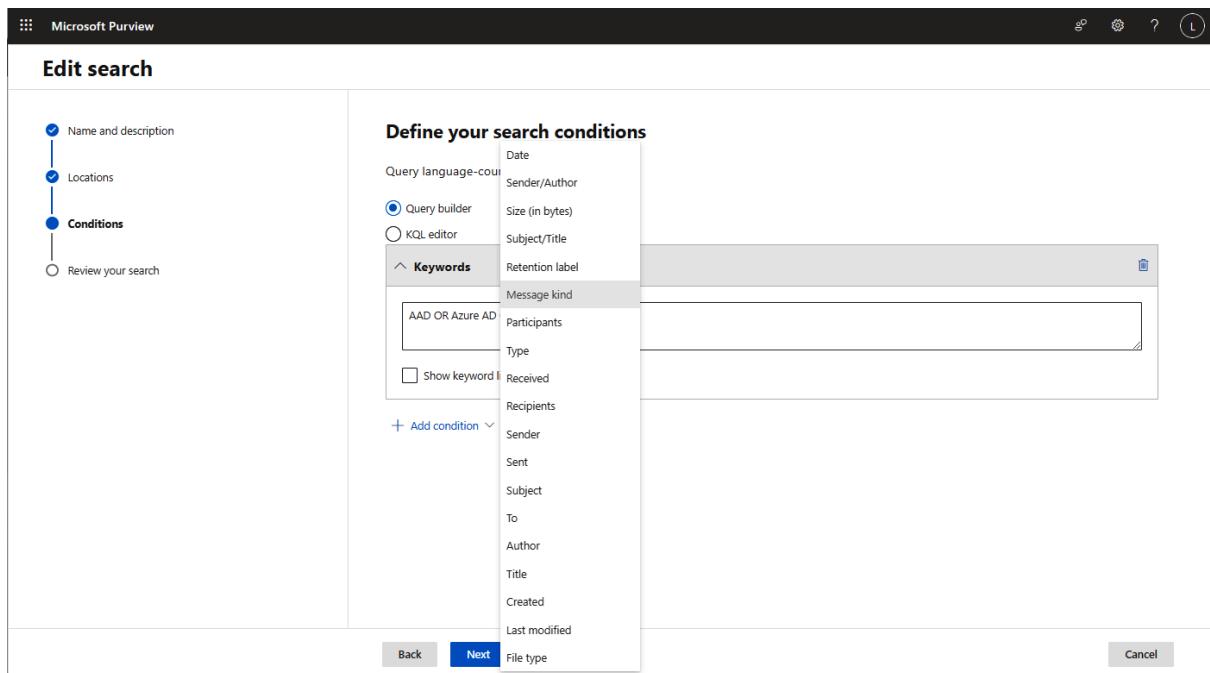


Figure 10.15 – Defining search conditions for an eDiscovery search

The screenshot shows the 'Practice Resources' page for 'CHAPTER 10'. At the top, there's a 'SHARE FEEDBACK' button. Below it, a 'DASHBOARD > CHAPTER 10' navigation bar. The main content area is titled 'Describe Trust, Privacy, Risk, and Compliance Solutions of Microsoft 365' and includes a 'Summary' section. The summary text discusses the chapter's focus on compliance features like Service Trust Portal, Compliance Manager, and eDiscovery. It also mentions Priva and its data protection capabilities. To the right, a 'Chapter Review Questions' sidebar lists the 'Microsoft 365 Certified Fundamentals MS-900 Exam Guide – Third Edition' by Aaron Guilmette, Yura Lee, and Marcos Zanre. It features a 'Select Quiz' section with a 'Quiz 1' link, a 'SHOW QUIZ DETAILS' dropdown, and a 'START' button.

