Arrow ECS Finland Oy - Education Services

TRAINING OFFERING

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AB-650T00: Administer Microsoft 365 and AI services

CODE:	LENGTH:	PRICE:
MCS_AB-650T00	24 Hours (3 days)	€2,350.00

Description

In this course, you learn to configure, manage, secure, govern, and optimize Microsoft 365 tenants, workloads, Microsoft 365 Copilot, agents, and Microsoft Agent 365. Through instructor-led discussions, demonstrations, scenarios, and hands-on labs, you practice tenant provisioning, licensing, workload configuration, identity and access management, threat protection, information protection, and data governance. You assess Copilot readiness, configure Copilot settings and extensibility, establish agent identities with Microsoft Entra Agent ID, and curate agents and tools through the Agent Registry. You also use Microsoft Agent 365 to monitor agent activity, manage permissions and policies, investigate risks, govern agent lifecycles, and evaluate adoption and effectiveness. By the end of the course, you can administer Microsoft 365 and AI services at enterprise scale while supporting secure collaboration, compliance, operational resilience, and responsible agent adoption.

Audience

As a Microsoft 365 and AI Services Administrator, you configure, manage, secure, and govern Microsoft 365 tenants, workloads, and AI services, including Microsoft 365 Copilot, agents, and connected AI capabilities. You enable secure, compliant, and scalable productivity across the organization by governing data access, protecting information, and supporting collaboration between users and agents. You operate and continuously optimize Microsoft 365 and AI services at enterprise-scale, ensuring reliable and effective outcomes in an AI-powered workplace. You collaborate with architects and administrators across workloads, infrastructure, identity, security, compliance, endpoints, and applications. You should have experience with Microsoft 365 workloads and Microsoft Entra ID, an understanding of Microsoft Defender XDR capabilities, and familiarity with Microsoft Graph PowerShell.
As a Microsoft 365 administrator, you:

- Configure and manage Microsoft 365 tenants and workloads
- Secure and govern Microsoft 365 tenants and workloads
- Manage and secure Microsoft 365 AI services

Prerequisites

- Experience with Microsoft 365 workloads (Exchange, SharePoint, Teams, OneDrive) and Microsoft Entra ID.
- Basic understanding of DNS concepts.
- Familiarity with Microsoft Entra and core identity concepts.
- Experience with cloud-based productivity services at an administrator level.
- Beginner-level PowerShell.
- Experience administering Microsoft 365 workloads and Microsoft Entra ID.
- Familiarity with Microsoft Copilot and its capabilities.
- Access to a Microsoft 365 E5 tenant; Microsoft 365 E7 (Frontier Suite) is preferred, since it bundles Microsoft Agent 365 and Microsoft Entra Suite licensing used in agent-identity labs.

Programme

Provision and brand a Microsoft 365 tenant

- Introduction
- Understand the Microsoft 365 tenant
- Assign least-privilege administrator roles
- Add and verify a custom domain
- Exercise - Delegate domain administration and add a custom domain
- Configure organization branding across two portals

- Exercise - Configure organization branding
- Configure organizational settings
- Exercise - Configure organizational settings
- Module assessment
- Summary

License Microsoft 365 and AI services at scale

- Introduction
- Assign and manage Microsoft 365 licenses
- Verify and troubleshoot license assignments
- Exercise - Verify group-based license assignments
- License AI services for the right populations
- Understand how Microsoft 365 billing is structured
- Set up pay-as-you-go billing for AI-service usage
- Exercise - Configure pay-as-you-go billing for a Copilot Chat agent pilot
- Module assessment
- Summary

Keep a Microsoft 365 tenant resilient and healthy

- Introduction
- Configure Microsoft 365 Backup for critical workloads
- Exercise - Configure Backup for Relecloud's critical workloads
- Monitor service health and configure notifications
- Diagnose network connectivity issues affecting Microsoft Copilot
- Exercise - Diagnose Relecloud's satellite-office Microsoft Copilot connectivity failure
- Monitor Microsoft 365 usage and adoption
- Exercise - Interpret Relecloud's Microsoft Copilot adoption data
- Recognize the endpoint and client-management ecosystem
- Module assessment
- Summary

