MS-900 Agenda

01   Describe cloud concepts

02   Describe Microsoft 365 apps and services ←

03   Describe Microsoft 365 security and compliance capabilities

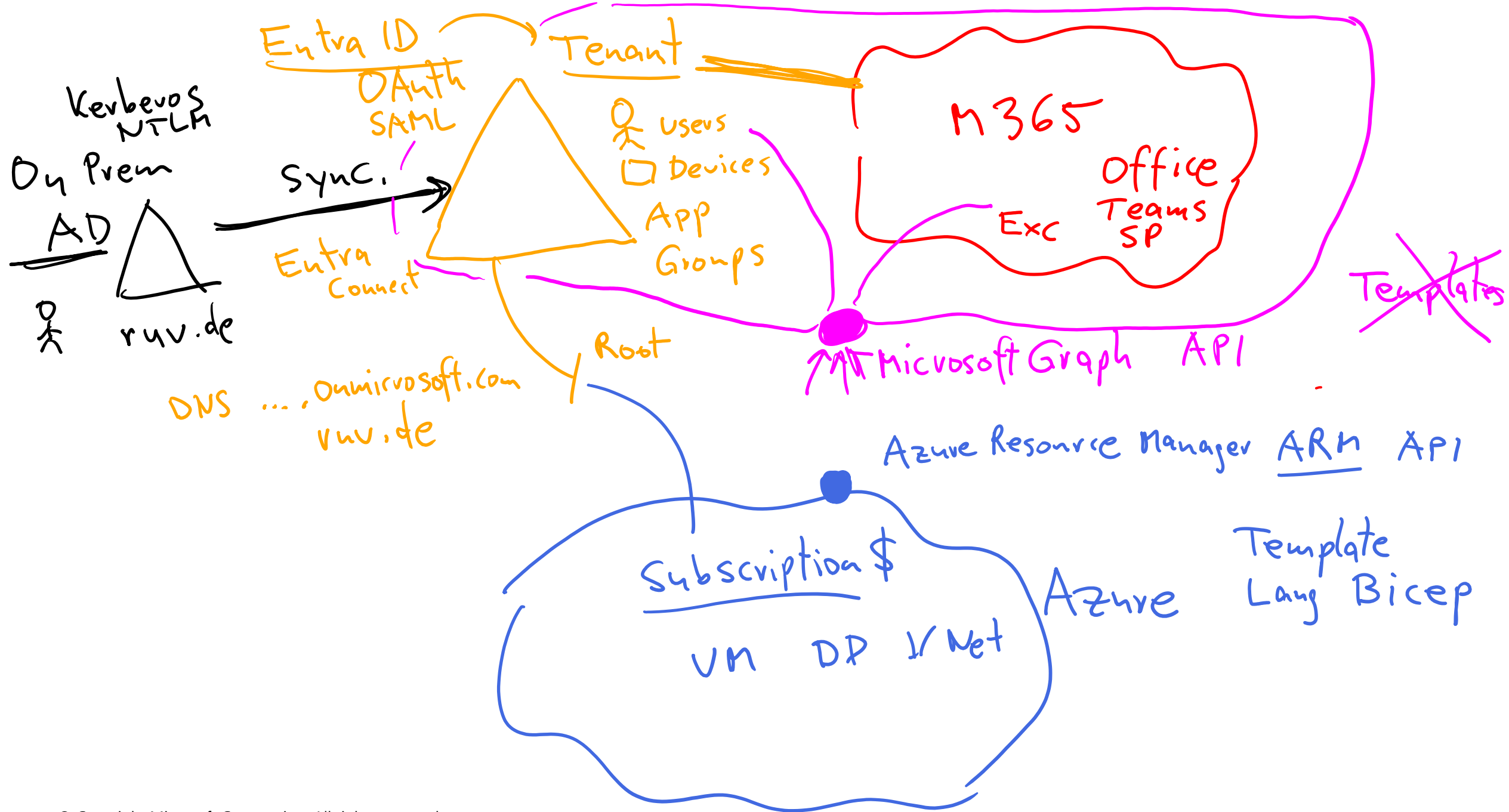04   Describe Microsoft 365 pricing, licensing, and support

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

Learning Path agenda

- What is Microsoft 365?

