

Study guide for Exam MS-100: Microsoft 365 Identity and Services

Purpose of this document

This study guide should help you understand what to expect on the exam and includes a summary of the topics the exam might cover and links to additional resources. The information and materials in this document should help you focus your studies as you prepare for the exam.

Useful links	Description
Review the skills measured as of February 3, 2023	This list represents the skills measured AFTER the date provided. Study this list if you plan to take the exam AFTER that date.
Review the skills measured prior to February 3, 2023	Study this list of skills if you take your exam PRIOR to the date provided.
Change log	You can go directly to the change log if you want to see the changes that will be made on the date provided.
How to earn the certification	Some certifications only require passing one exam, while others require passing multiple exams.
Certification renewal	Microsoft associate, expert, and specialty certifications expire annually. You can renew by passing a free online assessment on Microsoft Learn.
Your Microsoft Learn profile	Connecting your certification profile to Learn allows you to schedule and renew exams and share and print certificates.
Passing score	A score of 700 or greater is required to pass.
Exam sandbox	You can explore the exam environment by visiting our exam sandbox.
Request accommodations	If you use assistive devices, require extra time, or need modification to any part of the exam experience, you can request an accommodation.

Useful links	Description
Take a practice test	Are you ready to take the exam or do you need to study a bit more?

Updates to the exam

Our exams are updated periodically to reflect skills that are required to perform a role. We have included two versions of the Skills Measured objectives depending on when you are taking the exam.

We always update the English language version of the exam first. Some exams are localized into other languages, and those are updated approximately eight weeks after the English version is updated. Other available languages are listed in the **Schedule Exam** section of the **Exam Details** webpage. If the exam isn't available in your preferred language, you can request an additional 30 minutes to complete the exam.

Note

The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. Related topics may be covered in the exam.

Note

Most questions cover features that are general availability (GA). The exam may contain questions on Preview features if those features are commonly used.

Skills measured as of February 3, 2023

Audience profile

Candidates for this exam have expert-level skills in evaluating, planning, migrating, deploying, and managing Microsoft 365. They perform Microsoft 365 tenant-level planning, implementation, and administration of cloud and hybrid enterprise environments. Candidates for this exam have subject matter expertise in Microsoft 365 applications, infrastructure, and identity.

The enterprise administrator functions as the integrating hub for all Microsoft 365 workloads. This role coordinates across multiple Microsoft 365 workloads and advises the architects and workload administrators.

Candidates for this exam have functional experience with all Microsoft 365 workloads and Microsoft Azure Active Directory (Azure AD), part of Microsoft Entra and have administered at least one of these. They also have a working knowledge of networking, server administration, DNS, and PowerShell.

- Deploy and manage a Microsoft 365 tenant (15–20%)
- Plan and manage user identity and roles (30–35%)
- Manage access and authentication (20–25%)
- Plan Microsoft 365 workloads and applications (20–25%)

Deploy and manage a Microsoft 365 tenant (15–20%)

Plan and implement a Microsoft 365 tenant

- Plan a tenant
- Create a tenant
- Implement and manage domains
- Configure organizational settings, including security, privacy, and profile

Monitor Microsoft 365 tenant health

- Create and manage service requests
- Create an incident response plan
- Monitor service health
- Monitor application access
- Configure and review reports, including Azure Monitor logs and Log Analytics workspaces
- Schedule and review usage metrics, including Microsoft Viva Insights and Adoption Score

Plan and manage user identity and roles (30–35%)

Plan identity synchronization

- Design synchronization solutions for multitenant and multi-forest scenarios
- Evaluate whether objects should be synchronized, not synchronized, or created as cloud-only
- Identify which Azure AD Connect features to enable, such as writeback and device synchronization
- Identify synchronization pre-requisites, including connectivity method, permissions, and server requirements
- Choose between Azure AD Connect and Azure AD Connect cloud sync
- Plan user sign-in for Azure AD hybrid identities, including pass-through authentication, seamless, and SSO

Implement and manage identity synchronization with Azure AD

- Prepare for identity synchronization by using IdFix
- Configure and manage directory synchronization by using Azure AD Connect cloud sync
- Configure and manage directory synchronization by using Azure AD Connect
- Configure Azure AD Connect object filters
- Monitor synchronization by using Azure AD Connect Health
- Troubleshoot Azure AD Connect synchronization

Plan and manage Azure AD identities

- Plan Azure AD identities
- Create and manage users
- Create and manage guest users

- Create and manage groups, including Microsoft 365 groups
- Manage and monitor Microsoft 365 license allocations
- Perform bulk user management, including PowerShell

Plan and manage roles in Microsoft 365

- Plan for role assignments
- Manage roles in Microsoft 365 admin center
- Manage administrative units
- Plan and implement privileged identity management for Azure AD roles

