

Manage and Extend Microsoft 365 Copilot MS 4017

Course Name	Manage and Extend Microsoft 365 Copilot
Course Code	MS 4017
Course Duration	1 Day
Course Structure	Instructor-Led
Course Overview	MS-4017: Manage and Extend Microsoft 365 Copilot examines how administrators can manage and extend Microsoft 365 Copilot to meet the specific needs of their organisations. The course introduces delegates to Copilot, examines how to implement and administer it within an enterprise environment, and explores the foundations of Copilot extensibility. Delegates will explore the administrative controls available for Microsoft 365 Copilot, manage licensing and adoption, and learn how to extend Copilot's capabilities through plugins, Microsoft Graph connectors, and custom agents. By course completion, learners will be equipped to operate Copilot at scale and tailor its capabilities to organisational requirements.
Audience Profile	This course is designed for administrators, Microsoft 365 administrators, business analysts, functional consultants, and IT professionals interested in learning how to manage and extend Microsoft 365 Copilot within their organizations.
Course Prerequisites	Delegates should have a working knowledge of Microsoft 365 administration and a basic understanding of Microsoft 365 Copilot.
Course Outcome	Upon successful completion of this course, delegates will be equipped with the skills and knowledge required to: • Prepare an organisation for Microsoft 365 Copilot deployment • Implement and administer Microsoft 365 Copilot • Manage Copilot licensing, governance, and adoption • Extend Copilot using plugins and Microsoft Graph connectors • Build and manage custom Copilot agents • Monitor and optimise Copilot performance and adoption

Assessment/Evaluation	This course concludes with practical exercises and knowledge checks aligned with Microsoft 365 Copilot administration responsibilities. Successful completion will result in a Certificate of Attendance issued by IT-IQ Botswana.
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Course Details	
Topic	Topic 1: Prepare Your Organisation for Microsoft 365 Copilot • Copilot prerequisites and licensing • Readiness assessment • Adoption planning Topic 2: Manage Microsoft 365 Copilot Administration • Administrative controls and policies • Managing Copilot rollouts • Reporting and analytics Topic 3: Prepare for Microsoft 365 Copilot Extensibility • Extensibility patterns overview • Plugins and Microsoft Graph connectors • Building custom agents Topic 4: Operate and Optimise Copilot • Driving adoption • Monitoring usage and impact • Continuous improvement