- Describe productivity solutions of Microsoft 365

- Describe collaboration solutions of Microsoft 365

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

- Describe analytics capabilities of Microsoft 365

Kerberos NTLM

On Prem
AD

ruv.de

Entra ID
OAuth
SAML

Sync.

Entra Connect

DNS ...onmicrosoft.com
ruv.de

Tenant

Users
Devices
App
Groups

Root

M365

Office
Teams
SP

Exc

Templates

Microsoft Graph API

Azure Resource Manager ARM API

Subscription $

VM DP VNet

Azure

Template
Lang Bicep

Module 1: What is Microsoft 365?

Module 1: Introduction

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

1 Describe Microsoft 365 and Office 365

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

3 Describe how Microsoft 365 Copilot can unlock productivity and creativity

4 Create a Microsoft 365 trial organization

What is Microsoft 365?

Microsoft 365 is a cloud-powered productivity platform that brings together the best-in-class productivity apps from Office 365 with advanced device management, intelligent security, and innovative online services.

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

For home

For business

For enterprise

Microsoft Account

Microsoft 365

Tenant — EntraID
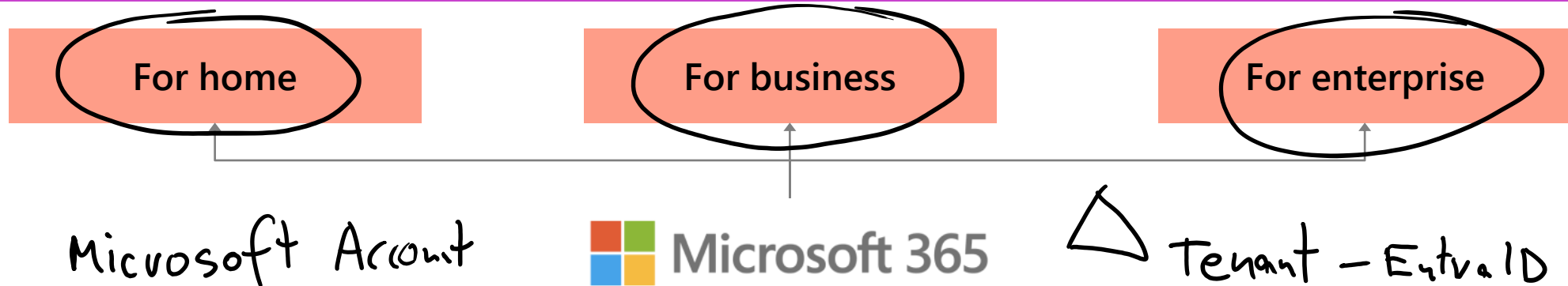
Microsoft Graph

Microsoft Graph is the gateway to rich, people-centered data and intelligence in Microsoft 365.

- Microsoft 365 learns from users and collects insights through Microsoft Graph by analyzing users' data and activities across different Microsoft products and services.

