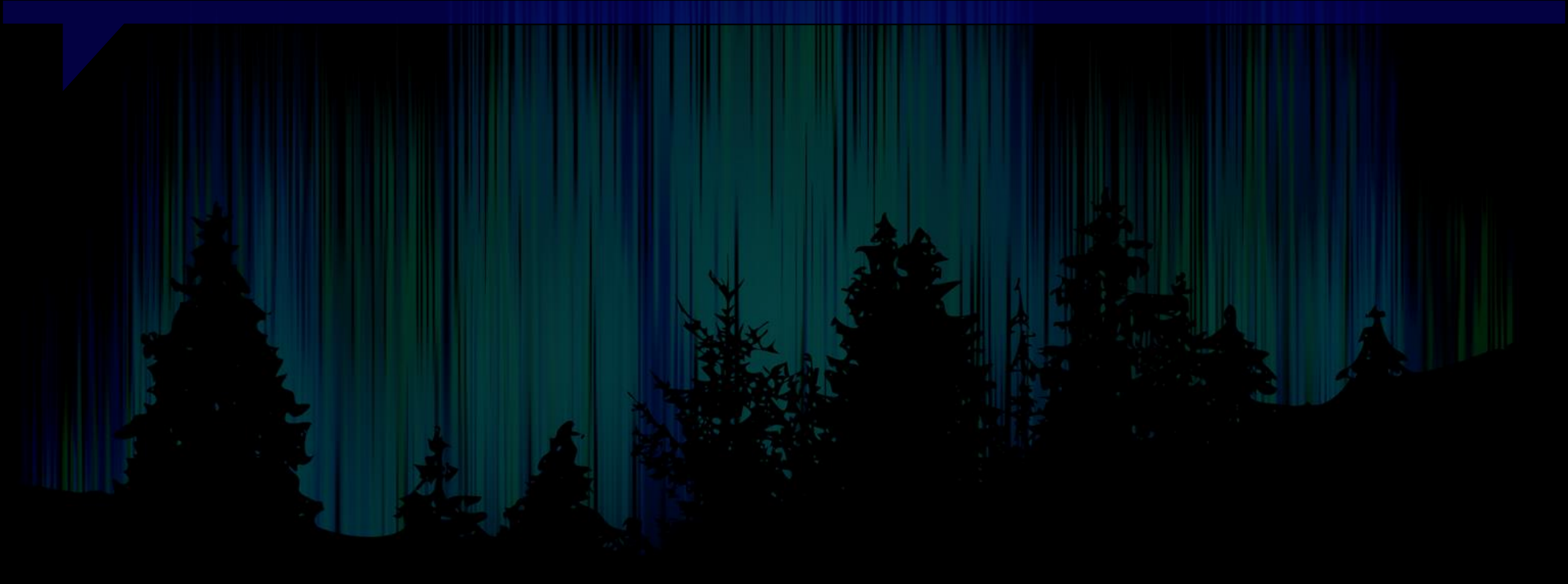




The Ultimate Guide To Microsoft Resources



Speakers



Harjit Dhaliwal

Senior PMM, MVP PG Lead

@Hoorge



Rod Trent

Senior Program Manager, Microsoft

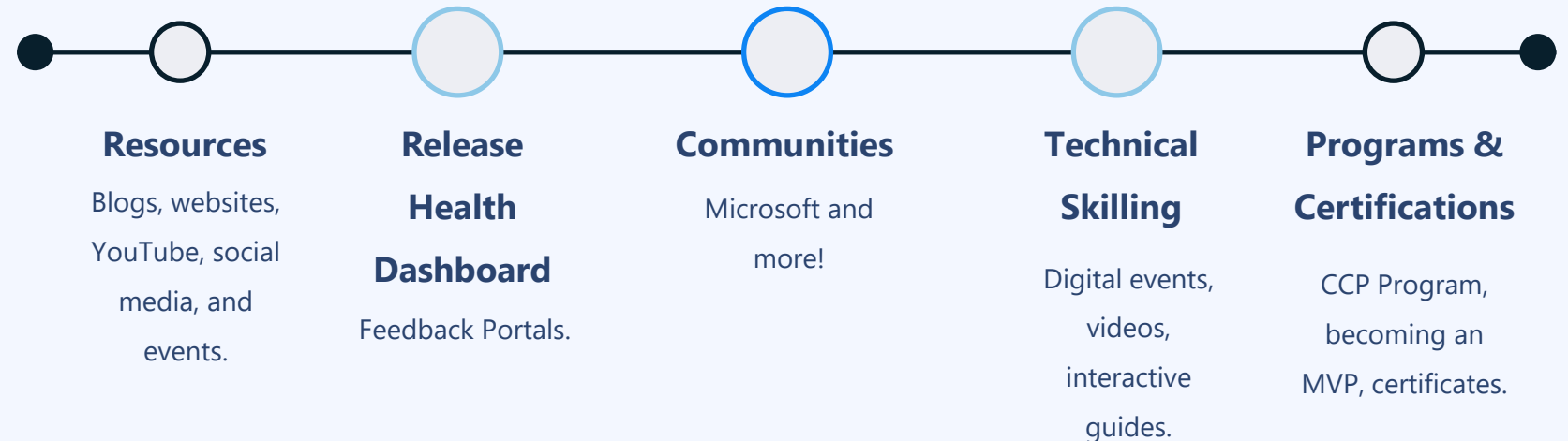
@rodtrent

Can't see our slides? Can't hear? Need to repeat the question? Call us out!



Key takeaways

- Where to go for what
- How to engage with Microsoft.
- Resource journeys.



Resources



What resources do you prefer?

Podcasts



Blogs



Digital events



Social Media



Videos



In-person events



Documentation (Learn Docs)



Community



Blogs

Thought Leaders



Tech Community



Customer Success



Windows Blogs



Blogs

- Tech Community – [Microsoft Intune and Configuration Manager Blogs & Events: aka.ms/IntuneBlog](https://aka.ms/IntuneBlog)
 - Official Intune Product Engineering blog on What's new and updates
 - Technical Takeoffs, Tech Accelerators, Quarterly AMAs, Unpacking Endpoint Management series
- [Intune Support Tips and Updates: aka.ms/IntuneCustomerSuccess](https://aka.ms/IntuneCustomerSuccess)
- [Security Topics like Zero Trust, Threat Intelligence and more: aka.ms/MicrosoftSecurityBlog](https://aka.ms/MicrosoftSecurityBlog)
- [Product News and Insights for Microsoft 365: aka.ms/Microsoft365Blog](https://aka.ms/Microsoft365Blog)
- [Windows Blog: aka.ms/WindowsBlogs](https://aka.ms/WindowsBlogs)
- [Windows IT Pro Blogs: aka.ms/WindowsITPro](https://aka.ms/WindowsITPro)



Blogs from Microsoft Thought Leaders

- blogs.windows.com/windowsexperience/
- techcommunity.microsoft.com/t5/microsoft-intune-blog/bg-p/MicrosoftEndpointManagerBlog
- www.microsoft.com/microsoft-cloud/blog/content-type/thought-leadership
- www.microsoft.com/industry/blog/content-type/thought-leadership
- www.microsoft.com/microsoft-365/blog/



