

# Exam MS-900: Microsoft 365 Fundamentals

## EXAM DESIGN

### Audience Profile

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

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

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

## Objective Domains

### SKILLS MEASURED

- NOTE: The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. Related topics may be covered in the exam.
- NOTE: Most questions cover features that are general availability (GA). The exam may contain questions on Preview features if those features are commonly used.

### Describe cloud concepts (5–10%)

#### Describe the different types of cloud services available

- Describe Microsoft SaaS, IaaS, and PaaS concepts and use cases
- Describe differences between Office 365 and Microsoft 365

#### Describe the benefits of and considerations for using cloud, hybrid, or on-premises services

- Describe public, private, and hybrid cloud models
- Compare costs and advantages of cloud, hybrid, and on-premises services
- Describe the concept of hybrid work and flexible work



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

### Describe productivity solutions of Microsoft 365

- Describe the core productivity capabilities and benefits of Microsoft 365 including Microsoft Outlook and Microsoft Exchange, Microsoft 365 apps, and OneDrive
- Describe core Microsoft 365 Apps including Word, Excel, PowerPoint, Outlook, and OneNote
- Describe work management capabilities of Microsoft 365 including Project, Planner, Bookings, Forms, Lists, and To Do

### Describe collaboration solutions in Microsoft 365

- Describe the collaboration benefits and capabilities of Microsoft 365 including Microsoft Exchange, Outlook, Yammer, SharePoint, OneDrive, and Stream
- Describe the collaboration benefits and capabilities of Microsoft Teams and Teams Phone
- Describe the Microsoft Viva apps
- Describe the ways that you can extend Microsoft Teams by using collaborative apps

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

- Describe the endpoint management capabilities of Microsoft 365 including Microsoft Endpoint Manager (MEM), Intune, AutoPilot, co-management with SCCM, and tenant attach
- Compare the differences between Windows 365 and Azure Virtual Desktop
- Describe the deployment and release models for Windows-as-a-Service (WaaS) including deployment rings
- Identify deployment and update channels for Microsoft 365 Apps

### Describe analytics capabilities of Microsoft 365

- Describe the capabilities of Viva Insights
- Describe the capabilities of the Microsoft 365 Admin center and Microsoft 365 user portal
- Describe the reports available in the Microsoft 365 Admin center and other admin centers

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

### Explain Zero Trust security principles for Microsoft 365

- Describe the Zero Trust model
- Describe Microsoft Granular Delegated Admin Privileges (GDAP) principles

### Describe identity and access management solutions of Microsoft 365

- Describe the identity and access management capabilities of Microsoft 365 including Azure Active Directory, part of Microsoft Entra, and Azure Identity
- Describe cloud identity, on-premises identity, and hybrid identity concepts
- Describe the purpose and value of implementing multi-factor authentication (MFA) and self-service password reset (SSPR)
- Describe the purpose and value of conditional access

### Describe threat protection solutions of Microsoft 365

- Describe Microsoft 365 Defender, Defender for Endpoint, Defender for Office 365, Defender for Identity, Defender for Cloud Apps, and the Microsoft 365 Defender Portal
- Describe Microsoft Secure Score benefits and capabilities
- Describe the most common types of threats against endpoints, applications, and identities
- Describe how Microsoft 365 addresses the most common threats
- Describe the capabilities and benefits of Microsoft Sentinel and Microsoft 365 Lighthouse

### Describe trust, privacy, and compliance solutions of Microsoft 365

- Describe Microsoft Purview risk and compliance solutions and compliance in Microsoft 365
- Describe how Microsoft supports data residency to ensure regulatory compliance
- Describe information protection features
- Describe the capabilities and benefits of Microsoft Priva
- Describe insider risk management solutions to protect against internal threats
- Describe auditing and eDiscovery solutions

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

### Identify Microsoft 365 pricing and billing management options

- Describe the pricing model for Microsoft cloud services including enterprise agreements, cloud solution providers, and direct billing
- Describe available billing and bill management options including billing frequency and methods of payment

### Identify licensing options available in Microsoft 365

- Describe license management
- Describe the differences between base licensing and add-on licensing

### Identify support options for Microsoft 365 services

- Describe how to create a support request for Microsoft 365 services
- Describe support options for Microsoft 365 services
- Describe service level agreements (SLAs) including service credits
- Determine service health status by using the Microsoft 365 admin portal or the Azure tenant portal