

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

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 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

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