Top Microsoft Security Blogs

- [Microsoft Security Blog](<https://www.microsoft.com/security/blog/>)**: This blog covers digital security tips, solutions, and industry trends. It provides insights into securing AI applications, threat intelligence, identity and access management, and more¹.
- [Security Blogs and Twitter](<https://news.microsoft.com/security-blogs-and-twitter/>)**: This resource includes discussions on security, cybersecurity, and technology trends. It also features information from the Microsoft Security Response Center, Security Development Lifecycle, and Security Research & Defense³.
- [Making the world a safer place with Microsoft Defender for individuals](<https://www.microsoft.com/security/blog/2022/06/16/making-the-world-a-safer-place-with-microsoft-defender-for-individuals/>)**: Learn about Microsoft's efforts to enhance security and protect individuals from threats².
- [Microsoft Secure: Explore the future of security](<https://www.microsoft.com/en-us/security/blog/2023/03/28/microsoft-secure-explore-innovations-transforming-the-future-of-security/>)**: Discover innovations in AI, identity, and data protection that are shaping the future of security⁴.



Websites

- [Tech Community](https://aka.ms/TechCommunity): aka.ms/TechCommunity
- [Microsoft Accessibility and Learning Center](https://aka.ms/Accessibility)
- [Skilling Snacks](https://aka.ms/SkillingSnacks)
- [Microsoft 365 Copilot](https://adoption.microsoft.com/copilot): adoption.microsoft.com/copilot
- [Making the most of Generative AI](https://aka.ms/Windows/Paper/Copilot): aka.ms/Windows/Paper/Copilot
- [Windows Office Hours](https://aka.ms/Windows/OfficeHours): aka.ms/Windows/OfficeHours



YouTube Videos

Mechanics Videos

- [@MSFTMechanics](https://www.youtube.com/@MSFTMechanics)



