# Microsoft 365 technical overview of core services and identities for the IT Professional Training

Duration: **1 Day**

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This **one-day, instructor-led course** provides IT professionals with a focused technical introduction to the Microsoft 365 platform. It explores the core Microsoft 365 services, administrative technologies, and identity infrastructure that IT professionals need to understand when evaluating, planning, or supporting a Microsoft 365 environment.

Participants will develop a clearer understanding of how Microsoft 365 is structured, how its major services work together, and which fundamental technologies administrators use to manage and secure the platform effectively.

The course also introduces the increasing role of artificial intelligence within Microsoft 365, including technologies such as Microsoft Copilot, and considers how these capabilities can contribute to improved planning and decision-making.

Key areas covered include service architecture, identity and access models, Microsoft 365 administration, compliance, automation, and network and client connectivity requirements.

## Prerequisites

Participants should have a general understanding of IT infrastructure, user administration, and cloud-based services.

Previous experience with Microsoft 365 is not required.

## Who Should Attend

This course is intended for IT professionals involved in evaluating, planning, or supporting Microsoft 365 deployments.

It is particularly useful for professionals who want to establish a solid technical foundation in Microsoft 365 architecture, identity services, and administrative tools.

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## What You Will Learn

By the end of this course, participants will be able to:

- Explain the key differences between Microsoft 365 and Office 365,
- Compare Microsoft 365 licensing plans,
- Describe the core Microsoft 365 services, including Exchange Online, SharePoint, OneDrive, Microsoft Teams, Microsoft Copilot Chat, Microsoft 365 Apps, Microsoft Purview, and Microsoft Defender XDR,
- Explain Microsoft Entra ID and its role in identity and access management,
- Compare cloud-only and hybrid identity models and understand the available authentication options,
- Explain why organisations may add custom domains to a Microsoft 365 tenant,
- Identify the main Microsoft 365 admin centers and understand the use of PowerShell and administrative roles,
- Describe the fundamental monitoring, troubleshooting, and support tools available for Microsoft 365.

## Training Outline

### 1. Introduction to Microsoft 365

- What is Microsoft 365?
- Key differences between Microsoft 365 and Office 365
- Microsoft 365 Release Preferences
- Key benefits of Microsoft 365
- Network and client connectivity requirements

### 2. Microsoft 365 Components

An introduction to the primary services and technologies that form the Microsoft 365 platform:

- Microsoft Entra ID
- Microsoft 365 Apps
- Exchange Online
- SharePoint
- OneDrive
- Microsoft Teams
- Microsoft Copilot Chat
- Microsoft Purview
- Microsoft Defender XDR
- Overview of additional Microsoft 365 services and components

### 3. Microsoft 365 Subscriptions and Licensing

- Overview of Microsoft 365 plans
- Comparing available plans
- Microsoft 365 signup and subscription process
- Understanding features provided through different licenses

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## 4. Administering Microsoft 365

- Introduction to Microsoft 365 admin centers
- Using PowerShell for administration
- Administrative roles
- Assigning admin roles to users
- Understanding the fundamentals of the Microsoft 365 administration model

## 5. Microsoft 365 Domains

- Understanding domains within a Microsoft 365 tenant
- Reasons for using a custom domain
- Adding custom domains to Microsoft 365

## 6. Identity Models and Authentication

- Microsoft Entra ID and identity management
- Cloud-only identity
- Hybrid identity
- Comparing identity models
- Microsoft 365 authentication options
- Understanding how identity and access management relates to Microsoft 365 services

## 7. Monitoring, Troubleshooting, and Support

- Core Microsoft 365 troubleshooting tools
- Monitoring and diagnostic resources
- Technical resources for investigating issues
- Service Level Agreements (SLAs)
- Microsoft 365 technical support options