- Microsoft Graph plays a vital role in **Microsoft 365 Copilot**, an AI-powered productivity tool coming soon to Microsoft 365.
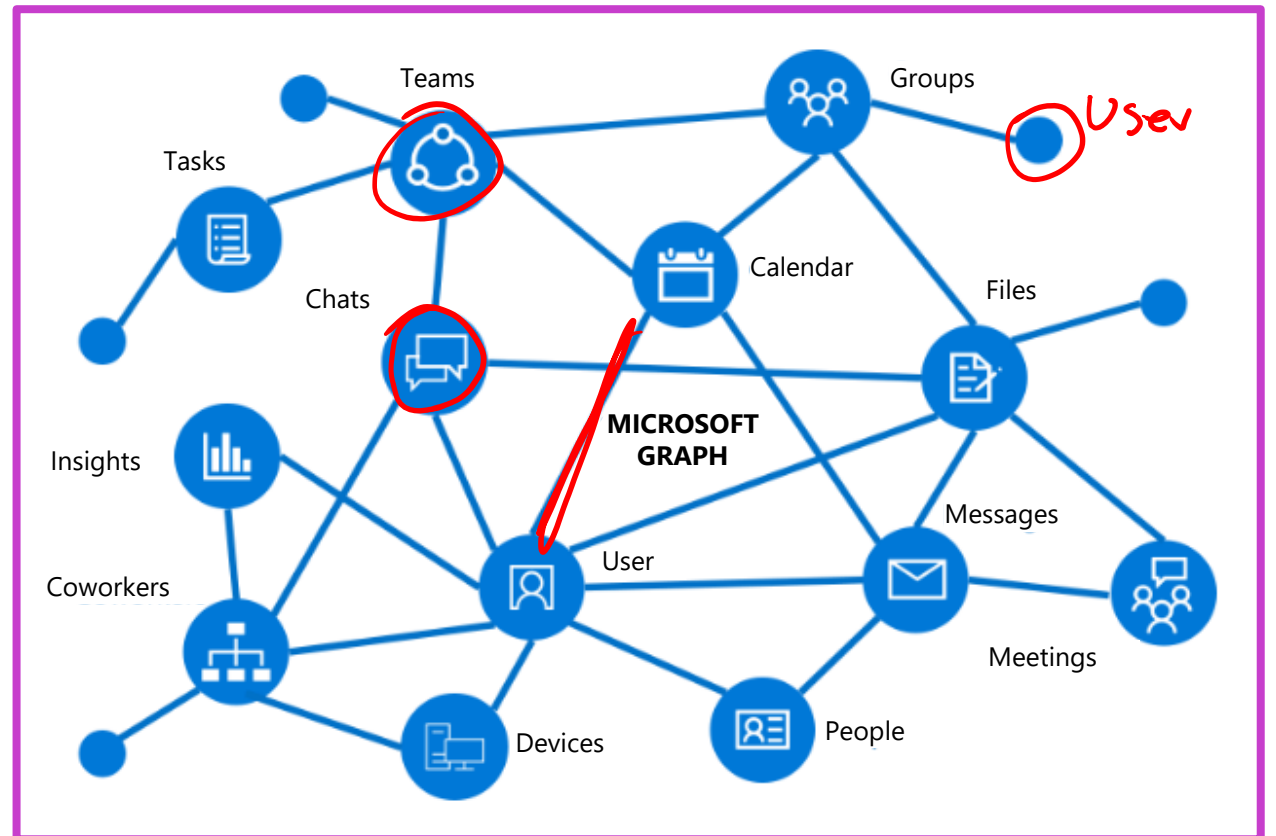
The differences between Office 365 and Microsoft 365

Office 365

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

Microsoft 365

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

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

Hybrid work, flexible work, and front-line workers

Hybrid work:

- A combination of traditional, in-person office work and remote, offsite work.

Flexible work:

- A combination of remote and in-person days that works best for you.

Front-line workers:

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

Microsoft 365 empowers workers in this hybrid world

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

Connected

Stay connected from anywhere in the world and at any time with cloud-based services.

Secure

Secure sign-ins with multifactor authentication (MFA) and built-in security features to protect against malware, malicious attacks, and data loss.

Role
PIM

CA Cond.
Access

Managed

Manage your worker's devices from the cloud with security settings, allowed apps, and to require compliance with system health.

MDM *windows*
Intune

Productive and collaborative

Stay collaborative and productive with online meetings, chat, shared workspaces, and automated business processes.

