Arrow ECS Finland Oy - Education Services

TRAINING OFFERING

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AB-900T00: Introduction to Microsoft 365 and AI administration

CODE:	LENGTH:	PRICE:
MCS_AB-900T00	8 Hours (1 day)	€690.00

Description

AB-900T00 Introduction to Microsoft 365 and AI administration provides a comprehensive introduction to Microsoft 365, Copilot, and AI-powered agents. It introduces learners to the foundational concepts, core services, and administrative controls of Microsoft 365. It then builds upon this foundation by exploring how Copilot and agents can utilize AI to automate tasks, enhance collaboration, and personalize user experiences across the Microsoft 365 suite.

Audience

AB-900T00 is designed for beginning-level technical IT/Pros and novice administrators seeking foundational understanding of Microsoft 365 services and Microsoft 365 Copilot. Learners are introduced to the essential components, concepts, and capabilities they need to utilize and manage Microsoft 365, Copilot, and agents without requiring prior hands-on experience.

Prerequisites

- Students should have basic functional experience with Microsoft 365 services.
- Students must have a proficient understanding of general IT practices.

Programme

Explore Microsoft 365 security foundations
This module provides a comprehensive overview of Microsoft 365 security foundations, guiding learners through Zero Trust principles, integrated security tools, layered protection strategies, threat intelligence, identity and access management, and best practices for maintaining a secure cloud environment.

- Introduction
- 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 assessment
- Summary

Introduction to Microsoft 365 core services and admin controls
This module introduces the Microsoft 365 admin center and basic configurations for core services like Teams, Exchange, and SharePoint.

- Introduction
- 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 assessment

- Summary

Protect and govern Microsoft 365 data
This module provides a comprehensive overview of data protection and governance in Microsoft 365, equipping learners to understand and manage sensitive information, compliance, risk, and secure collaboration

- Introduction

- Introduction to Microsoft Purview and data governance
- Identify and respond to data risks with Microsoft Purview
- Examine compliance, AI data discovery, and eDiscovery
- Explore oversharing and data access governance in SharePoint
- Explore data protection in Microsoft 365 Copilot
- Module assessment
- Summary

Explore Microsoft 365 Copilot and agent administration
Explore Microsoft 365 Copilot and agents
This module provides a comprehensive introduction to Microsoft 365 Copilot and agents, explaining their architecture, capabilities, licensing models, deployment strategies, and practical use cases.

- Introduction
- 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 assessment
- Summary

Perform basic administrative tasks for Microsoft 365 Copilot
This module guides administrators on how to manage Microsoft 365 Copilot, including licensing and access control, billing and usage monitoring, prompt governance, and strategies for tracking and driving user adoption.

- Introduction
- 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 assessment
- Summary

Perform basic administrative tasks for Microsoft 365 Copilot agents
This module guides administrators through configuring user access and permissions for agents, creating, editing, testing, and publishing Copilot agents, managing agent approval and governance, and monitoring the full lifecycle of agents using Microsoft 365 and Power Platform tools.

- Introduction
- 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
- Module assessment
- Summary

Test and Certification

- Microsoft 365 Certified: Copilot and Agent

- Administration Fundamentals

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
26 Jan 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€690.00
15 Feb 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€690.00
23 Mar 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€690.00
13 May 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€690.00
19 Apr 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€690.00
03 Jun 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€690.00

Additional Information

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