

Microsoft 365 Fundamentals



Online Course

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Microsoft 365 Fundamentals

Course Modules



1. Describe cloud concepts

Describe the different types of cloud services available

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

Benefits of using cloud, hybrid, or on-premises services

- Describe public, private, and hybrid cloud models
- Compare costs & advtg of cloud, hybrid, & on-premises srvc
- Describe the concept of hybrid work and flexible work

2. Describe Microsoft 365 apps and services

Describe productivity solutions of Microsoft 365

- Capabilities and benefits of Microsoft 365
- Describe core Microsoft 365 Apps including Word, Excel, etc.,
- Describe work management capabilities of Microsoft 365

Describe collaboration solutions of Microsoft 365

- Describe the collaboration benefits and capabilities of MS 365
- Describe the collaboration benefits and capabilities of MS 365
- Describe the Microsoft Viva apps
- Describe the ways that you can extend Microsoft Teams

Describe analytics capabilities of Microsoft 365

- Describe the capabilities of Viva Insights
- Capabilities of the MS 365 Admin center & MS 365 user portal



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Describe options in Microsoft 365

- The endpoint management capabilities of Microsoft 365
- Differences between Windows 365 and Azure Virtual Desktop
- Describe the deployment and release models
- Identify deployment and update channels for MS 365 Apps

3. Describe security, compliance, privacy, & trust in MS 365

Describe identity and access management soln of MS 365

- The identity and access management capabilities
- Cloud identity, on-premises identity, & hybrid identity
- Describe how Microsoft uses methods



Describe threat protection solutions of Microsoft 365

- Describe Microsoft 365 Defender, Defender
- Describe Microsoft Secure Score benefits and capabilities
- Microsoft 365 addresses the most common types of threats

Describe trust, privacy, risk, and compliance soln of MS 365

- Describe the Zero Trust Model
- Describe Microsoft Purview compliance solutions
- Describe Microsoft Purview Information Protection features
- Describe how Microsoft supports data residency

4. Describe Microsoft 365 pricing, licensing, and support

Identify Microsoft 365 pricing and billing management options

- Describe the pricing model for Microsoft cloud services
- Describe available billing and bill management options

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Identify licensing options available in Microsoft 365

- Describe license management
- Describe the diff between base license & add-on licensing

Identify support options for Microsoft 365 services

- Describe how to create a support request
- Describe support options for Microsoft 365 services
- Describe service-level agreements (SLAs)
- Determine service health status

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