AB-900T00 Introduction to Microsoft 365 and AI administration

Category: AI, Data & Analytics | **Vendor:** Microsoft Technical

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	Microsoft Applied Skills: Introduction to Microsoft 365 and AI administration
Related Exam:	AB-900

Course Overview

This course 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.

About This Course

This course 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.

Who Should Attend

This course 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 & Entry Requirements

General Prerequisites:

Students should have basic functional experience with Microsoft 365 services.

Students must have a proficient understanding of general IT practices.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Explore Microsoft 365 security foundations

Introduction to Microsoft 365 core services and admin controls

Protect and govern Microsoft 365 data

Explore Microsoft 365 Copilot and agents

Perform basic administrative tasks for Microsoft 365 Copilot

Perform basic administrative tasks for Microsoft 365 Copilot agents

Detailed Course Outline

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 assessment

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 assessment

3 - Protect and govern Microsoft 365 data

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

4 - Explore Microsoft 365 Copilot and agents

- 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

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 assessment

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
- Module assessment

, Explore Microsoft 365 administration

Explore Microsoft 365 security foundations

Explain the core principles of the Zero Trust security model and how they apply to Microsoft 365.

Identify the integrated security tools and features available in Microsoft 365 for protecting identities, endpoints, data, applications, infrastructure, and networks.

Summarize the key tasks involved in building a layered security strategy, including assessment, identity protection, endpoint compliance, data classification, threat monitoring, and user education.

Describe Microsoft 365’s threat protection and intelligence capabilities, including how they help detect, investigate, and respond to security threats.

Understand 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.

Introduction to Microsoft 365 core services and admin controls

Understand how Microsoft 365 brings together tools like Exchange, SharePoint, and OneDrive under one secure and 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, and Teams.

Understand how identity controls, access policies, and compliance configurations protect against unauthorized access and misuse.

Describe how to delegate permissions and responsibilities securely using predefined or custom admin roles.

Protect and govern Microsoft 365 data

Understand the core 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.

Explain how to implement and manage data loss prevention (DLP), insider risk management, and communication compliance policies.

Describe best practices for data lifecycle management, including retention, archiving, and deletion of organizational data.

Recognize and address risks related to oversharing and data access governance in SharePoint and other collaboration platforms.

Understand how Microsoft 365 Copilot accesses and secures data, and how to monitor and control AI-

driven data interactions for compliance and safety.

Explore Microsoft 365 Copilot and agent administration

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 scenarios where each is most effective for productivity and automation.

Understand the various types of agents available in Microsoft 365, including prebuilt, custom, and advanced agents, and their roles in supporting business workflows.

Summarize the 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 select the right tool for 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 pay-as-you-go Copilot usage.

Track Microsoft 365 Copilot user adoption.

Use Copilot Analytics to monitor usage patterns and adoption trends.

Manage and govern prompts in Microsoft 365 Copilot.

Employ 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, edit, 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.

□□ Certification Path

Microsoft Applied Skills: Introduction to Microsoft 365 and AI administration

Exam: AB-900

Upcoming Schedule

Available training dates for AB-900T00 Introduction to Microsoft 365 and AI administration:

Start Date	End Date	Location	Delivery	Price
11 Dec 2026	11 Dec 2026	Online	Virtual	€695.00
01 Mar 2027	01 Mar 2027	Virtual Classroom - Link to be sent 7 days before date	Virtual	€495.00
12 Apr 2027	12 Apr 2027	Virtual Classroom - Link to be sent 7 days before date	Virtual	€495.00
12 Jul 2027	12 Jul 2027	Virtual Classroom - Link to be sent 7 days before date	Virtual	€495.00
15 Nov 2027	15 Nov 2027	Virtual Classroom - Link to be sent 7 days before date	Virtual	€495.00

Frequently Asked Questions

Q: What delivery options are available for AB-900T00 Introduction to Microsoft 365 and AI administration?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The AB-900T00 Introduction to Microsoft 365 and AI administration course helps prepare you for the Microsoft Applied Skills: Introduction to Microsoft 365 and AI administration certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the AB-900 official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day AB-900T00 Introduction to Microsoft 365 and AI administration course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the AB-900T00 Introduction to Microsoft 365 and AI administration training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for AB-900T00 Introduction to Microsoft 365 and AI administration?

Yes, we provide corporate training, dedicated training, and closed classes for AB-900T00 Introduction to Microsoft 365 and AI administration. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: AB-900T00: Introduction to Microsoft 365 and AI administration, Microsoft, vILT, AB-900T00

Q: Why choose Nexus Human for AB-900T00 Introduction to Microsoft 365 and AI administration?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your AB-900T00 Introduction to Microsoft 365 and AI administration training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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