Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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MD-102 Microsoft 365 Endpoint Administrator

CODE:	LENGTH:	PRICE:
MCS_MD-102T00A	40 Hours (5 days)	£3,245.00

Description

In this course, students learn to plan and execute an endpoint deployment, configuration, and management strategy using Microsoft Intune as the unified endpoint management platform. The course covers preparing identity and device infrastructure with Microsoft Entra ID, enrolling and configuring devices, managing applications, and protecting endpoints and data. Students also explore automation with PowerShell and Microsoft Graph, AI-assisted management with Microsoft Security Copilot, the extended capabilities of the Microsoft Intune Suite, and the delivery of cloud-hosted desktops with Windows 365 and Azure Virtual Desktop. Technologies explored include Microsoft Intune, Microsoft Entra ID, Windows Autopilot, Microsoft Defender for Endpoint, Microsoft Tunnel, Microsoft Cloud PKI, the Microsoft Intune Suite, Windows 365, and Azure Virtual Desktop.

Audience

As a candidate for this course and the associated exam, you have subject matter expertise managing devices and client applications in a Microsoft 365 tenant by using Microsoft Intune. As an endpoint administrator, you collaborate with architects, Microsoft 365 administrators, security administrators, and other workload administrators to plan and implement a modern workplace strategy that meets the business needs of an organization. You are responsible for:

- Implementing solutions for efficient deployment and management of endpoints on various operating systems, platforms, and device types.
- Implementing and managing endpoints at scale by using Microsoft Intune, Microsoft Intune Suite, Windows Autopilot, Microsoft Security Copilot, Microsoft Defender for Endpoint, Microsoft Entra ID, Azure Virtual Desktop, and Windows 365.
- Implementing identity, security, access, policies, updates, and apps for endpoints.

Prerequisites

- Basic understanding of Microsoft 365 administration concepts
- Familiarity with Microsoft Entra ID and user/group management
- Access to a Microsoft 365 test tenant (recommended for hands-on practice)
- Basic understanding of Microsoft Intune and device enrollment concepts
- Completion of the "Prepare infrastructure for devices using Microsoft Intune and Microsoft Entra ID" learning path or equivalent experience
- Familiarity with Microsoft Entra ID and Conditional Access
- Working knowledge of Microsoft Intune device and policy management
- Familiarity with PowerShell scripting fundamentals
- Completion of the "Manage and maintain devices using Microsoft Intune" learning path or equivalent experience

Programme

Understand endpoint management strategies and Microsoft Intune

- Introduction
- What is Microsoft Intune and how does it work?
- Compare Configuration Manager, Intune, and co-management
- Understand the role of Microsoft Entra ID in Intune
- Evaluate device management models
- Explore MDM capabilities in Intune
- Knowledge check

- Summary

Configure Microsoft Entra ID for device and policy management

- Introduction
- Understand the role of Microsoft Entra ID in endpoint management
- Create and manage users and groups in Microsoft Entra ID
- Assign Microsoft Entra ID roles for device management
- Configure Microsoft Entra ID device registration settings
- Use dynamic group membership and filters in Microsoft Entra ID
- Knowledge check
- Summary

Administer device identity and authentication using Microsoft Entra ID

- Introduction
- Understand device identities in Microsoft Entra ID
- Compare device registration, Microsoft Entra join, and hybrid join
- Understand authentication methods—key trust, certificate trust, and TPM
- Configure device trust and join settings
- Validate and troubleshoot device identity and trust issues
- Knowledge check
- Summary

Plan and implement device enrollment using Microsoft Intune

- Introduction
- Choose an enrollment strategy
- Enroll Windows devices using Microsoft Intune
- Enroll iOS and iPadOS devices
- Enroll macOS devices
- Enroll Android devices
- Configure enrollment restrictions
- Troubleshoot device enrollment
- Knowledge check
- Summary

Deploy Windows devices using Windows Autopilot

- Introduction
- Understand Windows Autopilot scenarios and benefits
- Register and import devices into Autopilot
- Configure Autopilot profiles and deployment modes
- Pre-provision devices using Autopilot
- Assign profiles and monitor Autopilot deployments
- Troubleshoot Autopilot deployment issues
- Knowledge check
- Summary

Configure device profiles and policy management using Microsoft Intune

- Introduction
- Understand device configuration profiles and their role in policy enforcement
- Create configuration profiles
- Assign configuration profiles using groups and filters
- Create compliance policies
- Assign compliance policies using groups and filters
- Analyze and migrate Group Policy using Group Policy analytics
- Troubleshoot device configuration and policy application issues
- Knowledge check
- Summary

Monitor and maintain devices using Microsoft Intune

- Introduction
- Understand the role of monitoring in endpoint management
- Use Endpoint Analytics to monitor device health and performance
- Use Remediations to fix common device issues
- Monitor Windows Update rings and feature update deployments

- View device and policy health in the Intune admin center
- Generate and interpret device and compliance reports
- Automate management tasks using PowerShell
- Knowledge check
- Summary

Manage Windows updates and lifecycle using Microsoft Intune

- Introduction
- Understand the Windows servicing model and update types
- Implement update rings and feature update policies in Intune
- Configure and manage Hotpatch with Microsoft Intune
- Manage Windows servicing channels for enterprise devices
- Implement Windows Autopatch for automated update management
- Troubleshoot update deployment and compliance issues
- Retire and reset devices using Microsoft Intune
- Knowledge check
- Summary