Manage access and authentication (20–25%)

Plan and implement authentication

- Choose an authentication method, including Windows Hello for Business, passwordless, and tokens
- Implement and manage authentication methods
- Implement and manage self-service password reset (SSPR)
- Implement and manage Azure AD password protection
- Configure and manage multi-factor authentication (MFA)
- Investigate and resolve authentication issues

Plan and implement secure access

- Plan and implement access reviews in Azure AD identity governance
- Plan and implement entitlement packages in Azure AD identity governance
- Plan for identity protection
- Implement and manage Azure AD Identity Protection
- Plan conditional access policies
- Implement and manage conditional access policies

Plan and implement application access

- Plan access and authentication to application registrations and Azure AD enterprise applications
- Configure application registration in Azure AD
- Manage user permissions for application registrations
- Manage OAuth application requests in Azure AD, Microsoft Defender for Cloud Apps, and Microsoft 365 Defender
- Configure Azure AD Application Proxy
- Publish enterprise applications in Azure AD

Plan Microsoft 365 workloads and applications (20–25%)

Plan and implement Microsoft 365 Apps deployment

- Plan for client connectivity to Microsoft 365 workloads

- Plan Microsoft 365 App compatibility by using the Readiness Toolkit
- Plan for Microsoft 365 Apps updates
- Specify initial configuration for Microsoft 365 Apps by using the Microsoft 365 Apps admin center
- Implement Microsoft 365 Apps deployment and software downloads

Plan and implement Exchange Online deployments

- Plan for DNS records required by Exchange Online
- Plan and implement an Exchange hybrid organization
- Plan and implement mail routing, including connectors, mail flow rules, and remote domains
- Plan and implement organizational settings

Plan and implement Microsoft SharePoint Online, OneDrive, and Microsoft Teams

- Specify SharePoint site types, site collections, and lists
- Plan a migration strategy for SharePoint Online and OneDrive
- Identify hybrid requirements for SharePoint Online
- Manage access configurations for SharePoint Online and Microsoft Teams
- Manage SharePoint Online tenant and site settings
- Map Phone System features to requirements
- Plan and implement organizational settings
- Plan, implement, and manage guest and external access

Study resources

We recommend that you train and get hands-on experience before you take the exam. We offer self-study options and classroom training as well as links to documentation, community sites, and videos.

Study resources	Links to learning and documentation
Get trained	Choose from self-paced learning paths and modules or take an instructor-led course
Find documentation	Microsoft 365 documentation Microsoft 365 admin center help Azure Active Directory documentation Microsoft Defender products and services
Ask a question	Microsoft Q&A Microsoft Docs
Get community support	Microsoft 365 - Microsoft Tech Community
Follow Microsoft Learn	Microsoft Learn - Microsoft Tech Community
Find a video	Exam Readiness Zone Browse other Microsoft Learn shows

Change log

Key to understanding the table: The topic groups (also known as functional groups) are in bold typeface followed by the objectives within each group. The table is a comparison between the two versions of the exam skills measured and the third column describes the extent of the changes.

Skill area prior to February 3, 2023	Skill area as of February 3, 2023	Change
Audience profile	Audience profile	No change
Deploy and manage a Microsoft 365 tenant	Deploy and manage a Microsoft 365 tenant	No change
Plan and implement a Microsoft 365 tenant	Plan and implement a Microsoft 365 tenant	No change
Monitor Microsoft 365 tenant health	Monitor Microsoft 365 tenant health	Minor

Skill area prior to February 3, 2023	Skill area as of February 3, 2023	Change
Plan and manage user identity and roles	Plan and manage user identity and roles	No change
Plan identity synchronization	Plan identity synchronization	Minor
Implement and manage identity synchronization with Azure AD	Implement and manage identity synchronization with Azure AD	No change
Plan and manage Azure AD identities	Plan and manage Azure AD identities	No change
Plan and manage roles in Microsoft 365	Plan and manage roles in Microsoft 365	No change
Manage access and authentication	Manage access and authentication	No change
Plan and implement authentication	Plan and implement authentication	No change
Plan and implement secure access	Plan and implement secure access	No change
Plan and implement application access	Plan and implement application access	No change
Plan Microsoft 365 workloads and applications	Plan Microsoft 365 workloads and applications	No change
Plan and implement Microsoft 365 Apps deployment	Plan and implement Microsoft 365 Apps deployment	No change
Plan and implement Exchange Online deployments	Plan and implement Exchange Online deployments	No change
Plan and implement Microsoft SharePoint Online, OneDrive, and Microsoft Teams	Plan and implement Microsoft SharePoint Online, OneDrive, and Microsoft Teams	No change

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