Microsoft Security

- [@MicrosoftSecurity](https://www.youtube.com/@MicrosoftSecurity)



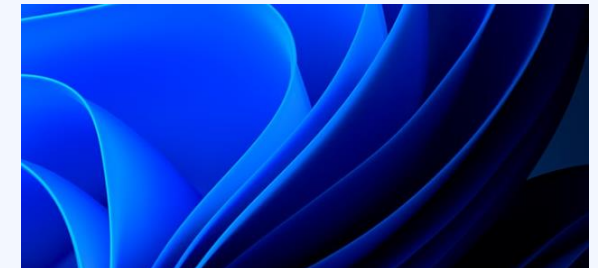
Microsoft 365

- [@Microsoft365](https://www.youtube.com/@Microsoft365)



Windows IT Pro

- [@WindowsITProOnYouTube](https://www.youtube.com/@WindowsITProOnYouTube)



Tackling Tech

<https://aka.ms/TacklingTech>



Tackling Tech Videos

Tackling Tech

aka.ms/TacklingTech

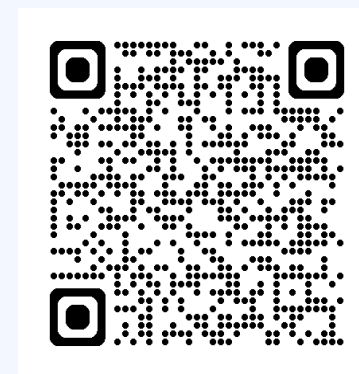
Explore the latest Microsoft capabilities for IT, enterprises, and information workers through interviews with the product teams building the tech -- and the IT professionals deploying and managing it in the real world.



The Microsoft Security Insights Show

aka.ms/GetMSIShow

Hosted by Edward Walton, Rod Trent, and Brodie Cassell, the Microsoft Security Insights show provides information, news, tips on the Microsoft Security Solutions including Microsoft SIEM and XDR and Copilot for Security.



Staying up to date on service changes



What's coming

- Windows Roadmap: aka.ms/M365Roadmap
- Intune In development: aka.ms/IntuneID
- Windows 365 for Enterprise In development: aka.ms/W365InDevelopment
- Windows 365 for Business In development: aka.ms/Win365InDevelopmentBusiness



What just released

- Intune What's New: <https://aka.ms/IntuneWN>
- Windows 365 for Enterprise What's New: aka.ms/W365WhatsNew
- Windows 365 for Business What's New: aka.ms/W365WhatsNewBusiness
- Ramya Chitrakar's eng favorites from each Intune and major ConfigMgr release: <https://www.linkedin.com/in/ramyachitrakar/>
- Windows 365 Eng favorites – Look for announcement on this blog: aka.ms.WindowsITProBlog



Message center - Plan for change/Take action/Known issues

- Microsoft 365 (M365) admin center: aka.ms/M365SHD OR for Intune/Windows 365 go to the Intune admin center: aka.ms/IntuneSHD
- For Microsoft Managed Desktop/Autopatch, go in the Microsoft Intune admin center under those products or for Autopatch, look under Microsoft 365 apps in the M365 admin center



Service incidents

- M365 service health dashboard: <https://admin.microsoft.com/Adminportal/Home#/servicehealth> OR for Intune/Windows 365 go to the admin center in Endpoint Manager: https://endpoint.microsoft.com/#view/Microsoft_Intune_DeviceSettings_TenantAdminMenu/~tenantStatus
- If admin center impacted by an incident, go to status.office.com or [@MSFT365Status](https://twitter.com/MSFT365Status)



Blogs

- Intune blog: aka.ms/IntuneBlog
- Intune Customer Success blog: aka.ms/IntuneCustomerSuccess
- Security blog: microsoft.com/security/blog
- M365 blog: aka.ms/M365Blog
- Windows IT Pro blog: aka.ms.WindowsITProBlog



Social

Quick help/amplification/known issues/release updates, and more!

- Twitter: [@IntuneSuppTeam](https://twitter.com/IntuneSuppTeam)
- TechCommunities: <https://techcommunity.microsoft.com/t5/microsoft-endpoint-manager/ct-p/microsoft-endpoint-manager>
- You can get community help on TechCommunities, Reddit, Twitter. The [@IntuneSuppTeam](https://twitter.com/IntuneSuppTeam) on Twitter is managed out of our Microsoft Security CxE team.



Tips

- Read aka.ms/IntuneServiceChangeBlog for best practices
- Sign up for weekly digests of service change notices emailed to your inbox
- Download the Microsoft 365 admin app so you can quickly check Message center or Service health dashboard posts
- Follow [@IntuneSuppTeam](https://twitter.com/IntuneSuppTeam) for release info of Intune and Christiaan @Brinkhoff_C for Windows 365 info.

