

# Study guide for Exam MS-900: Microsoft 365 Fundamentals

## 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
<a href="#">Review the skills measured as of April 18, 2023</a>	This list represents the skills measured AFTER the date provided. Study this list if you plan to take the exam AFTER that date.
<a href="#">Review the skills measured prior to April 18, 2023</a>	Study this list of skills if you take your exam PRIOR to the date provided.
<a href="#">Change log</a>	You can go directly to the change log if you want to see the changes that will be made on the date provided.
<a href="#">How to earn the certification</a>	Some certifications only require passing one exam, while others require passing multiple exams.
<a href="#">Your Microsoft Learn profile</a>	Connecting your certification profile to Microsoft Learn allows you to schedule and renew exams and share and print certificates.
<a href="#">Exam scoring and score reports</a>	A score of 700 or greater is required to pass.
<a href="#">Exam sandbox</a>	You can explore the exam environment by visiting our exam sandbox.
<a href="#">Request accommodations</a>	If you use assistive devices, require extra time, or need modification to any part of the exam experience, you can request an accommodation.
<a href="#">Take a free Practice Assessment</a>	Test your skills with practice questions to help you prepare for the exam.

## 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. While Microsoft makes every effort to update localized versions as noted, there may be times when localized versions of an exam are not updated on this schedule. 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 April 18, 2023

### Audience profile

This exam is designed for candidates looking to demonstrate foundational-level knowledge of cloud-based solutions to facilitate productivity and collaboration on-site, at home, or a combination of both. Candidates may have knowledge of cloud-based solutions or may be new to Microsoft 365. Candidates can use this exam to prepare for other Microsoft certifications, but it is not a prerequisite for any of the related certifications.

Candidates should be able to recommend Microsoft 365 solutions that address common organizational IT challenges. They should understand how Microsoft 365 solutions improve productivity, facilitate collaboration, and optimize communications. They should also understand how Microsoft 365 solutions help secure data and identity and facilitate compliance.

Candidates should be able to recommend solutions for endpoint and application management, desktop virtualization, automated operating system deployment, and reporting and analytics. They should be familiar with Microsoft 365 licensing, deployment and migration assistance, and support options for organizations looking to maximize their investment in the cloud.

- Describe cloud concepts (5–10%)
- Describe Microsoft 365 apps and services (45–50%)
- Describe security, compliance, privacy, and trust in Microsoft 365 (25–30%)
- Describe Microsoft 365 pricing, licensing, and support (10–15%)

## **Describe cloud concepts (5–10%)**

### **Describe the different types of cloud services available**

- Describe Microsoft SaaS, IaaS, and PaaS concepts and use cases
- Describe differences between Office 365 and Microsoft 365

### **Describe the benefits of and considerations for using cloud, hybrid, or on-premises services**

- Describe public, private, and hybrid cloud models
- Compare costs and advantages of cloud, hybrid, and on-premises services
- Describe the concept of hybrid work and flexible work

## **Describe Microsoft 365 apps and services (45–50%)**

### **Describe productivity solutions of Microsoft 365**

- Describe the core productivity capabilities and benefits of Microsoft 365 including Microsoft Outlook and Microsoft Exchange, Microsoft 365 apps, and OneDrive
- Describe core Microsoft 365 Apps including Microsoft Word, Excel, PowerPoint, Outlook, and OneNote
- Describe work management capabilities of Microsoft 365 including Microsoft Project, Planner, Bookings, Forms, Lists, and To Do

### **Describe collaboration solutions of Microsoft 365**

- Describe the collaboration benefits and capabilities of Microsoft 365 including Microsoft Exchange, Outlook, Yammer, SharePoint, OneDrive, and Stream
- Describe the collaboration benefits and capabilities of Microsoft Teams and Teams Phone
- Describe the Microsoft Viva apps
- Describe the ways that you can extend Microsoft Teams by using collaborative apps

### **Describe endpoint modernization, management concepts, and deployment options in Microsoft 365**

- Describe the endpoint management capabilities of Microsoft 365 including Microsoft Intune, Windows AutoPilot, co-management with Configuration Manager, Endpoint Manager admin center, and tenant attach
- Compare the differences between Windows 365 and Azure Virtual Desktop
- Describe the deployment and release models for Windows-as-a-Service (WaaS) including deployment rings
- Identify deployment and update channels for Microsoft 365 Apps

### **Describe analytics capabilities of Microsoft 365**

- Describe the capabilities of Viva Insights
- Describe the capabilities of the Microsoft 365 Admin center and Microsoft 365 user portal

- Describe the reports available in the Microsoft 365 Admin center and other admin centers

## **Describe security, compliance, privacy, and trust in Microsoft 365 (25–30%)**

### **Describe Zero Trust security principles for Microsoft 365**

- Describe the Zero Trust model
- Describe Microsoft Granular Delegated Admin Privileges (GDAP) principles