Employee experiences

Foster an inclusive company culture and increase employee wellbeing while making sure they have the resources they need.
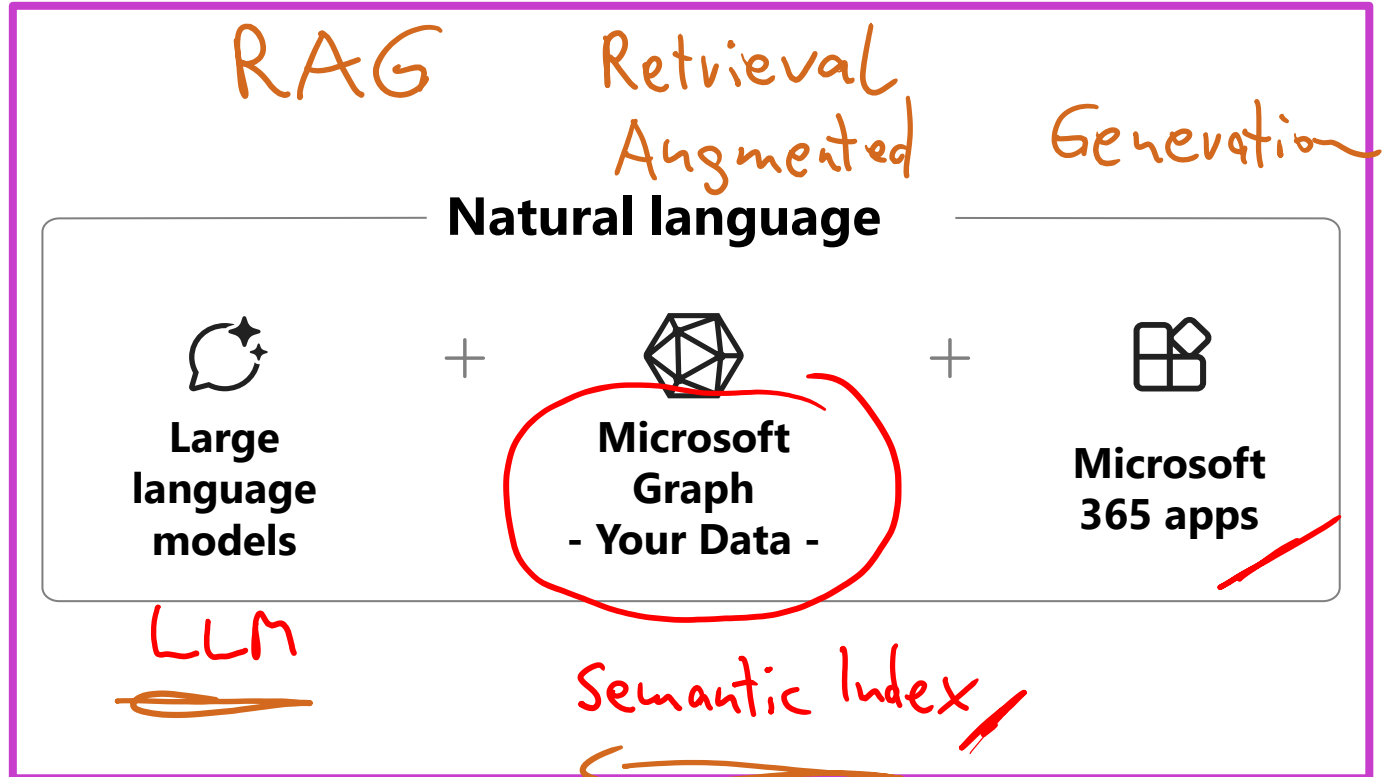
Microsoft 365 Copilot unlocks a new way of working

[handwritten annotations: GPT 3.5 | OpenAI Sam Altman CEO]

Microsoft 365 Copilot is an AI-powered productivity tool that combines the power of large language models (LLMs) with your data in the Microsoft Graph and Microsoft 365 apps to turn words into the most powerful productivity tool on the planet.

Transform your work in three ways:

- **Unleash creativity**—*Harness Copilot's power so you never start from scratch.*

- **Unlock productivity**—*Let Copilot summarize actions for you and optimize your time.*

- **Uplevel skills**—*Be better at what you're good at and master what you've yet to learn.*

[handwritten: RAG Retrieval Augmented Generation]

Natural language

Large language models + Microsoft Graph - Your Data - + Microsoft 365 apps

[handwritten: LLM]

[handwritten: Semantic Index]

Explore Microsoft 365 tenant

Admin.microsoft.com
Portal.azure.com
Entra Portal

DEMO
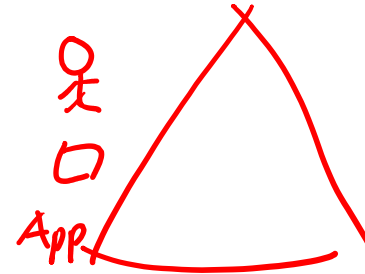
Module 2: Describe productivity solutions of Microsoft 365