Release Health Information



Windows Release Health

aka.ms/WindowsReleaseHealth

@WindowsUpdate

Windows release health

Official information on Windows releases and servicing milestones, plus resources, tools, and news about known issues and safeguards to help you plan your next update. Want the latest Windows release health updates? Follow @WindowsUpdate on X (formerly known as Twitter).



GET STARTED

[How to get the Windows 11 2023 Update](#)



WHAT'S NEW

[Explore the most personal Windows 11 experience](#)



WHAT'S NEW

[How to get the latest Windows 11 innovations](#)



REFERENCE

[Get updates as soon as they're available for your device](#)



REFERENCE

[Windows 11 release information](#)



OVERVIEW

[Understanding Windows monthly updates](#)

Feedback Portals

- aka.ms/IntuneFeedback
- @IntuneSuppTeam
- @MSWindowsITpro
- Smiley |
"Give feedback to
Microsoft"
- Feedback Hub (Win + F)

Feedback Hub app




Windows 11, Windows 10

The Feedback Hub app lets you tell Microsoft about any problems you run into while using Windows 11 or Windows 10. You can also send suggestions to help us improve your Windows experience.

Sending a suggestion or reporting a problem can be as easy as finding feedback similar to yours and upvoting it or adding your experience. However, if you can't find feedback like yours, you can add new feedback. You can even attach screenshots or record the process that led to the problem to help us see what you're experiencing.

Open the Feedback Hub app by doing one of the following or selecting the Open Feedback Hub button below:

Open Feedback Hub

- Select **Start** , enter Feedback Hub in the search bar, and select the **Feedback Hub** app  from the list. This launches the Feedback Hub app home page.
- Press the **Windows logo key**  + F.

Social

How you can stay up to date in social media.



Empowering our customers to be successful with Intune.

- Amplification (Supportability blogs)
- Release Updates
- Support Tips



Helping you get unblocked.

- Known Issues
- Service Incidents
- UI/Bugs



Stuck on troubleshooting or have a tricky support case?

- Getting experts engaged
- Customer Engineers
- Product Group Engagement



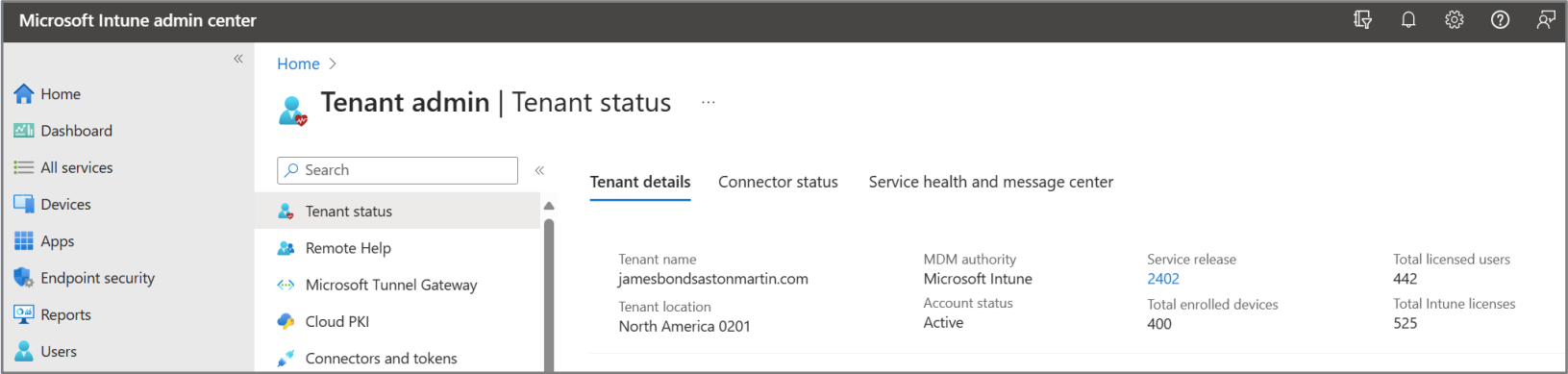
Community Support

- [Tech Communities](#)
- [Reddit | /r/MSIntune](#)
- [Reddit | /r/Intune](#)
- [Microsoft Q&A](#)
- [Microsoft Answers](#)





Release Updates



May take up to three days to rollout

- Day 1: Asia Pacific (APAC)
- Day 2: Europe, Middle East, Africa (EMEA)
- Day 3: North America (NA)
- Day 4+: Intune for Government

Some features may roll out over several weeks and might not be available to all customers in the first week.