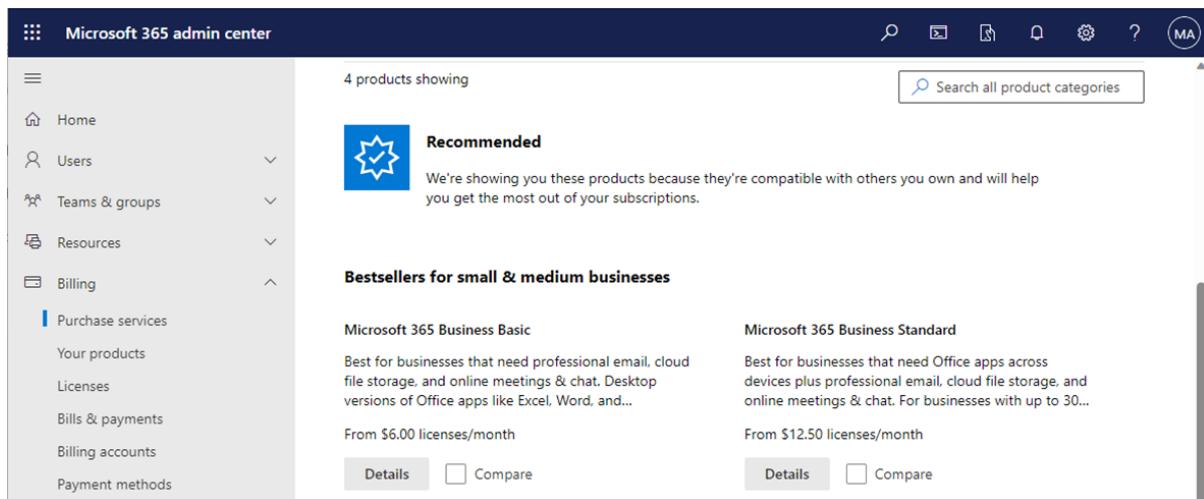
Figure 10.17: Chapter Review Questions for Chapter 10

Chapter 11: Identify Microsoft 365 Pricing and Billing Management Options

The screenshot shows a dark-themed user interface for 'Practice Resources'. At the top left is a logo with 'kp' and the text 'Practice Resources'. At the top right is a 'SHARE FEEDBACK' button with a dropdown arrow. Below the header, a navigation bar shows 'DASHBOARD > CHAPTER 11'. The main content area has a title 'Identify Microsoft 365 Pricing and Billing Management Options' and a 'Summary' section. The summary text discusses pricing, acquisition, and payment models for Microsoft 365 services, mentioning EAs, smaller organizations, and CSPs. It also预告s the next chapter on purchase and payment subscription models. To the right, a 'Chapter Review Questions' sidebar lists the 'Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition' by Aaron Guilmette, Yura Lee, and Marcos Zanne. It includes a 'Select Quiz' section with 'Quiz 1' and a 'START' button, along with a 'SHOW QUIZ DETAILS' link.

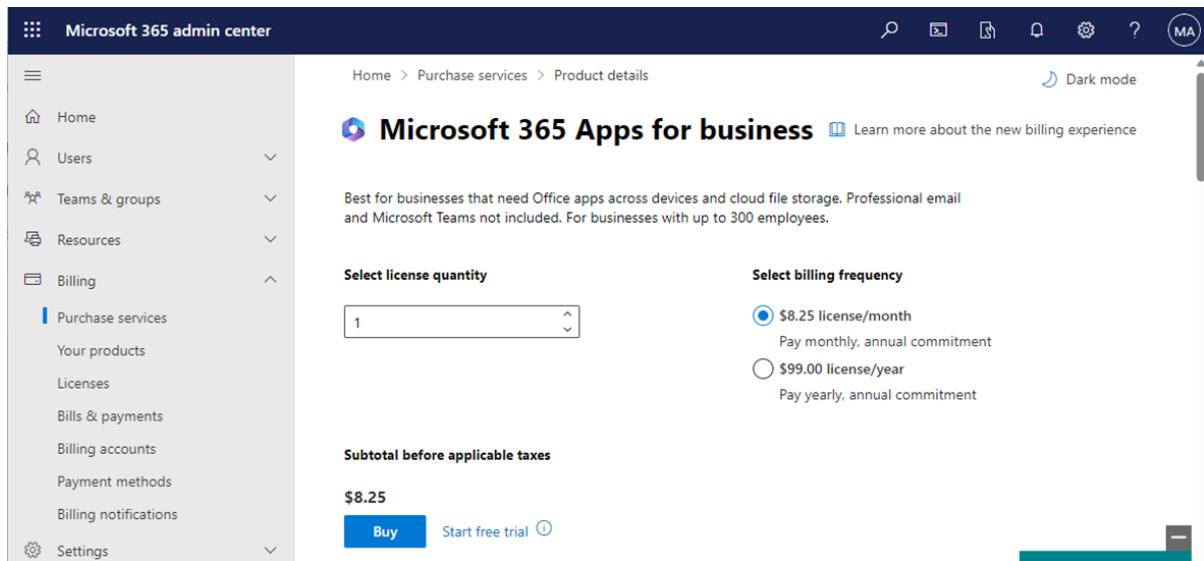
Figure 11.2: Chapter Review Questions for Chapter 11

