

MS-102: Microsoft 365 Administrator Course Outline

Duration: 5 Days (40 Hours)

Delivery Mode: Instructor-Led | Online or In-Person

Level: Intermediate to Advanced

Certification Exam: MS-102

Prerequisites:

- Fundamental knowledge of Microsoft 365 services
 - Experience with Microsoft 365 workloads including Exchange, SharePoint, Teams
 - Familiarity with PowerShell
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Course Overview

The **MS-102: Microsoft 365 Administrator** course is designed for IT professionals aspiring to become expert administrators of the Microsoft 365 ecosystem. This course focuses on configuring, managing, and securing Microsoft 365 services across enterprise environments. It aligns with the certification exam **MS-102**, replacing previous courses MS-100 and MS-101.

This course is essential for Microsoft 365 Administrators who want to ensure seamless collaboration, identity management, security, and compliance in their organizations.

Course Objectives

Upon completion of this training, participants will be able to:

- Manage Microsoft 365 tenant and subscription settings
 - Implement identity and access management solutions
 - Configure and manage Microsoft 365 security and compliance features
 - Set up collaboration tools like Teams, SharePoint, and Exchange Online
 - Prepare for the **Microsoft 365 Certified: Administrator Expert** exam (MS-102)
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Target Audience

This course is intended for:

- Microsoft 365 Administrators
 - Cloud and Systems Administrators
 - IT Managers and Technical Support Engineers
 - Professionals preparing for the MS-102 certification exam
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Detailed Course Modules

Module 1: Plan and Manage the Microsoft 365 Tenant

- Microsoft 365 Tenant Setup and Configuration
- Subscription Management and Licensing
- Custom Domains and Organizational Profiles
- Role-Based Access Control and Admin Roles

Module 2: Manage Identity and Authentication

- Azure Active Directory Overview
- User and Group Management
- Password Policies and Authentication Methods
- Self-Service Password Reset
- Multi-Factor Authentication (MFA)
- Hybrid Identity with Azure AD Connect

Module 3: Manage Security and Threat Protection

- Microsoft Defender for Office 365
- Attack Simulation Training
- Safe Links and Safe Attachments
- Anti-Spam and Anti-Malware Policies
- Threat Management Dashboards and Reports

Module 4: Manage Compliance and Data Governance

- Information Protection and Data Loss Prevention (DLP)
- Sensitivity Labels and Retention Policies
- Insider Risk Management
- eDiscovery and Audit Logging
- Compliance Manager

Module 5: Manage Microsoft 365 Collaboration Workloads

- Configure Microsoft Teams Settings and Policies

- Manage SharePoint Online Sites and Permissions
 - OneDrive for Business Configuration
 - Exchange Online: Mail Flow, Mailbox Management, Policies
 - Microsoft 365 Groups and Yammer
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Assessment & Certification

After completing the training, learners will be equipped to sit for the **MS-102: Microsoft 365 Administrator** exam. Achieving this certification validates your capability to manage Microsoft 365 services and makes you a **Microsoft 365 Certified: Administrator Expert**.

Key Skills Gained

- Microsoft 365 Tenant & Service Management
- Identity & Access Control
- Advanced Security and Compliance Configurations
- Collaboration Tools Administration
- PowerShell Scripting for Microsoft 365