Resources:

[Microsoft Intune Service Updates](#)
[aka.ms/IntuneServiceChangeBlog](#)

2403 PE, FF & CN UI extensions updated - What's New released	5 days	Mon 3/25/24	Fri 3/29/24
2403 What's New Released	0 days	Wed 3/27/24	Wed 3/27/24
2403 Release final rollout	0 days	Fri 3/29/24	Fri 3/29/24

Microsoft Copilot for Security

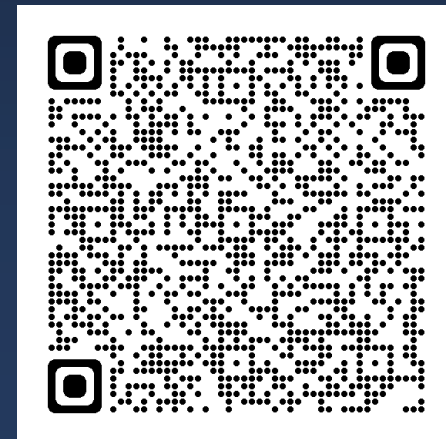
The first generative AI security product that empowers security and IT teams to protect at the speed and scale of AI



“Microsoft Copilot for Security acts as a sort of intense and ultra-fast security consultant, able to read through complex hash files and scripts to divine their true intent, and quickly recognize both known threats and things that act like existing threats. Microsoft claims that using such a service could help address the security personnel talent shortage.”

From: *Copilot for Security is not an oxymoron – it's a potential game-changer for security-starved businesses*

Story by: *Lance Ulanoff - TechRadar*



CfS Resources

- Office websites
- Community sites
- Bi-weekly Newsletter
- Doc links
- Skilling



This Session – the CfS Plugin

- GitHub: aka.ms/RodTrentCfS

Communities



Why “IntuneSuppTeam”?

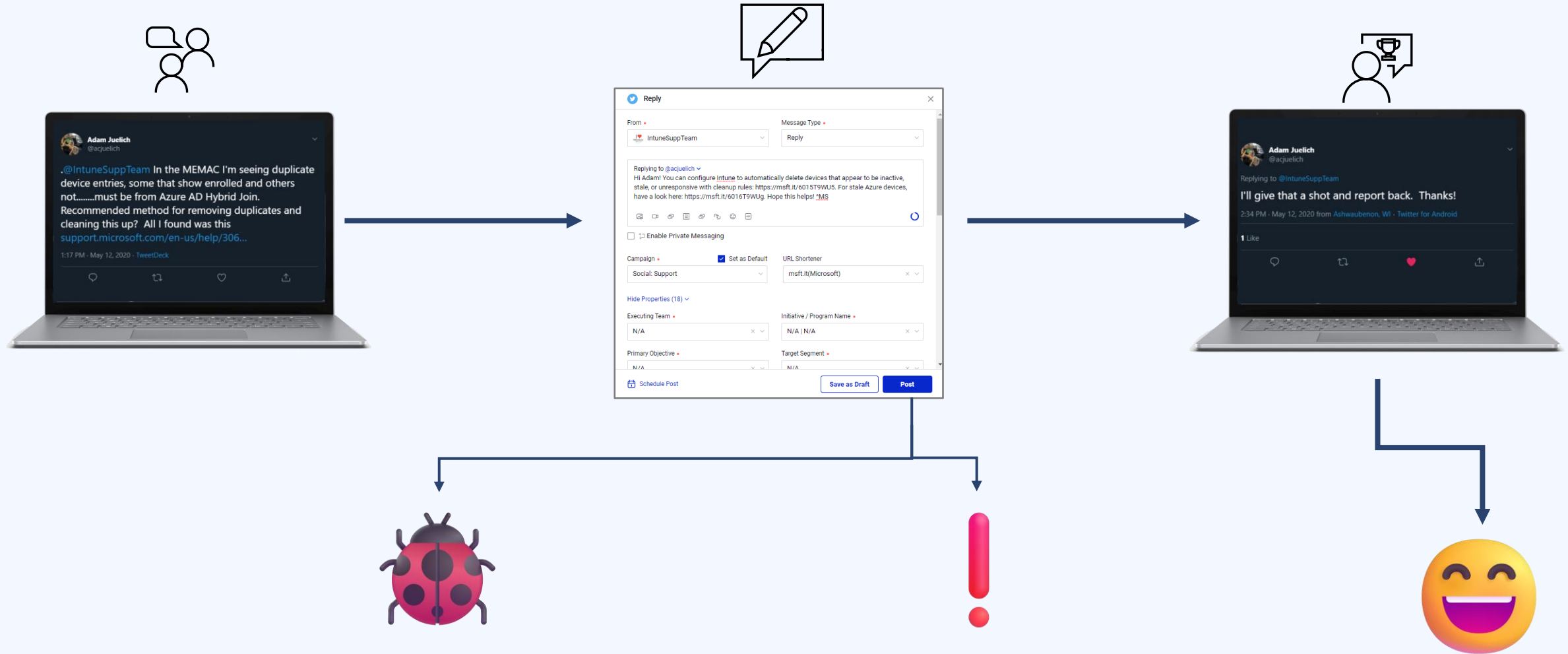
Started with an urgent ask to respond back on Twitter to customer escalations (hence the “IntuneSuppTeam” account name).