Chapter 12: Identify Licensing Options Available in Microsoft 365



The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with options like Home, Users, Teams & groups, Resources, Billing, Purchase services, Your products, Licenses, Bills & payments, Billing accounts, and Payment methods. The main content area has a search bar at the top right. Below it, a section titled "Recommended" features a blue starburst icon. A message says, "We're showing you these products because they're compatible with others you own and will help you get the most out of your subscriptions." Below this, there's a section titled "Bestsellers for small & medium businesses" with two items: "Microsoft 365 Business Basic" and "Microsoft 365 Business Standard". Each item has a brief description, a price range, and "Details" and "Compare" buttons.

Figure 12.1 – Purchasing licenses in the Microsoft 365 admin center



This screenshot shows a more detailed view of purchasing a license. The left sidebar includes "Purchase services" under the Billing category. The main area is titled "Microsoft 365 Apps for business" and describes it as "Best for businesses that need Office apps across devices and cloud file storage. Professional email and Microsoft Teams not included. For businesses with up to 300 employees." It features a "Select license quantity" dropdown set to "1" and a "Select billing frequency" section with two options: "\$8.25 license/month" (selected) and "\$99.00 license/year". Below this, a "Subtotal before applicable taxes" is shown as "\$8.25". At the bottom, there are "Buy" and "Start free trial" buttons.

Figure 12.2 – Purchasing an individual license

The screenshot shows the Microsoft 365 admin center interface. The left sidebar includes links for Home, Users, Teams & groups, Resources, Billing, Purchase services, Your products, and Licenses (which is selected). The main content area is titled 'Licenses' and has tabs for Subscriptions, Requests (which is active), and Auto-claim policy. A note states: 'Requests are made from members of your organization for license assignments. Learn more about license requests'. Below this, another note says: 'Or, if your organization already has a request process, you can use it instead. You can also provide a link to documentation. Use your existing request process instead'. There are 'Refresh' and 'Filter' buttons at the top of the list table. The table columns are Product requested, Requester, and Date requested (sorted by date). The table lists several items, such as Microsoft 365 E5, Microsoft Defender for Endpoint P2, Microsoft Defender Vulnerability Management Add-on, Microsoft Power Automate Free, and Microsoft Teams Exploratory.

Figure 12.3 – License requests

The screenshot shows the Microsoft 365 admin center interface. The left sidebar includes links for Home, Users, Teams & groups, Resources, Billing, Purchase services, Your products, and Licenses (which is selected). The main content area is titled 'multiple subscriptions. Learn more about assigning licenses' and has a note: 'Go to Your products to manage billing or buy more licenses.' A yellow warning box says: 'One or more products have more assigned licenses than available licenses. Unassign licenses or buy more licenses'. Below this are 'Export' and 'Refresh' buttons, and a 'Filter' button. The table lists products with their names, available licenses, assigned licenses, and account type. The table includes rows for Microsoft 365 E5, Microsoft Defender for Endpoint P2, Microsoft Defender Vulnerability Management Add-on, Microsoft Power Automate Free, and Microsoft Teams Exploratory.