Module 2: Introduction

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

1 Describe how Microsoft 365 can boost productivity

2 Describe how Microsoft 365 apps help people craft compelling content in real time

3 Describe how the work management tools optimize operations

4 Describe additional Microsoft 365 productivity apps

Productivity capabilities and benefits of Microsoft 365

- **Unleash your creativity and perform tasks faster**—*Microsoft 365 Copilot*

- **Create professional-looking content in real time**—*Office apps such as Word, Excel, PowerPoint, OneNote*

- **Organize and access files and photos wherever you are**—*Microsoft OneDrive*

- **Work and communicate with your team from anywhere**—*Microsoft Teams*

- **Always stay connected and simplify scheduling**—*Microsoft Outlook*

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

- **Optimize and simplify operations**—*Microsoft Project, Planner, Bookings, To Do, Forms, Lists*

- **Streamline everyday processes**—*Microsoft Power Apps and Power Automate*
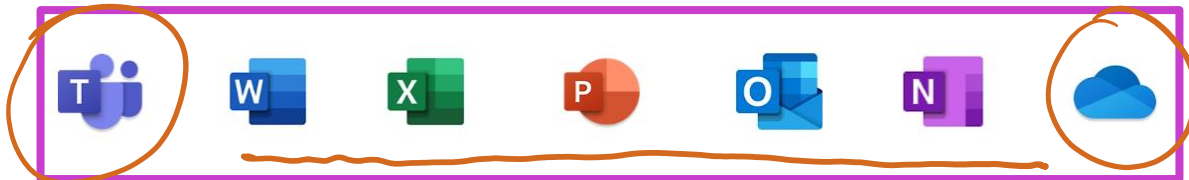
Microsoft 365 Apps

Microsoft 365 Apps is an always up-to-date desktop, mobile, and web version of the core Office apps.

Applications included:

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

Microsoft 365 Apps has the benefits of the cloud:

- Work across multiple devices.
- Work with apps that are always up to date.
- Work intelligently through connected experiences, such as PowerPoint Designer, Editor, and Research.
- Work in an entirely new way with **Microsoft 365 Copilot**—spark creativity, boost productivity, and foster new skills.

Work management tools in Microsoft 365

Microsoft Project

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

Microsoft Planner

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

Microsoft Booking

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

Microsoft To Do

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

Microsoft Forms

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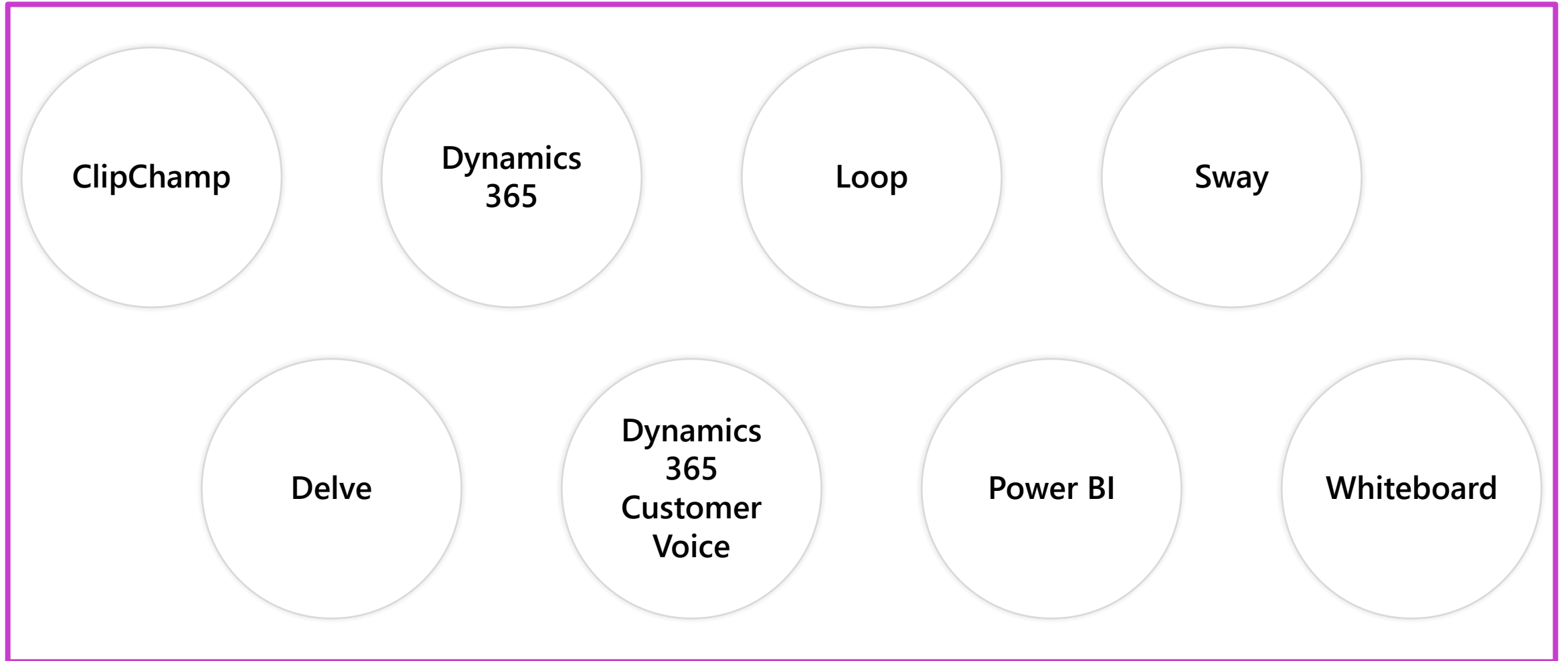
Microsoft Lists