Quickly realized customer communications →

Includes social even for enterprise customers (not just consumers or users!)



Life of an Engagement



Microsoft Intune on Social Media

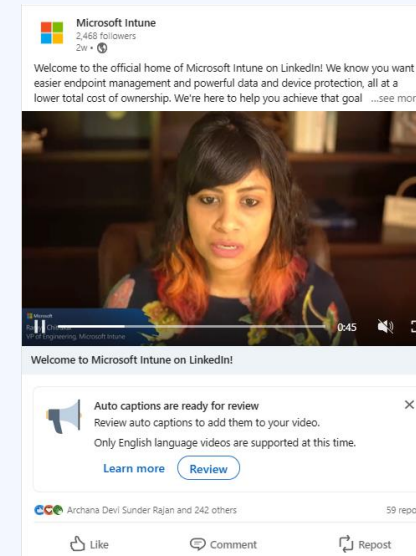
- Twitter- [Microsoft Intune \(@MSIntune\)](#)



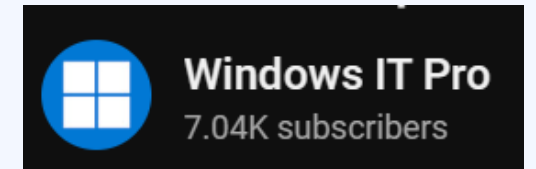
- [LinkedIn:](#)
aka.ms/Intunelinked



- Thought Leaders

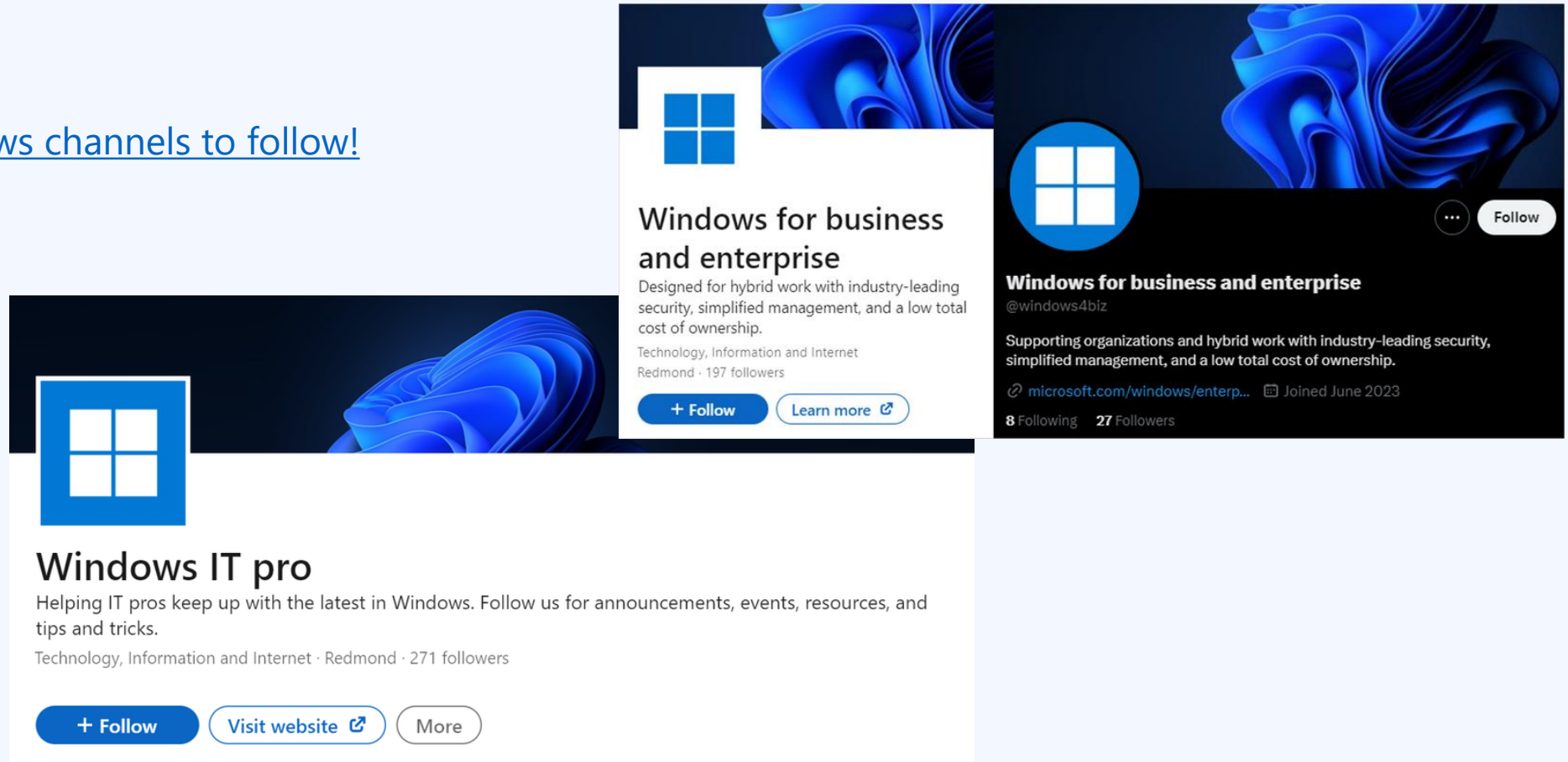


- Windows ITPro



Windows on Social Media

[Windows channels to follow!](#)



Microsoft Community / Resources

[Microsoft Tech Community](#)

[Microsoft Management Customer Connection Program \(CCP\)](#)

Windows Developer Environment - developer.microsoft.com/windows/downloads/virtual-machines

[Windows 11 Onboarding Kit](#)

[Windows 11 Enterprise Deployment Lab Kit](#)

[Skilling Snacks](#)

[Microsoft Cloud Command Line](#) – cmd.ms

[Search for aka.ms](#)

[Identity PowerToys](#) (Conditional Access Documenter, Entra Mind Map)

[Microsoft Community](#) - Discord



IT Pro Communities

Mac Admins: aka.ms/MacAdmins

Microsoft 365 Maps: m365maps.com

End of Life: endoflife.date

Microsoft Portals: msportals.io

Discord Servers:

1. [MMS](#)
2. [WinAdmins](#)
3. [Microsoft EMS Communities](#)