### **Describe identity and access management solutions of Microsoft 365**

- Describe the identity and access management capabilities of Microsoft 365 including Azure Active Directory, part of Microsoft Entra, and Azure Identity
- Describe cloud identity, on-premises identity, and hybrid identity concepts
- Describe the purpose and value of implementing multi-factor authentication (MFA) and self-service password reset (SSPR)
- Describe the purpose and value of conditional access

### **Describe threat protection solutions of Microsoft 365**

- Describe Microsoft 365 Defender, Defender for Endpoint, Defender for Office 365, Defender for Identity, Defender for Cloud Apps, and the Microsoft 365 Defender Portal
- Describe Microsoft Secure Score benefits and capabilities
- Describe the most common types of threats against endpoints, applications, and identities
- Describe how Microsoft 365 addresses the most common threats
- Describe the capabilities and benefits of Microsoft Sentinel and Microsoft 365 Lighthouse

### **Describe trust, privacy, risk, and compliance solutions of Microsoft 365**

- Describe Microsoft Purview risk and compliance solutions and other compliance features in Microsoft 365
- Describe how Microsoft supports data residency to ensure regulatory compliance
- Describe information protection features
- Describe the capabilities and benefits of Microsoft Priva
- Describe insider risk management solutions to protect against internal threats
- Describe auditing and eDiscovery solutions

## **Describe Microsoft 365 pricing, licensing, and support (10–15%)**

### **Identify Microsoft 365 pricing and billing management options**

- Describe the pricing model for Microsoft cloud services including enterprise agreements, cloud solution providers, and direct billing
- Describe available billing and bill management options including billing frequency and methods of payment

## Identify licensing options available in Microsoft 365

- Describe license management
- Describe the differences between base licensing and add-on licensing

## Identify support options for Microsoft 365 services

- Describe how to create a support request for Microsoft 365 services
- Describe support options for Microsoft 365 services
- Describe service level agreements (SLAs) including service credits
- Determine service health status by using the Microsoft 365 admin portal or the Azure tenant portal

## 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
<b>Get trained</b>	<a href="#">Choose from self-paced learning paths and modules or take an instructor-led course</a>
<b>Find documentation</b>	<a href="#">Microsoft 365 documentation   Microsoft Docs</a>
<b>Ask a question</b>	<a href="#">Microsoft Q&amp;A   Microsoft Docs</a>
<b>Get community support</b>	<a href="#">Microsoft 365 - Microsoft Tech Community</a>
<b>Follow Microsoft Learn</b>	<a href="#">Microsoft Learn - Microsoft Tech Community</a>
<b>Find a video</b>	<a href="#">Exam Readiness Zone</a> <a href="#">Browse other Microsoft Learn shows</a>

## 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 April 18, 2023	Skill area as of April 18, 2023	Change
Audience profile		Minor

Skill area prior to April 18, 2023	Skill area as of April 18, 2023	Change
<b>Describe cloud concepts</b>	<b>Describe cloud concepts</b>	No % change
Describe the different types of cloud services available	Describe the different types of cloud services available	No change
Describe the benefits of and considerations for using cloud, hybrid, or on-premises services	Describe the benefits of and considerations for using cloud, hybrid, or on-premises services	No change
<b>Describe Microsoft 365 apps and services</b>	<b>Describe Microsoft 365 apps and services</b>	No % change
Describe productivity solutions of Microsoft 365	Describe productivity solutions of Microsoft 365	No change
Describe collaboration solutions of Microsoft 365	Describe collaboration solutions of Microsoft 365	No change
Describe endpoint modernization, management concepts, and deployment options in Microsoft 365	Describe endpoint modernization, management concepts, and deployment options in Microsoft 365	Minor
Describe analytics capabilities of Microsoft 365	Describe analytics capabilities of Microsoft 365	No change
<b>Describe security, compliance, privacy, and trust in Microsoft 365</b>	<b>Describe security, compliance, privacy, and trust in Microsoft 365</b>	No % change
Describe Zero Trust security principles for Microsoft 365	Describe Zero Trust security principles for Microsoft 365	No change
Describe identity and access management solutions of Microsoft 365	Describe identity and access management solutions of Microsoft 365	No change
Describe threat protection solutions of Microsoft 365	Describe threat protection solutions of Microsoft 365	No change
Describe trust, privacy, and compliance solutions of Microsoft 365	Describe trust, privacy, and compliance solutions of Microsoft 365	Minor
<b>Describe Microsoft 365 pricing, licensing, and support</b>	<b>Describe Microsoft 365 pricing, licensing, and support</b>	No % change
Identify Microsoft 365 pricing and billing management options	Identify Microsoft 365 pricing and billing management options	No change

Skill area prior to April 18, 2023	Skill area as of April 18, 2023	Change
Identify licensing options available in Microsoft 365	Identify licensing options available in Microsoft 365	No change
Identify support options for Microsoft 365 services	Identify support options for Microsoft 365 services	No change

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