

Microsoft 365 Administrator MS 102T00

Course Name	Microsoft 365 Administrator
Course Code	MS-102T00
Course Duration	5 Days
Course Structure	Instructor-Led
Course Overview	MS-102T00: Microsoft 365 Administrator delivers in-depth instruction on the key elements of Microsoft 365 administration, including tenant management, identity synchronisation, and security and compliance. Delegates will learn how to configure the Microsoft 365 tenant, manage organisational profiles, subscriptions, services, user accounts, licences, and administrative roles, and configure connectivity and deployment for Microsoft 365 Apps for enterprise. The programme provides comprehensive examination of Microsoft 365 identity synchronisation through Azure Active Directory Connect and Connect Cloud Sync, multifactor authentication, and self-service password management. It then explores Microsoft 365's security solutions including Microsoft Secure Score, Microsoft Entra ID Protection, Exchange Online Protection, Safe Attachments, Safe Links, and threat intelligence using Microsoft 365 Defender, Microsoft Defender for Cloud Apps, and Microsoft Defender for Endpoint. The course concludes with an in-depth examination of Microsoft 365 compliance management, data archiving, retention, message encryption, data loss prevention, insider risk management, information barriers, and sensitivity labels.
Audience Profile	This course is designed for individuals aspiring to the Microsoft 365 Administrator role who have completed at least one of the Microsoft 365 role-based administrator certification paths. It is appropriate for senior IT professionals responsible for the comprehensive administration of an organization's Microsoft 365 environment.
Course Prerequisites	Delegates should have completed at least one Microsoft 365 role-based administrator certification path or possess equivalent hands-on experience with Microsoft 365 services.
Course Outcome	Upon successful completion of this course, delegates will be equipped with the skills and knowledge required to: • Configure a Microsoft 365 tenant and organisational profile • Manage Microsoft 365 services, subscriptions, and Apps for enterprise

	• Implement identity synchronisation with Microsoft Entra Connect • Manage identity and access including MFA and conditional access • Manage security services in Microsoft Defender XDR • Implement compliance, data governance, retention, and DLP policies
Assessment/Evaluation	This course prepares delegates for the Microsoft 365 Certified: Administrator Expert certification (Exam MS-102). Successful completion of the associated examination will result in attainment of the Microsoft 365 Certified: Administrator Expert credential and a Certificate of Attendance issued by IT-IQ Botswana.

Course Details	
Topic	Topic 1: Configure Your Microsoft 365 Tenant • Organisational profile and subscriptions • User accounts, licences, and groups • Administrative roles and delegation Topic 2: Manage Your Microsoft 365 Tenant • Service health and reporting • Microsoft 365 Apps for enterprise • Tenant-level configuration Topic 3: Implement Identity Synchronisation • Microsoft Entra Connect and Cloud Sync • Planning directory synchronisation • Managing synchronised identities Topic 4: Manage Identity and Access in Microsoft 365 • Multifactor authentication • Self-service password reset

	• Conditional access and Identity Protection Topic 5: Manage Security Services in Microsoft Defender XDR • Microsoft Secure Score • Exchange Online Protection, Safe Links, and Safe Attachments • Defender for Cloud Apps and Endpoint Topic 6: Implement Threat Protection with Defender XDR • Threat intelligence and analytics • Investigations and response • Reporting and continuous improvement Topic 7: Microsoft 365 Compliance Management • Data archiving and retention • Message encryption and DLP • Insider risk, information barriers, and sensitivity labels
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