

MS100.2x

Microsoft 365 Tenant and Service Management

Course Prerequisites

This course is designed for persons who are aspiring to the Microsoft 365 Enterprise Administrator role. Students should have completed one of the Microsoft 365 work load administrator certification paths prior to taking this course.

Course Objectives

After completing this course, students will be able to:

- Plan their Microsoft 365 on-premises infrastructure
- Plan their identity and authentication solution
- Plan and configure their Microsoft 365 experience
- Leverage Microsoft's FastTrack and partner services
- Implement their domain services
- Configure their Microsoft 365 tenant roles
- Manage their Microsoft 365 tenant health and services

Course Outline

Module 1: Designing your Microsoft 365 Tenant

- Planning a Microsoft 365 On-premises infrastructure
- Planning Your Identity and Authentication Solution

Module 2: Configuring your Microsoft 365 Tenant

- Planning your Microsoft 365 Experience
- Configuring your Microsoft 365 Experience
- Leveraging FastTrack and Partner Services
- Implementing Your Domain Services

Module 3: Managing your Microsoft 365 Tenant

- Configuring Tenant Roles
- Managing Tenant Health and Services

Module 4: Course Conclusion

- Hands-On Lab

Hands-On Lab

There are four exercises in this lab, each of which contains one or more tasks. For a successful outcome to the lab, the exercises and their corresponding tasks must be completed in order. The four exercises include:

- Exercise 1: Set up a Microsoft 365 trial tenant
 - Task 1 - Create the trial tenant account
 - Task 2 - Add the custom domain
 - Task 3 - Explore the Microsoft 365 admin interface

- Exercise 2: Managing Microsoft 365 users, groups, and administration
 - Task 1 - Creating Microsoft 365 users and security groups
 - Task 2 - Manage security groups
 - Task 3 - Assign delegated administrators in the Microsoft 365 admin center
 - Task 4 - Verify delegated administration

- Exercise 3: Configuring Rights Management and compliance
 - Task 1 - Activate Rights Management in Microsoft 365
 - Task 2 - Configure Rights Management for Exchange Online
 - Task 3 - Configure Rights Management for SharePoint Online
 - Task 4 - Validate the Azure Rights Management functionality

- Exercise 4: Monitor and troubleshoot Microsoft 365
 - Task 1 - Troubleshooting mail flow in Microsoft 365
 - Task 2 - Monitoring service health and analyzing reports

Coursework and Grading

There is a graded assessment exam at the end of each module as well as at the end of the course. The course also includes a gradable lab exercise that allows you to apply the concepts that you learned.

You are graded on the following:

- **30% of total available points - Module assessment exams.** There will be a short quiz at the end of each module that covers just the material from that module. There will be 10 questions in each module exam. You will have one attempt to answer each module assessment question correctly.
- **30% of total available points - Course assessment exam.** This is the final exam at the end of the course that has 15 questions covering all modules. You will have one attempt to answer each course assessment question correctly.
- **40% of total available points – Gradable Hands-on Lab.** There is a gradable hands-on lab exercise at the end of the course that tests your ability to apply the skills you have acquired.

You need to score 70% or better to pass this course.