Figure 12.4 – Selecting a license to assign

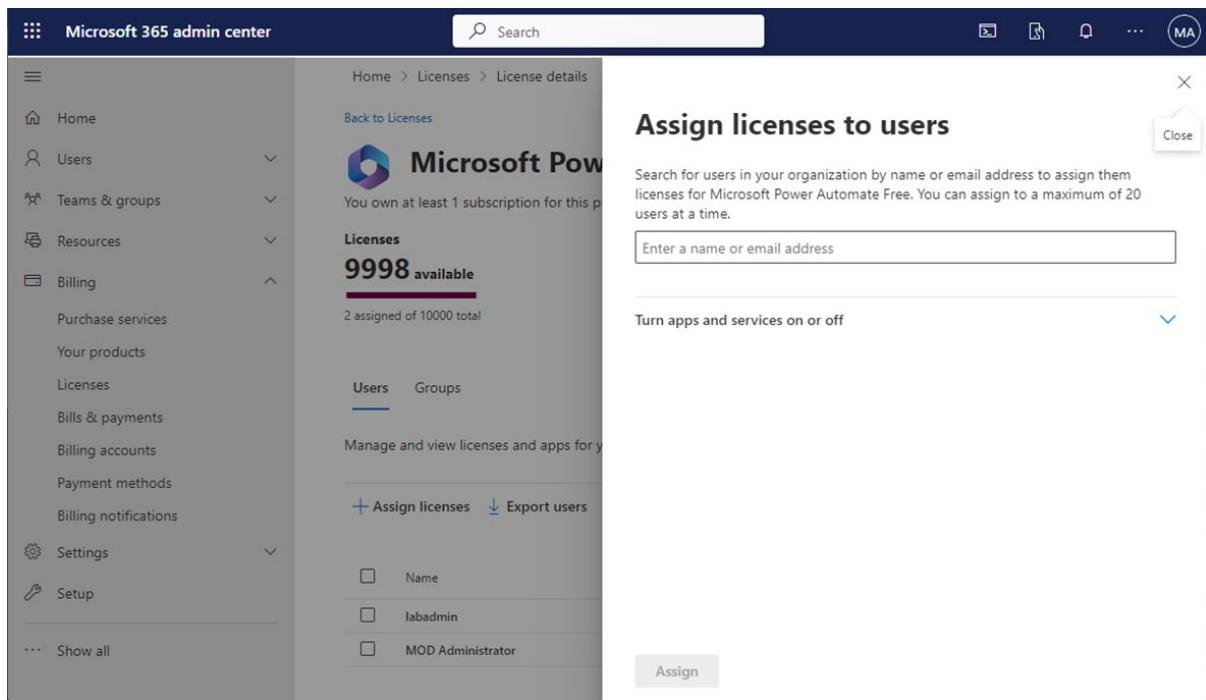


Figure 12.5 – Assign license to users flyout

The screenshot shows the Microsoft 365 admin center interface. The navigation sidebar includes Home, Users, Teams & groups, Resources, Billing, and Settings. The main area is titled 'Licenses' and has tabs for Subscriptions, Requests, and Auto-claim policy. A message says 'Select a product to view and assign licenses. Each product below may contain licenses from multiple subscriptions. Learn more about assigning licenses'. Below is a table with one row:

Name	Available licenses	Assigned licenses	Account type
Priva Privacy Risk Management	0	2/2	Organizational

Buttons for Export, Refresh, Filter, and a three-dot menu are visible.

Figure 12.6 – Exporting a list of basic license statistics

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with options like Home, Users, Teams & groups, Resources, Billing, and Settings. The main content area is titled "Microsoft Viva Topics" and displays "48 available" licenses. It includes tabs for "Users" and "Groups", and a section for managing user licenses. At the bottom, there are buttons for "Assign licenses", "Export users", and "Refresh". A search bar and a "Dark mode" toggle are also visible.

Figure 12.7 – Exporting a list of users with a particular license

The screenshot shows the "Practice Resources" page for Chapter 12. The top navigation bar includes "DASHBOARD" and "CHAPTER 12". The main content area is titled "Identify the Licensing Options Available in Microsoft 365" and contains a "Summary" section. The summary text states: "In this chapter, you learned about some of the licensing options available for the Microsoft 365 platform, as well as mechanisms for assigning and managing licenses. Additionally, you learned about the differences between base licenses and add-on licenses." Below this, it says: "In the next chapter, we'll look at the types of support options available for Microsoft 365." To the right, there's a "Chapter Review Questions" section with a "Select Quiz" button, a "Quiz 1" link, and a "SHOW QUIZ DETAILS" dropdown menu. There's also a "START" button.

Figure 12.9: Chapter Review Questions for Chapter 12

Chapter 13: Identify Support Options for Microsoft 365 Services

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with options like Home, Users, Groups, Roles, Resources, Billing, Support (which is expanded to show New service request, View service requests, Customer Lockbox Requests), Settings, Setup, Reports, Health, and Service health. The main content area is titled "Service health" and has tabs for All services, Incidents, Advisories, History, and Reports. Below the tabs, it says "View the health status of all services that are available with Microsoft 365". There are sections for Service, Microsoft 365 suite, Microsoft Teams, and SharePoint Online, each listing specific issues. At the bottom right of the main area is a "Contact Support" button.