Configure Exchange Online and Microsoft Teams workloads

- Introduction
- Create and manage mailboxes
- Delegate mailbox access: Full Access, Send As, and Send on Behalf
- Exercise - Configure Relecloud shared mailboxes and delegate access
- Understand how mail routes through Exchange Online
- Create and manage teams, channels, owners, and members
- Configure Microsoft Copilot in Teams meetings
- Exercise - Build a Microsoft Copilot-ready team for Relecloud's account managers
- Module assessment
- Summary

Govern SharePoint and OneDrive for Microsoft Copilot

- Introduction
- Create and manage SharePoint sites
- Set the boundary: SharePoint and OneDrive sharing settings
- Find overshared sites before Microsoft Copilot does
- Exercise - Set up a safe Finance lab site and audit sharing
- Limit broad discovery, not access: Restricted Content Discovery
- Enforce access with Restricted Access Control
- Troubleshoot legacy Restricted SharePoint Search
- Choose the right control for the job
- Exercise - Apply and verify Restricted Content Discovery
- Module assessment
- Summary

Provision and govern identities in Microsoft Entra

- Introduction
- Manage the user and contact lifecycle
- Perform bulk identity management with Microsoft Graph PowerShell
- Exercise - Bulk-provision Relecloud's new-hire users with Microsoft Graph PowerShell
- Manage guests and external collaboration
- Create and manage groups, naming policy, and expiration policy
- Scope delegated administration with administrative units
- Exercise - Scope Relecloud's regional HR admin with an administrative unit
- Govern roles with role groups and Privileged Identity Management
- Exercise - Configure a PIM approval workflow for Relecloud privileged role

- Module assessment
- Summary

Implement authentication and access in Microsoft Entra

- Introduction
- Evaluate and scope the authentication method catalog
- Enforce Password Protection for cloud accounts
- Enable and troubleshoot self-service password reset
- Exercise - Scope authentication methods and enable SSPR for Relecloud's engineering team
- Evaluate Conditional Access policies and client app conditions
- Investigate and resolve authentication issues
- Resolve sign-in risk and device compliance in Conditional Access
- Exercise - Design and verify Conditional Access pilot policies
- Module assessment
- Summary

Secure email and collaboration with Microsoft Defender for Office 365

- Introduction
- Configure threat policies: presets, custom policies, and precedence
- Configure the settings inside each threat policy
- Extend protection to Teams, SharePoint, and OneDrive
- Exercise - Configure and scope threat protection for Relecloud's finance team
- Manage alerts and investigate threats
- Remediate and reduce human risk: AIR and attack simulation training
- Exercise - Investigate a threat and reduce human risk with attack simulation training
- Coordinate with the broader Microsoft Defender security estate
- Module assessment
- Summary

Protect information with Microsoft Purview information protection

- Introduction
- Choose a classification technique for a data shape
- Exercise - Create a custom sensitive information type for Woodgrove's transaction pattern
- Design what a sensitivity label protects
- Publish label policies and resolve conflicting settings
- Exercise - Configure and publish a sensitivity label policy, then verify priority resolution
- Verify classification is working with Purview reporting
- Verify classification supports safe Microsoft Copilot grounding
- Module assessment
- Summary

Prevent data loss and govern the data lifecycle with Microsoft Purview

- Introduction
- Specify DLP requirements across Microsoft 365 locations
- Exercise - Create a DLP policy for Microsoft Copilot
- Attribute DLP alerts across AI apps and agents
- Respond to DLP alerts in Microsoft Defender XDR
- Exercise - Review a DLP alert in Microsoft Defender XDR
- Specify data lifecycle management requirements
- Monitor AI activity and oversharing risk with Data Security Posture Management
- Exercise - Review a data risk assessment in Data Security Posture Management
- Recognize the broader Microsoft Purview governance surface
- Module assessment
- Summary