An information tracking app that enables you to organize information and work through creating lists.

Additional Microsoft 365 productivity apps

ClipChamp

Dynamics 365

Loop

Sway

Delve

Dynamics 365 Customer Voice

Power BI

Whiteboard

Module 3: Describe collaboration solutions of Microsoft 365

Module 3: Introduction

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

1 Describe how the collaboration tools of Microsoft 365 drives teamwork

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

3 Describe how Microsoft Viva helps organizations create thriving work cultures

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

Collaboration capabilities and benefits of Microsoft 365

- Chat, call, and virtually meet with your team—*Teams*

- Collaborate on files in real time—*OneDrive*

- Network and engage with people across your organization—*Yammer*

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

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

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

- Stay connected and share your availability—*Outlook*

- Empower people and teams to be their best—*Viva*

Microsoft Teams

Teams is a collaboration app—a hub for teamwork.

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

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

Chat and instant messaging
Instantly connect to one team member or to an entire team in a group chat anywhere. Get up to speed and summarize key takeaways in chat threads with **Copilot.**

Online meetings
Collaborate through online meetings, webinars, live events, or audio- and videoconferencing. Quickly recap and suggest action items in real time with **Copilot**.

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

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

Team collaboration in Microsoft Teams

DEMO

Microsoft Viva apps

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

Connection	Insight	Purpose	Growth	Role-based
Viva Connections—*Discover relevant news, conversations, and quick access to tools and resources.* **Viva Engage**—*Openly share, ideate, problem solve, and contribute across boundaries. Create inspiring posts and get message suggestions with **Copilot**.*	**Viva Insights**—*Provides privacy-protected insights and actionable recommendations.* **Viva Glint**—*A people-driven platform that provides visibility into the health of your organization and guides effective action. Quickly learn what matters to employees and act with **Copilot**.*	**Viva Goals**—*A goal-setting and objectives and key results (OKRs) management solution. Simplify goal setting and OKR creation with **Copilot**.*	**Viva Learning**—*Centralized learning hub designed for skill building and learning. Get suggestions on curated learning collections with **Copilot**.* **Viva Topics**—*Knowledge discovery through organized content and expertise on topic pages. Use a conversational interface to learn more with **Copilot**.*	**Viva Sales**—*A seller experience application designed to help sellers boost productivity.*

Exploring Microsoft Viva Insights and Learning

DEMO

Microsoft Yammer

Yammer is a secure enterprise social network designed to connect and engage people across your organization.