Figure 13.1 – Creating a service request in the Microsoft 365 admin center

This screenshot shows the "Contact support" page. It starts with a "Title*" field containing "Can't Install Microsoft 365 Apps". Below it is a "Description" field with the placeholder "Describe your issue in detail". Next is a "Confirm your number*" field with a dropdown menu showing "425-555-0100". Underneath is a section for "Confirm email addresses of authorized contacts*" with the email "admin@M365x658622.OnMicrosoft.com" entered. A note says "Microsoft will work directly with contacts listed to resolve this service request." Below that is a "Consent to the recording of all calls necessary to resolve this service request. This can be changed at any time.*" field with a dropdown set to "--choose one--". The next section is "Preferred contact method*" with two radio button options: "Chat with a support agent" and "Phone (Response within 22 minutes)" (which is selected). Finally, there's an "Attachments" section with a "Contact me" button.

Figure 13.2 – Contacting support

The screenshot shows the 'Service request history' page. On the left is a navigation sidebar with links like Home, Users, Groups, Roles, Resources, Billing, Support, New service request, View service requests, Customer Lockbox Requests, and Settings. The main area has a title 'Service request history' and a message 'Select a ticket below to see details'. It includes a search bar, filter options for 'Created By: All' and 'Status: All', and a table header with columns: Title, Date ↓, Ticket #, Created by, and Status. Below the table, a message says 'No tickets to display.'

Figure 13.3 – Service request history

The screenshot shows the 'Health dashboard' page in the Microsoft 365 Admin Center. The left sidebar includes links for Support, Settings, Setup, Reports, and Health (with sub-links for Dashboard, Service health, Windows release health, Message center, Product feedback, Network connectivity, Directory sync status, and Software updates). Other admin centers listed are Security and Compliance. The main content area shows the title 'Health dashboard' and a message: 'View data about your Microsoft 365 apps and services, and see recommended actions to keep your organization up-to-date and secure. This page is in preview, so please share your feedback.' A green banner at the top right says 'Great! No critical alerts to show. Last updated on Dec 7, 2022'. Below this is a section titled 'Service health and usage' with a sub-section 'Service health'. It displays a table of service health status:

Apps and services	Health	Active users
SharePoint	Healthy	20
Exchange Online	2 advisories	20
OneDrive	Healthy	5
Yammer	Healthy	7
Skype for Business	No data available	

Figure 13.4 – Health dashboard

The screenshot shows the Microsoft 365 admin center Service health dashboard. On the left, a navigation sidebar includes 'Reports', 'Health' (which is selected), 'Dashboard', 'Service health' (selected), 'Windows release health', 'Message center', 'Product feedback', 'Network connectivity', 'Directory sync status', and 'Software updates'. Under 'Admin centers', there are links for 'Security', 'Compliance', 'Endpoint Manager', and 'Azure Active Direct...'. The main content area has a search bar and two buttons: 'Report an issue' and 'Customize'. A section titled 'Active issues' lists three items under 'Microsoft service health': 'Jordanian users' calendar invites from outside of the country may show the incorrect time' (Affected service: Exchange Online, Issue type: Advisory), 'Users' email list downloads via Threat Explorer may fail to do...' (Affected service: Exchange Online, Issue type: Advisory), and 'Admins are unable to see malware detections using the Mic...' (Affected service: Microsoft 365 Defender, Issue type: Advisory). Below this is a section for 'Issues in your environment that require action (0)'. A 'Microsoft service health' summary follows, stating it shows current health status and updates when issues are fixed. It lists services: Exchange Online (2 advisories), Microsoft 365 Defender (1 advisory), and Azure Information Protection (Healthy). A 'Status' bar at the bottom indicates 'Healthy'.

Figure 13.5 – The Service health dashboard

This screenshot is identical to Figure 13.5, showing the Service health dashboard. However, the first item in the 'Active issues' list, 'Jordanian users' calendar invites from outside of the country may show the incorrect time', is highlighted with a light gray background and a darker gray border around its text.

Figure 13.6 – Service advisories

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a sidebar with various icons and links like 'Report an issue' and 'Customize'. The main area is titled 'Active issues' and shows a list under 'Microsoft service health (3)'. One item is expanded, detailing a problem with 'Jordanian users' calendar invites from outside of the country may show the incorrect time'. It includes information about the issue ID (EX465508), last update date (November 29, 2022, 2:30 AM), and estimated start time (November 9, 2022, 4:28 PM). It also lists 'Affected services' (Exchange Online), 'Issue type' (Advisory), and 'Issue origin' (Microsoft). Below this, sections for 'Status' (Service degradation) and 'User impact' (describing the issue) are present. At the bottom, there are links for 'Are you experiencing this issue?' and 'Is this post helpful?'. A dark mode toggle is visible at the top right.