Troubleshoot device and policy issues using Microsoft Intune

- Introduction
- Understand the troubleshooting workflow in Microsoft Intune
- Troubleshoot device enrollment and compliance failures
- Troubleshoot configuration profile and policy conflicts
- Use logs and diagnostics to investigate device issues
- Use the Intune Troubleshooting blade for user-based diagnostics
- Automate issue resolution using remediation scripts
- Knowledge check
- Summary

Deploy and manage applications using Microsoft Intune

- Example scenario
- Understand application deployment options in Microsoft Intune
- Plan application deployment for your organization
- Deploy Microsoft Store apps using Microsoft Intune
- Deploy Microsoft 365 apps using Microsoft Intune
- Deploy Win32 apps using Microsoft Intune
- Deploy line-of-business (LOB) apps using Microsoft Intune
- Configure app availability, targeting, and install behavior
- Configure app update and assignment settings
- Monitor app deployment and troubleshoot failures
- Manage app deployment failures using logs and troubleshooting tools
- Knowledge check
- Key takeaways

Implement application protection and security using Microsoft Intune

- Introduction
- Understand Mobile Application Management (MAM) and App Protection Policies
- Plan application protection strategies for BYOD and corporate devices
- Configure App Protection Policies for unenrolled BYOD devices
- Configure App Protection Policies for enrolled corporate devices
- Define data protection, encryption, and app restriction settings
- Define access requirements and conditional launch behaviors
- Configure Conditional Access policies for application access control
- Assign and monitor App Protection Policies
- Troubleshoot application protection policy issues
- Knowledge check
- Summary

Manage application lifecycle and user experience using Microsoft Intune

- Introduction
- Understand application lifecycle management in Microsoft Intune
- Update and retire applications in Microsoft Intune
- Assign applications using groups, filters, and targeting
- Manage user and device groups for application delivery
- Configure default application settings and user experience

- Enforce compliance requirements for applications
- Monitor app lifecycle and usage analytics
- Knowledge check
- Summary

Monitor and optimize application performance using Microsoft Intune

- Introduction
- Understand app health and performance in modern environments
- Monitor app deployment and compliance using Intune
- Track installation success and failure reports
- Use Endpoint Analytics to measure app performance and startup times
- Use Intune reporting tools to identify and resolve performance issues
- Optimize user experience with actionable insights
- Knowledge check
- Summary

Manage Enterprise App Catalog applications

- Introduction
- Discover and deploy apps from the catalog
- Configure default install and detection settings
- Monitor updates and supersedence
- Use the Managed Apps report for insights
- Knowledge check
- Summary

Implement endpoint security with Microsoft Defender and Microsoft Intune

- Introduction
- Understand how Microsoft Defender protects endpoints
- Onboard devices to Microsoft Defender using Intune
- Configure Microsoft Defender endpoint security settings and baselines
- Configure Endpoint Detection and Response policies
- Investigate and respond to endpoint threats using Microsoft Defender
- Monitor and triage incidents in the Microsoft Defender portal
- Knowledge check
- Summary

Implement device encryption and security policies using Microsoft Intune

- Introduction
- Understand the importance of device encryption for compliance and security
- Configure BitLocker policies using Microsoft Intune
- Manage BitLocker recovery keys and user self-service options
- Monitor BitLocker compliance and encryption status in Microsoft Intune
- Audit device encryption with Microsoft Defender
- Knowledge check
- Summary

Implement advanced threat protection using Microsoft Intune and Microsoft Defender

- Introduction
- Understand advanced threat protection strategies for endpoint environments
- Discover and monitor cloud apps with Microsoft Defender
- Configure Attack Surface Reduction rules using Microsoft Intune
- Apply Zero Trust principles for endpoint protection
- Knowledge check
- Summary

Enforce compliance and remediate security issues by using Microsoft Intune

- Introduction
- Understand compliance policies and risk-based enforcement
- Create compliance policies for supported platforms
- Assign and scope compliance policies using groups and filters
- Configure actions for noncompliant devices
- Remediate device issues using compliance and configuration policies
- Monitor and report on compliance results
- Knowledge check

- Summary

Secure mobile access using Microsoft Tunnel

- Introduction
- Configure Tunnel gateway
- Extend support to MAM devices
- Monitor and troubleshoot Tunnel connections
- Knowledge check
- Summary

Implement Microsoft Cloud PKI

- Introduction
- Set up cloud-based PKI
- Automate certificate issuance and renewal
- Monitor certificate health and compliance
- Knowledge check
- Summary

Automate endpoint management using PowerShell and Microsoft Graph

- Introduction
- Understand automation options for managing Microsoft Intune
- Register and secure Microsoft Graph API access for Intune
- Authenticate and use the Microsoft Graph API for Intune
- Use PowerShell to run scripts against Microsoft Intune
- Automate device and policy tasks using Microsoft Graph
- Knowledge check
- Summary

Optimize device management using AI and Copilot tools

- Introduction
- Understand the role of AI in modern endpoint management
- Use Microsoft Security Copilot to investigate threats
- Use AI-powered recommendations in Microsoft Intune
- Use Microsoft Defender insights to support endpoint decisions
- Knowledge check
- Summary

Monitor and optimize endpoint performance using Microsoft Intune

- Introduction
- Understand performance optimization in cloud-managed environments
- Use Endpoint Analytics to optimize device performance
- Configure remediation scripts using Microsoft Intune
- Monitor endpoint reliability and user experience with Endpoint Analytics
- Knowledge check
- Summary

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
01 Feb 2027	Virtual Classroom	CET	English	Instructor Led Online		£3,245.00
10 May 2027	Virtual Classroom	CEDT	English	Instructor Led Online		£3,245.00

Additional Information

This training is also available as onsite training. Please contact us to find out more.