

Exam MS-900: Microsoft 365 Fundamentals

EXAM DESIGN

Audience Profile

This exam is designed for candidates looking to demonstrate foundational-level knowledge of Software as a Service (SaaS) solutions to facilitate productivity on-site, at home, or a combination of both. Candidates may have knowledge of cloud-based solutions or may be new to Microsoft 365. Candidates can use this exam to prepare for other Microsoft certifications, but it is not a prerequisite for any of the related certifications.

Candidates should be able to recommend Microsoft 365 solutions that address common organizational IT challenges. They should understand how Microsoft 365 solutions improve productivity, facilitate collaboration, and optimize communications.

Candidates should also be able to recommend solutions for endpoint and application management, desktop virtualization, automated operating system deployment, and rich reporting and analytics. They should be familiar with Microsoft 365 licensing, deployment and migration assistance, and support options for organizations looking to maximize their investment in the cloud.

Objective Domains

SKILLS MEASURED

- NOTE: The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. Related topics may be covered in the exam.
- 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 (10–15%)

Describe the different types of cloud services available

- Describe Microsoft SaaS, IaaS, and PaaS offerings
- Cloud-based productivity solutions for organizations and individuals
- Describe differences between Office 365, Microsoft 365, and Windows 365

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

- Describe public, private, and hybrid scenarios
- Compare advantages of cloud-based services versus on-premises services
- Identify factors that drive organizations to move to the cloud
- Describe hybrid working strategies, flexible working strategies, and frontline workers



Describe core Microsoft 365 services and concepts (50–55%)

Describe productivity solutions in Microsoft 365

- Describe the core productivity and teamwork capabilities in Microsoft 365 including Microsoft Outlook and Microsoft Exchange, Microsoft 365 apps, and OneDrive
- Describe Microsoft 365 Apps including Word, Excel, PowerPoint, Outlook, and OneNote
- Describe work management capabilities in Microsoft 365 including Project, Planner, Bookings, and ToDo (Tasks)
- Describe business class email and calendaring solutions with Microsoft Exchange

Describe collaboration solutions in Microsoft 365

- Describe the collaboration capabilities in Microsoft 365 including Microsoft Teams, Teams Phone, Yammer, SharePoint, and Stream
- Describe the collaboration workloads of Microsoft Teams and the value that they provide
- Describe the core employee experience capabilities in Microsoft Viva
- Describe the ways that you can extend Microsoft Teams by using collaborative apps
- Describe the features of Microsoft SharePoint and Microsoft OneDrive that promote collaboration
- Describe how Yammer helps communities connect and grow

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

- Describe the endpoint management capabilities of Microsoft 365 including Microsoft Endpoint Manager (MEM), Windows 365 Cloud PC, and Azure Virtual Desktop.
- Compare the capabilities of Windows 365 and Azure Virtual Desktop and when it makes sense to implement either
- Describe the deployment and release models for Windows-as-a-Service (WaaS) including deployment rings
- Identify deployment and servicing methods for Microsoft 365 apps

Describe analytics capabilities in 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 (15–20%)

Explain zero-trust security principles for Microsoft 365

- Identify key components that need to be protected within an organization's cloud and on-premises infrastructure
- Describe the principle of least privileged access
- Describe the principle of explicit verification
- Describe the principle of assumed breaches

Describe identity and access management solutions in Microsoft 365

- Describe the identity and access management capabilities in Microsoft 365 including Azure Active Directory and Azure Identity
- Describe cloud identity, on-premises identity, and hybrid identity concepts
- Describe the purpose and value of implementing multi-factor authentication (MFA)
- Describe the purpose and value of conditional access

Describe threat protection solutions in Microsoft 365

- Describe Microsoft 365 Defender, Defender for Endpoint, Defender for Office 365, Defender for Identity, and the Microsoft Defender Portal
- Describe Microsoft Secure Score benefits and capabilities
- Describe the most common types of threats against endpoints, applications, and identities
- Describe how Microsoft addresses the most common threats
- Describe how threat mitigation can be automated with artificial intelligence by using Microsoft 365 and Azure Sentinel

Describe trust, privacy, and compliance solutions in Microsoft 365

- Describe compliance solutions in Microsoft 365
- Identify differences between the Service Trust portal and Compliance Manager
- Describe how Microsoft supports data residency to ensure regulatory compliance
- Describe information protection and governance options including data loss prevention (DLP) classification labels
- Describe Compliance Manager, Compliance Scores, and the benefits that they can provide to an organization

- Describe insider risk management solutions to protect against internal threats
- Describe auditing and eDiscovery solutions
- Describe privacy management concepts
- Describe Microsoft's privacy principles

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

Plan, predict, and compare pricing

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

Identify licensing options available in Microsoft 365

- Describe the available base licensing and management options
- Describe add-on licensing options

Describe the Microsoft 365 service lifecycle

- Describe private, public preview, and general availability (GA) options
- Describe the correlation between lifecycle options and pricing
- Describe use cases and capabilities for the Microsoft 365 Roadmap portal

Describe support offerings for Microsoft 365 services

- Describe how to create a support request for Microsoft 365 services
- Describe service level agreements (SLAs) concepts including uptime principles, service credits for refunds, SLA tiers, roles, and responsibilities
- Determine service health status by using the Microsoft 365 dashboard or the tenant dashboard
- Describe how organizations can communicate with Microsoft about product and service improvements