Assess readiness and roll out Microsoft Copilot

- Introduction
- Assess tenant readiness for a Microsoft Copilot rollout
- Exercise - Run and interpret the Microsoft Copilot readiness report
- Identify and resolve data readiness issues
- Exercise - Remediate an oversharing risk before rollout
- Plan a phased rollout across the organization
- Exercise - Stage a phased pilot rollout group
- Module assessment
- Summary

Configure Microsoft Copilot settings and extensibility

- Introduction
- Configure the Microsoft Copilot tenant-settings catalog

- Exercise - Configure the Microsoft Copilot settings catalog
- Manage web search for Microsoft Copilot and Copilot Chat
- Manage Copilot Cowork
- Configure Copilot Search
- Exercise - Configure web search and Copilot Search
- Manage third-party AI providers
- Exercise - Enable a third-party AI provider
- Configure Copilot connectors
- Govern SharePoint AI skills and the Frontier program
- Module assessment
- Summary

Establish agent identities and secure access with Microsoft Entra Agent ID

- Introduction
- Understand the Microsoft Entra Agent ID object model
- Assign a sponsor and a Microsoft Entra owner
- Exercise - Assign a sponsor and owner to an agent identity
- Automate sponsor transfer with Lifecycle Workflows
- Exercise - Configure a sponsor-transfer Lifecycle Workflow
- Apply Conditional Access to agent identities and choose the right license
- Exercise - Apply Conditional Access to an agent identity blueprint
- Module assessment
- Summary

Curate and control agents with the Agent Registry and Agent 365 tools

- Introduction
- Review, approve, and block tools for agents
- Exercise - Review requests and control tool availability
- Govern bring your own MCP servers
- Exercise - Review a bring your own model context protocol (MCP) server registration
- Perform ongoing Agent Registry curation
- Exercise - Reassign an active agent's owner
- Audit the agent estate by publisher and channel
- Module assessment
- Summary

Monitor and manage agents with Microsoft Agent 365

- Introduction
- Introduction to Microsoft Entra Agent ID
- Monitor and manage agents
- Scenario
- Exercise – Monitor agents from the overview page
- Exercise - Monitor agents inventory in registry
- Exercise - Monitor agents using the agent map
- Exercise - View agents with exceptions and take action
- Exercise - Measure agent effectiveness
- Exercise – Monitor connected platforms
- Check your knowledge
- Summary

Govern agents using Agent 365

- Introduction
- Govern agents scenarios
- Exercise – Set up agent settings and access
- Security and governance policies
- Exercise – Set up policy template
- Exercise – Set up permissions using access packages
- Exercise – Onboard an agent
- Exercise – Deploy and activate agents
- Exercise - Assign owners to agents to prevent agent sprawl
- Exercise - Block agents with security risks
- Exercise – Use rules and automate agent management
- Manage tools
- Exercise - Activate and manage tools
- View audit logs
- Check your knowledge
- Summary

Monitor and optimize Microsoft 365 AI services

- Introduction
- Pick the right report source for a Microsoft Copilot adoption question
- Exercise - Pick the right report source
- Read the Microsoft Copilot usage report and the Agent usage report
- Exercise - Read the Microsoft Copilot usage report and the Agent usage report
- Reconcile Microsoft Copilot and agent costs across surfaces
- Exercise - Reconcile Microsoft Copilot and agent costs across surfaces
- Optimize AI spend across Microsoft 365 AI services
- Assess AI-service health with the Copilot Control System
- Module assessment
- Summary

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
22 Feb 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€2,350.00
05 Apr 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€2,350.00
07 Jun 2027	Virtual Classroom (CET / UTC +1)		English	Instructor Led Online		€2,350.00

Additional Information

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