# Study guide for Exam MD-102: Endpoint Administrator

## 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 |
|---|---|
| **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. |

## Objective domain: skills the exam measures

The English language **beta version** of this exam will be released in May 2023.

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.

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**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

## Audience profile

Candidates for this exam have subject matter expertise deploying, configuring, protecting, managing, and monitoring devices and client applications in a Microsoft 365 environment. They manage identity, security, access, policies, updates, and apps for endpoints. They implement solutions for efficient deployment and management of endpoints on various operating systems, platforms, and device types. They implement and manage endpoints at scale by using Microsoft Intune, Windows 365, Windows Autopilot, Microsoft Defender for Endpoint, and Azure Active Directory (Azure AD), part of Microsoft Entra.

Endpoint administrators collaborate with architects, Microsoft 365 administrators, security administrators, and other workload administrators to plan and implement a modern workplace strategy that meets the business needs of an organization.

Candidates for this exam have experience with Azure AD and Microsoft 365 technologies including Intune. They must have strong skills and experience in deploying, configuring, and maintaining Windows client and non-Windows devices.

- Deploy Windows client (25–30%)
- Manage identity and compliance (15–20%)
- Manage, maintain, and protect devices (40–45%)
- Manage applications (10–15%)

# Deploy Windows client (25–30%)

## Prepare for a Windows client deployment

- Select a deployment tool based on requirements
- Choose between migrate and rebuild
- Choose an imaging and/or provisioning strategy
- Select a Windows edition based on requirements
- Implement subscription-based activation

## Plan and implement a Windows client deployment by using Windows Autopilot

- Configure device registration for Autopilot
- Create, validate, and assign deployment profiles
- Set up the Enrollment Status Page (ESP)
- Deploy Windows devices by using Autopilot

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- Troubleshoot an Autopilot deployment

## Plan and implement a Windows client deployment by using the Microsoft Deployment Toolkit (MDT)

- Plan and implement an MDT deployment infrastructure
- Create, manage, and deploy images
- Monitor and troubleshoot a deployment
- Plan and configure user state migration

## Configure remote management

- Configure Remote Help in Intune
- Configure Remote Desktop on a Windows client
- Configure the Windows Admin Center
- Configure PowerShell remoting and Windows Remote Management (WinRM)

# Manage identity and compliance (15–20%)

## Manage identity

- Implement user authentication on Windows devices, including Windows Hello for Business, passwordless, and tokens
- Manage role-based access control (RBAC) for Intune
- Register devices in and join devices to Azure AD
- Implement the Intune Connector for Active Directory
- Manage the membership of local groups on Windows devices
- Implement and manage Local Administrative Passwords Solution (LAPS) for Azure AD

## Implement compliance policies for all supported device platforms by using Intune

- Specify compliance policies to meet requirements
- Implement compliance policies
- Implement Conditional Access policies that require a compliance status
- Manage notifications for compliance policies
- Monitor device compliance
- Troubleshoot compliance policies

# Manage, maintain, and protect devices (40–45%)

## Manage the device lifecycle in Intune

- Configure enrollment settings
- Configure automatic and bulk enrollment, including Windows, Apple, and Android
- Configure policy sets

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- Restart, retire, or wipe devices

## Manage device configuration for all supported device platforms by using Intune

- Specify configuration profiles to meet requirements
- Implement configuration profiles
- Monitor and troubleshoot configuration profiles
- Configure and implement Windows kiosk mode
- Configure and implement profiles on Android devices, including fully managed, dedicated, corporate owned, and work profile
- Plan and implement Microsoft Tunnel for Intune

## Monitor devices

- Monitor devices by using Intune
- Monitor devices by using Azure Monitor
- Analyze and respond to issues identified in Endpoint analytics and Adoption Score

## Manage device updates for all supported device platforms by using Intune

- Plan for device updates
- Create and manage update policies by using Intune
- Manage Android updates by using configuration profiles
- Monitor updates
- Troubleshoot updates in Intune
- Configure Windows client delivery optimization by using Intune
- Create and manage update rings by using Intune

## Implement endpoint protection for all supported device platforms

- Implement and manage security baselines in Intune
- Create and manage configuration policies for Endpoint security including antivirus, encryption, firewall, endpoint detection and response (EDR), and attack surface reduction (ASR)
- Onboard devices to Defender for Endpoint
- Implement automated response capabilities in Defender for Endpoint
- Review and respond to device issues identified in the Microsoft Defender Vulnerability Management dashboard

# Manage applications (10–15%)

## Deploy and update apps for all supported device platforms

- Deploy apps by using Intune
- Configure Microsoft 365 Apps deployment by using the Microsoft Office Deployment Tool or Office Customization Tool (OCT)
- Manage Microsoft 365 Apps by using the Microsoft 365 Apps admin center

Microsoft

- Deploy Microsoft 365 Apps by using Intune
- Configure policies for Office apps by using Group Policy or Intune
- Deploy apps to platform-specific app stores by using Intune

## Plan and implement app protection and app configuration policies

- Plan and implement app protection policies for iOS and Android
- Manage app protection policies
- Implement Conditional Access policies for app protection policies
- Plan and implement app configuration policies for managed apps and managed devices
- Manage app configuration policies

# 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** | Windows Documentation |
| | Windows client documentation for IT Pros |
| | Configure Windows client |
| | Windows client deployment resources and documentation |
| | Manage Windows client |
| | Windows security |
| | Windows Autopilot documentation |
| | Microsoft Intune documentation |
| | Microsoft Endpoint Manager documentation |
| | Windows application management |
| **Ask a question** | Microsoft Q&A | Microsoft Docs |
| **Get community support** | Windows - Microsoft Tech Community |
| **Follow Microsoft Learn** | Microsoft Learn - Microsoft Tech Community |

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| Study resources | Links to learning and documentation |
| --- | --- |
| **Find a video** | Exam Readiness Zone |
| | Browse other Microsoft Learn shows |

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