APPLIED TECHNOLOGY ACADEMY

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Microsoft Introduction to Microsoft 365 and AI Administration (AB-900) Training

Microsoft Authorized Training · Applied Technology Academy

This foundational course introduces the core administrative concepts of Microsoft 365, focusing on the Zero Trust model, Microsoft Entra identity, security architecture, and the basic deployment principles of Copilot and AI services.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Beginner	**1 Day**	**Basic MS 365**	**$99,130**	**No**

Course Overview

This course provides a comprehensive introduction to Microsoft 365, Copilot, and AI-powered agents. It introduces the foundational concepts, core services, and administrative controls of Microsoft 365, then explores how Copilot and agents utilize AI to automate tasks, enhance collaboration, and personalize user experiences across the suite.

Course Outline

- Learning Path 1: Microsoft 365 Administration

- **Module 1: Explore Microsoft 365 Security Foundations**
  - Analyze the Zero Trust security model
  - Implement Zero Trust in Microsoft 365
  - Examine threat protection and intelligence in Microsoft 365
  - Explore identity and authentication in Microsoft 365
  - Manage access and permissions in Microsoft 365
  - Explore identity and access management in Microsoft Entra
  - Troubleshoot and monitor identity security
- **Module 2: Introduction to Microsoft 365 Core Services and Admin Controls**
  - Explore the Microsoft 365 ecosystem and core service components
  - Explore the Microsoft 365 admin center and key admin tools
  - Examine Microsoft Exchange, Teams, and SharePoint
  - Establish security, identity, and compliance foundations
  - Assign admin roles using Role-Based Access Control
- **Module 3: Protect and Govern Microsoft 365 Data**
  - Introduction to Microsoft Purview and data governance
  - Identify and respond to data risks with Microsoft Purview
  - Examine compliance, AI data discovery, and eDiscovery

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  - Explore oversharing and data access governance in SharePoint
  - Explore data protection in Microsoft 365 Copilot
  - Learning Path 2: Copilot and Agent Administration
- **Module 4: Explore Microsoft 365 Copilot and Agents**
  - Introduction to Microsoft 365 Copilot
  - What are agents?
  - Compare Microsoft 365 Copilot and agents
  - Compare Microsoft 365 Copilot licensing models
  - Plan and deploy Microsoft 365 Copilot and agents
  - Explore real-world use cases for Copilot and agents
- **Module 5: Perform Basic Administrative Tasks for Microsoft 365 Copilot**
  - Manage Copilot licenses and pay-as-you-go billing
  - Monitor and adjust pay-as-you-go Copilot usage
  - Monitor Microsoft 365 Copilot usage and adoption
  - Manage and govern Microsoft 365 Copilot prompts
  - Apply operational best practices for Microsoft 365 Copilot
- **Module 6: Perform Basic Administrative Tasks for Microsoft 365 Copilot Agents**
  - Create a Microsoft 365 Copilot Chat agent - Part 1
  - Create a Microsoft 365 Copilot Chat agent - Part 2
  - Create a SharePoint agent
  - Test and edit your agents
  - Manage user access and permissions for agents
  - Examine agent approval and governance
  - Monitor and manage the agent lifecycle

Intended Audience

Beginning-level IT/Pros and novice administrators seeking foundational understanding of Microsoft 365 services and Microsoft 365 Copilot.

Prerequisites

No prior hands-on experience required, but basic familiarity with IT concepts is helpful.

Follow-On Courses:

- Microsoft Security, Compliance, and Identity Fundamentals (SC-900)
- Power Apps (PL-900)
- AI/ML Specialist

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