Introduction to Microsoft 365 and AI Administration (AB-900) Training

Duration: **1 Day**

BİLGİNÇ IT Academy
info@bilginc.com
bilginc.com

Please note: The MS-900 Introduction to Microsoft 365 course has been retired and replaced by AB-900 – Introduction to Microsoft 365 and AI Administration.

This **one-day course** provides a foundation in Microsoft 365, Microsoft 365 Copilot, and AI-powered agents, with an emphasis on core services and introductory administration concepts.

Participants begin by exploring the essential elements of Microsoft 365 administration, including service architecture, administrative controls, security foundations, data protection, and governance. Building on these concepts, the programme introduces Microsoft 365 Copilot and Copilot agents and explains how AI can support task automation, improve collaboration, and create more personalised user experiences across Microsoft 365.

The course is organised around two main Learning Paths and is designed to develop understanding without requiring previous hands-on experience in Microsoft 365 administration, Copilot, or AI agent management.

Prerequisites

Participants should ideally have:

- Basic functional experience with Microsoft 365 services,
- A good general understanding of IT practices.

Previous experience with Microsoft 365 administration, Copilot, or AI-powered agents is not required.

Who Should Attend

This course is particularly suitable for:

- Beginning-level technical IT professionals,
- New Microsoft 365 administrators,
- Learners who want to understand the main components of Microsoft 365,
- Technical professionals seeking introductory knowledge of Microsoft 365 Copilot and agents,
- Individuals who want to understand Microsoft 365 and AI administration without prior hands-on administrative experience.

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What You Will Learn

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

- Describe the core services and key components of Microsoft 365,
- Explain fundamental administrative controls used in Microsoft 365 environments,
- Identify Microsoft 365 security foundations and governance concepts,
- Describe how information is protected and governed in Microsoft 365,
- Explain the purpose and capabilities of Microsoft 365 Copilot and Copilot agents,
- Describe basic administrative tasks associated with Microsoft 365 Copilot,
- Describe basic administrative tasks associated with Microsoft 365 Copilot agents.

Training Outline

Course Introduction

- Overview of the course structure
- Introduction to the Learning Paths
- Introduction to Microsoft 365
- Introduction to Microsoft 365 Copilot
- Understanding AI-powered agents
- Course scope and objectives

Learning Path 1 – Explore Microsoft 365 Administration

Introduction to Microsoft 365 Core Services and Admin Controls

- Overview of Microsoft 365 services and workloads
- Understanding tenant-level administration
- Microsoft 365 environment management concepts
- Introduction to administrative controls
- Fundamentals of user and service administration
- Instructor-led demonstration of key administration concepts

Explore Microsoft 365 Security Foundations

- Introduction to Microsoft 365 security concepts
- Identity principles
- Access Management concepts
- Protection fundamentals
- Overview of foundational Microsoft 365 security services
- Instructor-led demonstration of key security topics

Protect and Govern Data in Microsoft 365

- Introduction to Data Protection
- Data Governance concepts
- Compliance fundamentals
- Protecting organisational information
- Managing and governing data

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- Instructor-led demonstration of Data Protection and Governance scenarios

Learning Path 2 – Explore Microsoft 365 Copilot and Agent Administration

Explore Microsoft 365 Copilot and Agents

- Introduction to Microsoft 365 Copilot
- Introduction to AI-powered agents
- How Copilot supports task automation
- Using Copilot to improve collaboration
- Common Copilot scenarios across Microsoft 365
- Agent use cases
- Instructor-led demonstration of Copilot and agent capabilities

Perform Basic Administrative Tasks for Microsoft 365 Copilot

- Overview of Copilot administration concepts
- Basic configuration considerations
- Management considerations
- Administrator responsibilities associated with Copilot usage
- Instructor-led demonstration of basic Copilot administration

Perform Basic Administrative Tasks for Microsoft 365 Copilot Agents

- Introduction to Copilot agent administration
- Understanding how agents are managed in Microsoft 365
- Agent support considerations
- Administrative responsibilities for Copilot agents
- Instructor-led demonstration of Copilot agent administration

Exams and Assessments

This course supports preparation for the **AB-900: Copilot and Agent Administration Fundamentals** certification exam.

Each module includes:

- Assessment questions designed to reinforce key concepts,
- Review activities covering Microsoft 365 administration,
- Exam preparation questions related to Copilot and agent administration.

The AB-900 exam voucher is available separately and is not included with the course. The certification exam is optional and is not delivered as part of the training.

Hands-On Learning

This course does not include individual learner hands-on labs.

Instead, each module concludes with an approximately **15-minute instructor-led demonstration**.

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These demonstrations allow learners to observe:

- Core Microsoft 365 administration activities,
- Security and governance concepts in context,
- Microsoft 365 Copilot administration,
- Copilot agent management scenarios.

This approach provides practical context while keeping the course accessible to learners without prior hands-on administrative experience.