Microsoft 365 Certified Fundamentals – Skills Measured

Understand cloud concepts

Detail and understand the benefits and considerations of using cloud services
Understand the different types of cloud services available

- position Microsoft 365 in a SaaS scenario, IaaS, PaaS, SaaS, Public, Private, and Hybrid scenarios

Understand core Microsoft 365 services and concepts

Describe the core Microsoft 365 components

- Windows 10 Enterprise
- Exchange Online
- SharePoint Online
- Teams
- Enterprise Mobility + Security products and technologies

Compare core services in Microsoft 365 with corresponding on-premises services

- identify scenarios when usage of M365 services is more beneficial than on-premises services

Understand the concept of modern management

- understand the Windows-as-a-Service (WaaS) model
- describe the usage of the Microsoft 365 Admin Center and M365 user portal
- understand the Microsoft deployment and release model for Windows and cloud business apps

Understand Office 365 ProPlus

- compare with on-premises Office 2016 deployment

Understand collaboration and mobility with Microsoft 365

- understand the concept of effective collaboration with Microsoft 365
• understand the concept of enterprise mobility, device management, and application management within an organization

Describe analytics capabilities in Microsoft 365

Understand security, compliance, privacy, and trust in Microsoft 365

Understand security and compliance concepts with Microsoft 365

• understand key components that need to be protected within an organization’s cloud and on-premises infrastructure
• understand key security pillars of protection, including identity, documents, network, and devices

Understand identity protection and management

• understand concepts of cloud identity, on-premises identity, and hybrid identity
• understand Multi-Factor Authentication (MFA)

Understand the need for unified endpoint management, security usage scenarios and services

• compare security usage scenarios and services available with Azure Active Directory P1, P2, and Active Directory Domain Services (AD DS)
• understand how Microsoft 365 services addresses the most common current threats

Understand the Service Trust portal and Compliance manager

• understand the trust relationship with Microsoft, service locations
• confidence in data protection
• how to address most common cloud adoption show stoppers

Understand Microsoft 365 pricing and support

Understand licensing options available in Microsoft 365

• describe M365 subscriptions and management options
• understand key selling points of M365 in segments of productivity, collaboration, security, and compliance
• understand the different licensing and payment models available for M365
• understand how to determine and implement best practices

Plan, predict, and compare pricing
• understand the Cloud Solution Provider (CSP) pricing model for Windows and Microsoft cloud services
• understand the basics of cost benefit analysis for on-premises vs. cloud
• understand billing and bill management options available

Describe support offerings for Microsoft 365 services

• describe how to create a support request for Microsoft 365 services
• describe Service Level Agreements (SLAs)
• understand how to determine service health status

Understand the service lifecycle in Microsoft 365

• understand private, public preview, and General Availability (GA) and their correlation to support policy and pricing