

Introduction to Microsoft 365 and AI Administration

AB-900T00

Course Name	Introduction to Microsoft 365 and AI Administration
Course Code	AB-900T00
Course Duration	1 Day
Course Structure	Instructor-Led
Course Overview	AB-900T00: Introduction to Microsoft 365 and AI Administration provides a comprehensive introduction to Microsoft 365, Microsoft Copilot, and AI-powered agents. The course establishes a strong foundation in the core services, concepts, and administrative controls that underpin the Microsoft 365 platform. Building on this foundation, the programme explores how Copilot and intelligent agents harness AI to automate routine tasks, enhance collaboration, and personalise the user experience across the Microsoft 365 suite. Delegates will gain practical familiarity with the foundational components, governance models, and capabilities required to manage and support a modern Microsoft 365 environment with embedded AI services.
Audience Profile	This course is designed for beginning-level technical IT professionals and novice administrators who require a foundational understanding of Microsoft 365 services and Microsoft 365 Copilot. It is appropriate for learners who need to familiarize themselves with the essential components, concepts, and capabilities of the Microsoft 365 platform without requiring prior hands-on experience.
Course Prerequisites	Delegates should possess basic computer literacy and an interest in cloud productivity services. No prior administration experience is required.
Course Outcome	Upon successful completion of this course, delegates will be equipped with the skills and knowledge required to: • Describe the core Microsoft 365 services and licensing models • Navigate the Microsoft 365 admin centre and supporting administration tools • Explain the role of Microsoft Copilot and AI-powered agents in Microsoft 365 • Apply basic administrative controls to Microsoft 365 services • Understand the prerequisites for deploying Microsoft 365 Copilot

	Identify governance, security, and compliance considerations for AI-powered services
Assessment/Evaluation	This course prepares delegates for the Microsoft 365 Certified: Copilot and Agent Administration Fundamentals certification. Successful completion of the associated examination will result in attainment of the Microsoft 365 Certified: Copilot and Agent Administration Fundamentals credential and a Certificate of Attendance issued by IT-IQ Botswana.

Course Details	
Topic	Topic 1: Explore Microsoft 365 Core Services - Overview of Microsoft 365 services and apps - Subscription and licensing models - Microsoft 365 architecture fundamentals Topic 2: Microsoft 365 Administration Foundations - Microsoft 365 admin centre - User and group management - Roles and administrative permissions Topic 3: Identity and Access in Microsoft 365 - Microsoft Entra ID essentials - Authentication options - Securing access to Microsoft 365 Topic 4: Introduction to Microsoft 365 Copilot - Copilot capabilities across Microsoft 365 apps - Prerequisites for Copilot deployment - Licensing and assignment

	Topic 5: Administer Copilot and Agents • Copilot administration controls • Managing agents in Microsoft 365 • Monitoring usage and adoption Topic 6: Security, Compliance, and Governance • Protecting Microsoft 365 data • Compliance considerations for AI services • Responsible AI fundamentals
--	---