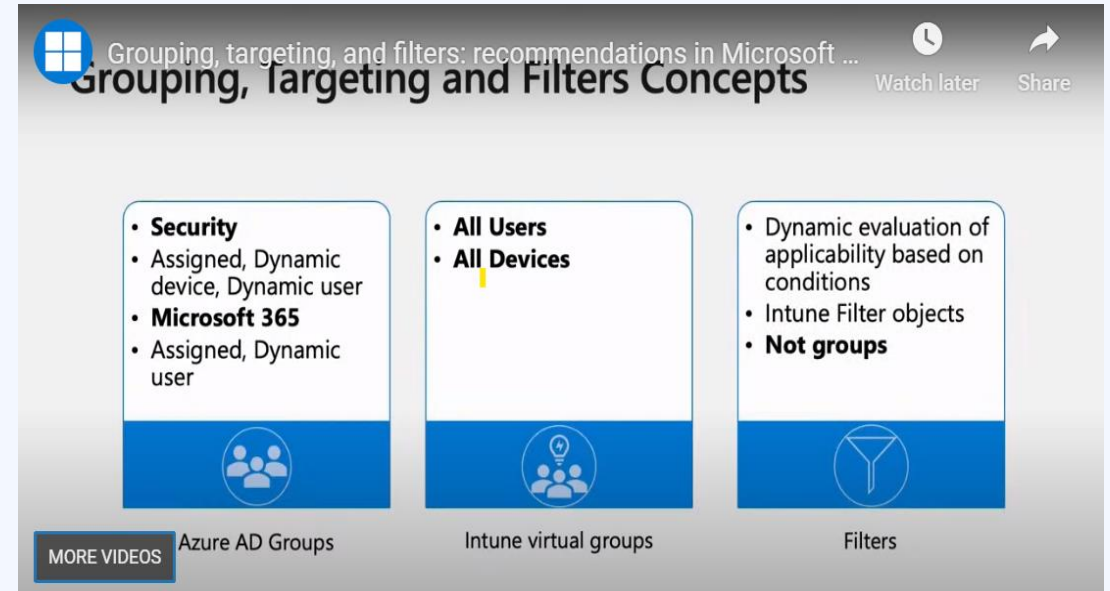


Technical Skilling



Skilling Events

- [Microsoft Technical Takeoff: Windows and Microsoft Intune](#)
[aka.ms/TechnicalTakeoff](#)
- [Tech Accelerator: Microsoft Intune Suite](#)
[aka.ms/Intune/TechAccelerator/Blog](#)



Resource Journey 1

Microsoft Intune



Microsoft Intune

Stop #01

- [Docs- Overview, scenarios, troubleshooting](#)
- [MS Learn – Learning modules](#)

Stop #02

- [What's Coming up? Tech Community – Microsoft Intune and Configuration Manager Blogs](#)
- [Intune Customer Success Blog](#)

Stop #03

- [Management Mechanics](#)

Stop #04

- [aka.ms/TCL/Intune](#)
- Community resources – LinkedIn, X, YouTube, GitHub, etc



Public Tech Community and Resources

- [Tech Community – Microsoft Intune and Configuration Manager Blogs](#)
Official Intune Product Engineering blog on What's New and updates
- [Tech Community – Microsoft Intune and Configuration Manager Events](#)
Technical Takeoffs, Tech Accelerators, Quarterly AMAs, Unpacking Endpoint Management series
- [Tech Community – Intune Customer Success Blogs](#)
CxE Intune Engineering blog on supportability
- <https://aka.ms/IntuneWN>
MS Learn documentation page on monthly "What's New" release updates
- aka.ms/IntuneID
MS Learn documentation page on soon to be released updates (committed to upcoming Sprint/s)
- [Microsoft Intune: Overview | LinkedIn](#)
Official LinkedIn page for Microsoft Intune
- aka.ms/MacAdmins
Viva Engage Microsoft Mac Admins community hosted by Intune Product Managers (Engg & CXE)





Programs & Certifications



CCP / MVP / Certificates

- MVP -
mvp.microsoft.com
- Microsoft Learn -
learn.microsoft.com
- Technical Docs -
learn.microsoft.com/docs
- Microsoft Certifications -
learn.microsoft.com/credentials

Microsoft Management CCP Customer
Connection Program
<https://aka.ms/joinccp>

 Megan Gremmell Wednesday 10:34 AM 


New blog | Windows 365 Customer Lockbox generally available New

Windows 365 Customer Lockbox is now generally available for all organizations with a Microsoft 365 E5 or Office 365 E5 subscription. This security feature ensures that Microsoft cannot access content in your Cloud PCs to do service operations without your explicit approval.