Figure 13.7 – Service incident details

The screenshot shows the Microsoft 365 admin center interface. The left sidebar has links for 'Support', 'Settings', 'Setup', 'Reports', 'Health' (which is selected), 'Dashboard', 'Service health', 'Windows release health' (which is selected), 'Message center', 'Product feedback', 'Network connectivity', 'Directory sync status', 'Software updates', 'Admin centers', 'Security', and 'Compliance'. The main content area is titled 'Windows release health' and shows the date 'December 7, 2022 7:33 PM'. It has tabs for 'All versions' (selected), 'Known Issues', and 'History'. Below this, it says 'Find information about known issues for currently supported versions of the Windows operating system.' A table lists supported Windows versions with 'View' links and a 'History' link. The table has columns for 'Version' (sorted by version), 'Active and recently resolved', and 'History'. The versions listed are Windows 11, version 22H2; Windows 10, version 22H2; Windows 11, version 21H2; Windows 10, version 21H2; Windows Server 2022; and Windows 10, version 21H1. A dark mode toggle is visible at the top right.

Figure 13.8 – Windows release health

The screenshot shows the Windows release health section of the Microsoft 365 admin center. The page title is "Windows release health". Below it, there are tabs for "All versions", "Known Issues", and "History". The "Known Issues" tab is selected. A search bar and a "Dark mode" toggle are also present. The date "December 7, 2022 7:33 PM" is shown. The main content area displays a table of known issues for "Windows 11, version 22H2".

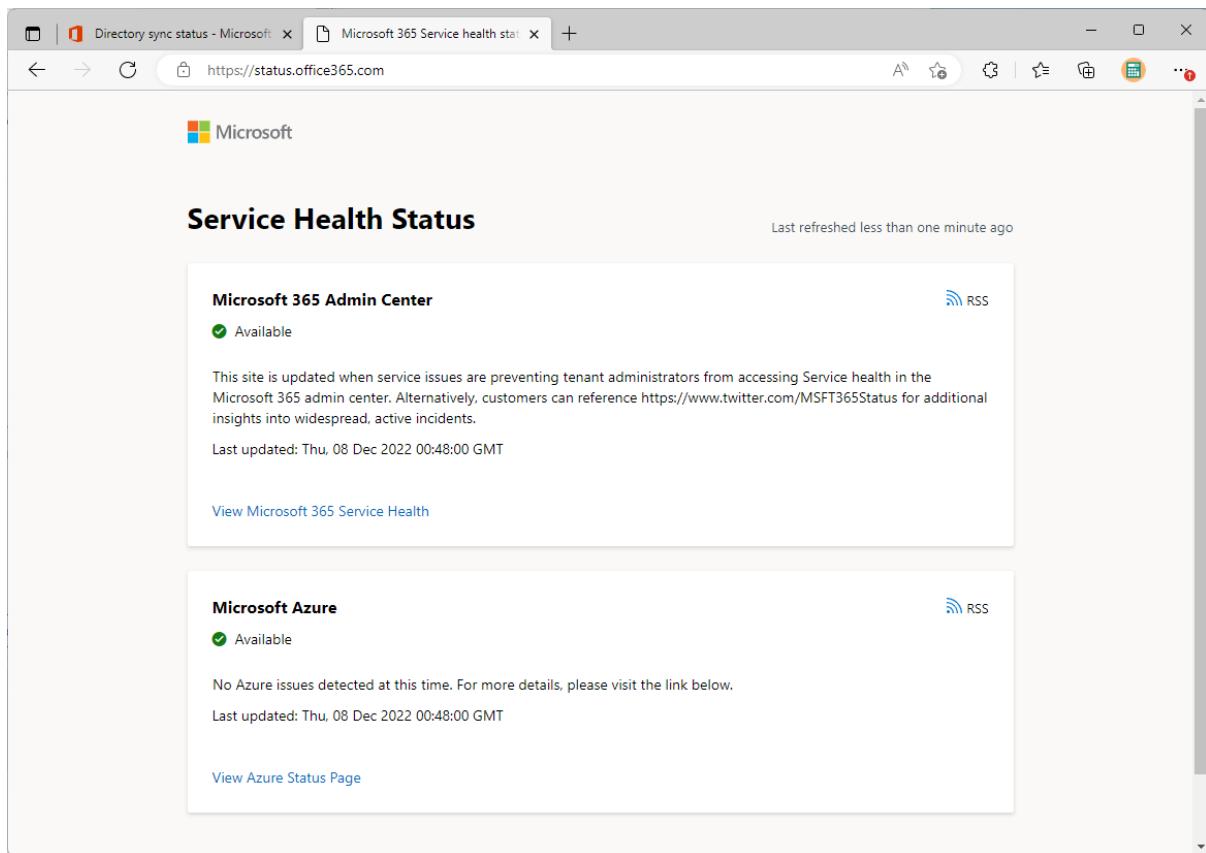
Issue title	Status	Originating KB	Originating build	Orig
Database connections using Microsoft ODBC SQL Server driver might fail.	Confirmed	KB5019980	22621.819	Nov
Lower than expected performance in some games	Resolved	N/A	N/A	N/A
Task Manager might not display in expected colors	Mitigated	KB5020044	22621.900	Nov
Changing IME input modes might cause applications to become unresponsive	Resolved	N/A	N/A	N/A
The Start Menu may not respond after starting a Windows session	Resolved	KB5020044	22621.900	Nov

