# Exam MS-900: Microsoft 365 Fundamentals – Skills Measured

# **Audience Profile**

This exam is designed for you, if you're looking to demonstrate foundational-level knowledge of cloud-based solutions to facilitate productivity and collaboration among on-site, remote, and hybrid workers. As a candidate, you may:

- Have knowledge of cloud-based solutions.
- Be new to Microsoft 365.

You can use this exam to prepare for other Microsoft certifications, but it's not a prerequisite for the related ones.

As a candidate, you should be able to recommend Microsoft 365 solutions that address common organizational IT challenges. You should understand how Microsoft 365 solutions:

- Improve productivity
- Facilitate collaboration
- Optimize communications
- Help secure data
- Identity and facilitate compliance

You should be able to recommend solutions for:

- Endpoint and application management
- Desktop virtualization
- Automated operating system deployment
- Reporting and analytics

You should be familiar with Microsoft 365 licensing, deployment and migration assistance, and support options for organizations looking to maximize their investment in the cloud.

# **Skills Measured**

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is not definitive or exhaustive.



NOTE: Most questions cover features that are General Availability (GA). The exam may contain questions on Preview features if those features are commonly used.

Describe cloud concepts (5-10%)

# Describe the different types of cloud services available

- Describe Microsoft software as a service (SaaS), infrastructure as a service (IaaS), and platform as a service (PaaS) concepts and use cases
- Describe differences between Office 365 and Microsoft 365

Describe the benefits of and considerations for using cloud, hybrid, or on-premises services

- Describe public, private, and hybrid cloud models
- Compare costs and advantages of cloud, hybrid, and on-premises services
- Describe the concept of hybrid work and flexible work

Describe Microsoft 365 apps and services (45–50%)

# Describe productivity solutions of Microsoft 365

- Describe the core productivity capabilities and benefits of Microsoft 365 including Microsoft Outlook and Microsoft Exchange, Microsoft 365 apps, and OneDrive
- Describe core Microsoft 365 Apps including Microsoft Word, Excel, PowerPoint, Outlook, and OneNote
- Describe work management capabilities of Microsoft 365 including Microsoft Project, Planner, Bookings, Forms, Lists, and To Do

# Describe collaboration solutions of Microsoft 365

- Describe the collaboration benefits and capabilities of Microsoft 365 including Microsoft Exchange, Outlook, SharePoint, OneDrive, and Stream
- Describe the collaboration benefits and capabilities of Microsoft Teams and Teams Phone
- Describe the Microsoft Viva apps
- Describe the ways that you can extend Microsoft Teams by using collaborative apps

Describe endpoint modernization, management concepts, and deployment options in Microsoft 365



#### Describe analytics capabilities of Microsoft 365

Describe security, compliance, privacy, and trust in Microsoft 365 (25-30%)

#### Describe identity and access management solutions of Microsoft 365

- Describe the identity and access management capabilities of Microsoft Entra ID
- Describe cloud identity, on-premises identity, and hybrid identity concepts
- Describe how Microsoft uses methods such as multi-factor authentication (MFA), self-service password reset (SSPR), and conditional access, to keep identities, access, and data secure

#### Describe threat protection solutions of Microsoft 365

- Describe Microsoft 365 Defender, Defender for Endpoint, Defender for Office 365, Defender for Identity, Defender for Cloud Apps, and the Microsoft 365 Defender Portal
- Describe Microsoft Secure Score benefits and capabilities
- Describe how Microsoft 365 addresses the most common types of threats against endpoints, applications, and identities

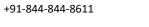
#### Describe trust, privacy, risk, and compliance solutions of Microsoft 365

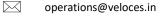
- Describe the Zero Trust Model
- Describe Microsoft Purview compliance solutions such as insider risk, auditing, and eDiscovery
- Describe Microsoft Purview Information Protection features such as sensitivity labels and data loss prevention
- Describe how Microsoft supports data residency to ensure regulatory compliance
- Describe the capabilities and benefits of Microsoft Priva

Describe Microsoft 365 pricing, licensing, and support (10–15%)

Identify Microsoft 365 pricing and billing management options

- Describe the pricing model for Microsoft cloud services including enterprise agreements, cloud solution providers, and direct billing
- Describe available billing and bill management options including billing frequency and methods of payment







#### Identify licensing options available in Microsoft 365

- Describe license management
- Describe the differences between base licensing and add-on licensing

# Identify support options for Microsoft 365 services

- Describe how to create a support request for Microsoft 365 services
- Describe support options for Microsoft 365 services
- Describe service-level agreements (SLAs) including service credits
- Determine service health status by using the Microsoft 365 admin center or the Microsoft Entra admin center

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Describe endpoint modernization, management concepts, and deployment options in Microsoft 365

- Describe the endpoint management capabilities of Microsoft 365 including Microsoft Endpoint Manager (MEM), Intune, AutoPilot, and Configuration Manager with cloud attach
- Compare the differences between Windows 365 and Azure Virtual Desktop
- Describe the deployment and release models for Windows-as-a-Service (WaaS) including deployment rings
- Identify deployment and update channels for Microsoft 365 Apps

Describe analytics capabilities of Microsoft 365

- Describe the capabilities of Viva Insights
- Describe the capabilities of the Microsoft 365 Admin center and Microsoft 365 user portal
- Describe the reports available in the Microsoft 365 Admin center and other admin centers

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