What is Customer Lockbox?

In some cases, Microsoft support engineers may need to access your content to determine the root cause of an issue and address it. Windows 365 Customer Lockbox requires the engineer to request access from you as a final step in the approval workflow.

With Customer Lockbox, you have the option to approve or deny the request for your organization, and provide direct-access control to your [see more](#)



Office 365 E5 – Enterprise Solution Upgrade fro...
Explore, Office 365 E5, a cloud-based suite of Microsoft Office productivity apps, upgraded from E3, Get advanced...
www.microsoft.com

 7  2 

Security Exams/Learn Paths

- Exam SC-200: Microsoft Security Operations Analyst:** This exam is for professionals who collaborate with organizational stakeholders to secure information technology systems, reduce organizational risk, and rapidly remediate active attacks. It covers threat protection practices and the use of Microsoft Azure Sentinel, Azure Defender, Microsoft 365 Defender, and third-party security products.
- Exam SC-300: Microsoft Identity and Access Administrator:** If you design, implement, and operate an organization's identity and access management systems using Azure AD, this exam is for you. It focuses on secure authentication, authorization access to enterprise applications, and troubleshooting identity and access environments.
- Exam SC-400: Microsoft Information Protection Administrator:** For those who plan and implement controls meeting organizational compliance needs, this exam is essential. It covers translating requirements into technical implementation, assisting control owners, and working with stakeholders to address regulatory requirements.
- Exam SC-900: Microsoft Security, Compliance, and Identity Fundamentals:** If you want to familiarize yourself with security, compliance, and identity across cloud-based Microsoft services, this fundamentals exam is a great starting point.
- NINJA TRAINING:** <https://aka.ms/NinjaTraining>
- CCP!!!!**