Figure 13.9 – Windows release health known issues

The screenshot shows the Directory sync status page of the Microsoft 365 admin center. The page title is "Directory sync status". On the left, there is a navigation sidebar with links to various admin centers like Message center, Product feedback, Network connectivity, and Admin centers (Security, Compliance, Endpoint Manager, Azure Active Direct...). The "Directory sync status" link is selected. The main content area displays sync details for on-premises Active Directory.

Setting	Value
Directory sync	On
Last directory sync	19 days ago
Troubleshoot	
Password sync	On
Last password sync	19 days ago
Troubleshoot	
Directory sync client version	2.1.20.0
Directory sync service account	Sync_DC01_321c236b2778@M365x28687604.onmicrosoft.com
IdFix tool	Download IdFix tool
Domains verified	1
Domains not verified	0

Figure 13.10 – Directory sync status page



The screenshot shows a Microsoft Edge browser window with two tabs open. The active tab is titled 'Microsoft 365 Service health status' and has the URL <https://status.office365.com>. The page displays the 'Service Health Status' for Microsoft 365 Admin Center and Microsoft Azure. Both services are listed as 'Available'. The Microsoft 365 Admin Center section includes a link to 'View Microsoft 365 Service Health'. The Microsoft Azure section includes a link to 'View Azure Status Page'. The page is last refreshed less than one minute ago.

Figure 13.11 – Service Health Status



The screenshot shows the Microsoft 365 Status Twitter profile (@MSFT365Status). The profile features a blue circular icon with the text 'Microsoft 365'. The bio reads: 'The official @Microsoft account for updates on certain @Microsoft365 service incidents. Get push notifications on our admin app: aka.ms/M365AdminMobile'. The location is listed as Redmond, WA. The profile has 4 Following and 145.5K Followers. The 'Tweets' tab is selected, showing a recent tweet from the Microsoft 365 Status account stating: 'After a period of monitoring, we've confirmed that the issue is fully mitigated and all previously affected connections have been restored. Full ...'.

Figure 13.12 – Microsoft 365 Status X/Twitter profile

Practice Resources

SHARE FEEDBACK ▾

DASHBOARD > CHAPTER 13

Identify Support Options for Microsoft 365 Services

Summary

In this chapter, you learned about the Microsoft 365 SLAs, including what they guarantee and what limitations have been put around them. Additionally, you learned how to monitor the various channels that Microsoft maintains for communicating service health: the Health dashboard, the Service health dashboard, the Windows release health page, the Directory sync status page, the Service Health status page, and the Microsoft 365 Status X feed. Finally, you learned about opening and managing support requests from the Microsoft 365 admin center.

It is important to understand the support levels for release categories and the incident response matrix, both for the exam and day-to-day operational requests.

Chapter Review Questions

The Microsoft 365 Certified Fundamentals MS-900 Exam Guide - Third Edition by Aaron Gullmette, Yura Lee, Marcos Zanre

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS ▾](#)

START

Figure 13.14: Chapter Review Questions for Chapter 13