

Exam MS-203: Microsoft 365 Messaging – Skills Measured

This exam was updated on March 23, 2021. Following the current exam guide, we have included a version of the exam guide with Track Changes set to “On,” showing the changes that were made to the exam on that date.

Audience Profile

Candidates for this exam are Messaging Administrators who deploy, configure, manage, troubleshoot, and monitor recipients, permissions, mail protection, mail flow, and public folders in hybrid and cloud enterprise environments.

Messaging Administrators are responsible for managing hygiene, messaging infrastructure, hybrid configuration, migration, transport, mailboxes, and client access.

Messaging Administrators collaborate with the Security Administrator and Microsoft 365 Enterprise Administrator to implement a secure hybrid or cloud-only topology that meets the business needs of an enterprise.

The Messaging Administrator should have a working knowledge of authentication types, licensing, and integration with M365 applications.

Skills Measured

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is NOT definitive or exhaustive.

NOTE: Most questions cover features that are General Availability (GA). The exam may contain questions on Preview features if those features are commonly used.

Manage Organizational Settings and Resources (30-35%)

Plan and manage organizational settings

- manage Global Address List (GAL)
- manage Offline Address Book (OAB)
- manage address book policies
- manage email address policies
- configure organizational sharing
- manage add-ins

Plan and manage client access

- plan namespaces
- configure virtual directories and URLs
- configure global Outlook on the Web policies
- configure Autodiscover
- troubleshoot client access connectivity problems
- manage Exchange certificates lifecycle
- add and manage DomainKeys Identified Mail (DKIM) signatures to domains

Manage recipient resources

- manage archive mailboxes
- manage resource mailboxes
- manage groups (distribution list, dynamic distribution list, mail-enabled security group, and Microsoft 365 group) by using the Classic or New Exchange admin center
- manage mailboxes
- manage mailbox permissions
- configure mailbox policies
- manage shared mailboxes
- evaluate license options
- create and manage contacts (Mail contact and Mail user)

Manage mobile devices

- configure mobile device mailbox policies
- configure mobile authentication methods
- configure and manage Outlook mobile
- manage mobile device access
- configure and manage ActiveSync

Plan and Manage the Mail Architecture (20-25%)

Plan and configure transport architecture

- plan connectors
- create and configure connectors
- configure connectors between tenants
- configure enhanced filtering for connectors

Manage mail flow

- manage transport rules
- manage accepted and remote domains
- manage hybrid mail flow

Troubleshoot mail flow

- validate inbound and outbound mail flow
- trace a message by using the Classic or New Exchange admin center
- analyze a message trace
- analyze message headers
- analyze Non-Deliverable Reports (NDRs)
- investigate transport logs
- monitor Mail Flow
- troubleshoot by using the Microsoft Remote Connectivity Analyzer
- troubleshoot by using the Microsoft Support and Recovery Assistant

Plan and Implement a Hybrid Configuration and Migration (20-25%)

Plan and implement a hybrid environment

- evaluate and configure hybrid free/busy access
- decide between Exchange Classic Hybrid and Exchange Modern Hybrid
- manage the Edge server role
- configure Organization Configuration Transfer (OCT)
- plan and configure the environment by using the Hybrid Configuration Wizard (HCW)
- deploy the Exchange Hybrid Agent

Plan and implement migration

- evaluate migration methods, including cutover, staged, PST Imports, IMAP, Google Workspace (formerly G-Suite), batch migration by using the Exchange admin center
- configure migration endpoints in Microsoft 365, including tenant-to-tenant
- manage mailbox migration request batches by using the Classic or New Exchange admin center
- migrating from non-Microsoft messaging systems
- troubleshoot mailbox migration

Manage public folders

- move content between public folder mailboxes
- create additional public folder mailboxes
- implement public folder Top Level Hierarchy (TLH)
- implement mail-enabled public folders
- plan and configure public folders
- manage hold and discovery for public folders
- plan a public folder migration to Microsoft 365

Secure the Messaging Environment (20-25%)

Manage role-based permissions

- manage role groups
- assign user accounts to admin roles
- manage user roles
- manage a delegated Role-based Access Control (RBAC) setup
- plan RBAC roles for eDiscovery

Manage message hygiene using Exchange Online and Microsoft Defender for Office 365

- plan for message hygiene
- configure and manage Anti-spam settings
- configure and manage Anti-malware policies
- monitor and review quarantined items
- plan and configure Spam Confidence Levels (SCL)
- configure and manage Safe attachments
- configure and manage Safe links
- configure and manage Anti-phishing
- manage spam and malicious email user submissions

Manage compliance

- configure Exchange retention and retention policies
- configure Exchange data loss prevention policies
- configure Office 365 Labels, Retention and DLP policies
- configure and analyze audit logs
- manage journal rules
- manage content search
- manage eDiscovery cases

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