

Training Program

AB-900: Introduction to Microsoft 365 administration and AI

(Microsoft AB-900 Certification Preparation)

Updated on 23/04/2026

DESCRIPTION OF THE TRAINING:

This course will introduce you to Microsoft 365 and AI administration in Microsoft 365, Copilot, and AI-powered agents. This course introduces the fundamentals, core services, and administrative controls of Microsoft 365. Based on this, you'll then see how Copilot and agents can use AI to automate tasks, improve collaboration, and personalize user experiences across the Microsoft 365 suite.

EDUCATIONAL OBJECTIVES:

At the end of this training, participants will be able to:

- Explore Microsoft 365 administration
- Explore Microsoft 365 Copilot and agent administration

TEACHING METHODS:

- This training will mainly consist of theory and technical workshops that will allow you to be quickly operational.
- Support: Official Microsoft course materials will be provided to participants in electronic format.
- Evaluation: The achievements are evaluated throughout the training by the trainer (prerequisites evaluated before the training, regular questions, practical work, MCQs or other methods).
- Trainer: all led by an experienced consultant-trainer, with field experience, and Microsoft Certified Trainer accredited.
- Satisfaction: at the end of the training, each participant answers an evaluation questionnaire which is then analysed with a view to maintaining and improving the quality of our training.
- Follow-up: one attendance sheet for each half-day of attendance is signed by each participant.
- This training can be provided in an inter-company or intra-company format on request and in face-to-face or distance mode.

TRAINING PROGRAM:

Explore the basics of Microsoft 365 security

- Explain the fundamentals of the Zero Trust security model and how they apply to Microsoft 365.
- Identify the built-in security tools and features available in Microsoft 365 to protect identities, endpoints, data, applications, infrastructure, and networks.
- Summarize the key tasks involved in creating a layered security strategy, including assessment, identity protection, endpoint compliance, data classification, threat monitoring, and user education.

- Describe the threat protection and intelligence capabilities of Microsoft 365, including how they help detect, investigate, and respond to security threats.
- Learn the fundamentals of identity and access management, including authentication, single sign-on, and role-based access control in Microsoft 365.
- Recognize best practices for troubleshooting, monitoring, and maintaining a secure Microsoft 365 environment.

Learn about Microsoft 365 core services and admin controls

- Learn how Microsoft 365 brings together tools like Exchange, Teams, SharePoint, and OneDrive into a secure, cloud-connected environment.
- Use the Microsoft 365 admin center to access service management areas, perform configuration tasks, and monitor service health.
- Describe the initial setup tasks in Exchange, SharePoint, and Teams.
- Learn how identity controls, access policies, and compliance configurations protect against unauthorized access and misuse.
- Securely delegate permissions and responsibilities using predefined or custom admin roles.

Protect and govern Microsoft 365 data

- Learn about the key features and benefits of Microsoft Purview for data protection, governance, and compliance in Microsoft 365.
- Identify and classify sensitive information using automated and manual tools, including sensitivity labels and trainable classifiers.
- Implement and manage data loss prevention (DLP), insider risk management, and communications compliance policies.
- Describe best practices for data lifecycle management, including retention, archiving, and deletion of organizational data.
- Recognize and address the risks of oversharing and governance of data access in SharePoint and other collaboration platforms.
- Learn how Microsoft 365 Copilot accesses and secures data, and how to monitor and control AI-driven data interactions for compliance and security.

Explore Microsoft 365 Copilot and agents

- Explain the architecture and key components of Microsoft 365 Copilot, including Microsoft Graph, orchestration services, and large language models.
- Describe the differences between Copilot and agents, and identify the scenarios where each is most effective for productivity and automation.
- Understand the different types of agents available in Microsoft 365, including pre-built, custom, SharePoint, and advanced agents, and their roles in supporting business workflows.
- Summarize licensing models and deployment strategies for Microsoft 365 Copilot and agents, including feature enablement and administrative controls.
- Recognize best practices for planning, configuring, and governing Copilot and agents to ensure security, compliance, and effective adoption.
- Identify real-world use cases for Copilot and agents, and then select the right tool for the specific business needs within the Microsoft 365 ecosystem.

Perform basic administrative tasks for Microsoft 365 Copilot

- Manage Microsoft 365 Copilot licenses and pay-as-you-go billing.
- Monitor and adjust the usage of Copilot on a pay-as-you-go basis.
- Track user adoption of Microsoft 365 Copilot.
- Use Copilot Analytics to monitor usage patterns and adoption trends.
- Manage and govern prompts in Microsoft 365 Copilot.

- Use operational best practices, such as troubleshooting common issues and communicating changes to end users.

Perform basic administrative tasks for Microsoft 365 Copilot agents

- Create a Microsoft 365 Copilot Chat agent.
- Create a SharePoint agent.
- Test, modify, and publish agents
- Manage user access and permissions for agents.
- Manage the agent approval process and governance policies for agent deployment.
- Monitor and manage the agent lifecycle using Microsoft 365 and Power Platform tools.

PREREQUISITES:

No prerequisite

PRE-CERTIFICATION :

This course paves the way for the Microsoft certification "AB-900: [Fundamentals of Co-pilot and Agent Administration](#)"

DURATION: 1 day (7 hours)

CONTACT PERSONS: Administrators, Business Consultants

LEVEL: Beginner