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

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

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

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

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

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

Module 4: Introduction

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

1 Describe the endpoint modern management capabilities of Microsoft 365

RDS   Terminal
                Server

A V D

2 Describe the differences between Windows 365 and Azure Virtual Desktop

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

4 Describe the deployment methods and update channels for Microsoft 365 Apps
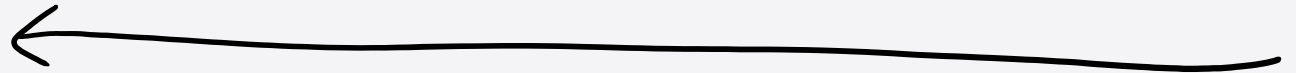
Endpoint management capabilities of Microsoft 365

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

Microsoft Intune
Cloud-based unified endpoint management solution

Endpoint Analytics
Provides metrics on health and performance of devices

Configuration Manager
On-premises management solution

Windows Autopilot
Sets up and preconfigures new devices to get ready for use

Co-management
Combines Configuration Manager with features of Intune

Microsoft Entra ID (Azure AD)
Manages the identities of users, devices, and groups

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

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

Windows 365 and Azure Virtual Desktop

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

Windows 365   *Lizenz*

This is a subscription-based cloud PC service.

- Personalized Windows 10 or Windows 11 desktops:
  - A windows 11 enhancement coming soon is **Windows Copilot**, a centralized AI assistant.
- Stream your apps, data, content, and settings to any device
- Management and deployment with familiar desktop tools
- Predictable per-user pricing
- Optimized for simplicity

Azure Virtual Desktop (AVD)   *Session Host UM*

This is a desktop and app virtualization solution on Azure:

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

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

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

Servicing

Release types

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

Servicing channels

- Windows Insider Program
- General Availability Channel
- Long-Term Servicing Channel

Deployment

Deployment rings

- Preview
- Limited
- Broad

Deployment methods

- Modern
- Dynamic
- Traditional

Deployment methods and update channels for Microsoft 365 Apps

Deployment methods

- Deploy from a local source with Configuration Manager
- Deploy from the cloud with the Office Deployment Tool (ODT)
- Deploy from a local source with the Office Deployment Tool (ODT)
- Self-install from the cloud

Update channels

- Current Channel
- Monthly Enterprise Channel
- Semi-Annual Enterprise Channel

How updates are installed

Microsoft 365 Apps regularly checks for updates, which are automatically downloaded and installed

Module 5: Describe analytics capabilities of Microsoft 365

Module 5: Introduction

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

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

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

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

The capabilities of Viva Insights

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

Personal insights

- Gain valuable insights to improve work patterns through actionable recommendations created just for you.

- Explore ways to build better work habits and prioritize wellbeing through reserved focus time, scheduled breaks, and practicing mindfulness.

Team insights

- Help managers foster productivity and wellbeing for teams large or small.

- Get suggestions on how to improve team collaboration habits or ways to set positive team norms for meetings, focus, and wellbeing.

Organization insights

- Help managers and leaders understand how their organizations are succeeding and performing at work.

- View key indicators of your organization's wellbeing, productivity, and team culture.

- **Advanced insights** can provide leaders with a greater understanding of how work shapes their people and their business.

The Microsoft 365 admin center and Microsoft 365 user portal

portal.azure.com | *Office.com*

Microsoft 365 admin center	Microsoft 365 user portal
• Manage users by adding, deleting, or restoring users. • Manage licenses by adding and removing license. • Manage a M365 group by creating, deleting a group, and editing the name or description. • Manage billing. • View or create service requests. • Manage global settings for apps. • View activity reports and service health.	Designed for users to access their email, calendar, and documents through M365 apps such as Office, Teams, and Outlook, on the web with any device and internet access.

Reports in the M365 admin center and other admin centers

M365 admin center reports

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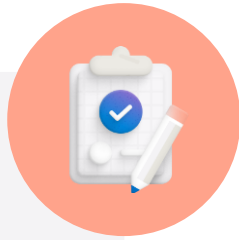
Other admin centers with reports

- Security—Microsoft 365 Defender
- Compliance—Microsoft Purview
- Endpoint Manager
- Microsoft Entra ID (Azure AD)
- Exchange
- SharePoint
- Teams

Explore Microsoft 365 admin center

DEMO

Learning Path summary

Learned about Microsoft 365 (M365)

Learned about M365's productivity solutions

Learned about M365's collaboration solutions

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

Learned about M365's analytics capabilities