

## MS-900 Master Cheat Sheet

Describe cloud concepts (5–10%)

Describe the different types of cloud services available

### 1. SaaS, IaaS, and PaaS in Microsoft 365

**Microsoft 365 utilizes all three cloud service models:**

**Software as a Service (SaaS):** This is the core of Microsoft 365. You access productivity applications like Word, Excel, PowerPoint, and Outlook through the cloud, eliminating the need for local installation and maintenance. Microsoft manages everything, including updates and security.

**Infrastructure as a Service (IaaS):** While not directly available in Microsoft 365 itself, some related services like Azure Stack HCI offer IaaS capabilities. These allow organizations to manage virtual machines and other infrastructure resources in a hybrid cloud environment.

**Platform as a Service (PaaS):** Microsoft 365 offers PaaS capabilities through services like Power Platform. This allows users to build custom applications using pre-built tools and services without managing underlying infrastructure.

**Use Cases:**

- **SaaS:** Email, collaboration tools, document management, customer relationship management (CRM), enterprise resource planning (ERP)
- **IaaS:** Hosting virtual machines, running custom applications, disaster recovery
- **PaaS:** Building custom applications, integrating with external systems, automating workflows

**Key Differences:**

Feature	SaaS	IaaS	PaaS
Service Model	Users access software	Users manage infrastructure	Users build applications
Management responsibility	Microsoft manages everything	Users manage everything	Users manage applications, Microsoft manages platform
Focus	Business functionality	Infrastructure resources	Application development

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### 2. Differences between Office 365 and Microsoft 365

Office 365 is a subset of Microsoft 365 focused primarily on productivity applications like Word, Excel, PowerPoint, and Outlook. It offers various subscription plans for individuals and businesses, with limited security and management features.

Microsoft 365, on the other hand, is a broader suite that includes Office 365 functionality alongside additional services like:

- **Security and compliance tools:** Azure Active Directory, Intune, Defender for Cloud Apps
- **Communication and collaboration:** Teams, SharePoint, OneDrive
- **Business management tools:** Power Platform, Power BI, Dynamics 365
- **Advanced features:** Advanced eDiscovery, data loss prevention, eDiscovery

Microsoft 365 caters to organizations with more complex security, compliance, and collaboration needs. It offers various subscription plans with different levels of features and services.

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

### Cloud Models:

There are three main cloud deployment models:

#### 1. Public Cloud:

- **Description:** Resources are shared among multiple users and organizations.
- **Examples:** Microsoft Azure, Amazon Web Services (AWS), Google Cloud Platform (GCP)
- **Advantages:** Low cost, scalability, ease of use
- **Disadvantages:** Security concerns, less control, potential downtime from other users

#### 2. Private Cloud:

- **Description:** Resources are dedicated to a single organization and hosted on-premises or in a secure colocation facility.
- **Examples:** VMware Cloud Foundation, OpenStack
- **Advantages:** High security, greater control, customization
- **Disadvantages:** Higher cost, complexity to manage, limited scalability

#### 3. Hybrid Cloud:

- **Description:** Combines public and private clouds, allowing organizations to leverage the benefits of both.
- **Examples:** Microsoft Azure Stack HCI, AWS Outposts
- **Advantages:** Flexibility, security, control, scalability
- **Disadvantages:** Complexity to manage, potential cost challenges

### Comparing Costs and Advantages:

Model	Cost	Advantages	Disadvantages
Public Cloud	Lower upfront cost, pay-as-you-go	Scalability, ease of use, disaster recovery	Security concerns, less control, potential downtime
Private Cloud	Higher upfront cost, ongoing management cost	Security, control, customization	Limited scalability, complexity
Hybrid Cloud	Moderate upfront cost, ongoing management cost	Flexibility, security, control, scalability	Complexity to manage, potential cost challenges

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#### Hybrid Work and Flexible Work:

- **Hybrid work:** Refers to a work arrangement where employees split their time between working in an office and remotely.
- **Flexible work:** Refers to work arrangements that offer flexibility in terms of working hours, location, and work style.

#### Benefits of Hybrid and Flexible Work:

- Improved employee productivity and satisfaction
- Reduced costs for organizations (e.g., office space)
- Increased talent pool access
- Improved work-life balance

#### Considerations for Hybrid and Flexible Work:

- Technology infrastructure and security
- Collaboration tools and processes
- Culture and communication
- Training and support for employees

#### Additional Resources:

- Microsoft Learn: <https://learn.microsoft.com/en-us/training/browse/>
- Microsoft Cloud: <https://azure.microsoft.com/en-us>

- Hybrid Work: <https://www.microsoft.com/en-us/microsoft-365/business-insights-ideas/resources/power-of-hybrid-productivity>

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

Describe productivity solutions of Microsoft 365

#### **Microsoft Outlook and Microsoft Exchange:**

- **Email and Calendar:** Outlook provides secure, accessible email with integrated calendar, tasks, and contacts. Exchange serves as the backend, syncing across devices and offering features like shared calendars and group mailboxes.
- **Communication and Collaboration:** Exchange allows for real-time communication through instant messaging, online meetings, and video conferencing.
- **Enhanced Security:** Microsoft 365 offers robust security features like spam filtering, malware protection, and encryption for emails and calendars.

#### **Microsoft 365 Apps:**

- **Word:** Industry-standard word processor for creating and editing professional documents with advanced formatting, collaboration tools, and cloud storage.
- **Excel:** Powerful spreadsheet application for data analysis, calculations, charts, and visualizations, with collaboration features and cloud accessibility.
- **PowerPoint:** Presentation software for creating engaging and interactive presentations with multimedia elements, animation, and collaboration tools.
- **OneDrive:** Cloud storage solution for storing, sharing, and accessing files from any device, with offline access and version control.

#### **OneDrive:**

- **Cloud storage and file sharing:** Securely store personal and work files in the cloud, share them easily with others, and access them from any device.
- **Collaboration:** Work on documents in real-time with others and track changes easily.
- **Offline access:** Access important files even without an internet connection.
- **Version control:** Keep track of changes made to files and revert to previous versions if needed.

#### **Core Microsoft 365 Apps:**

##### **Microsoft Word:**

- **Document creation and editing:** Create professional documents with various formatting options, styles, and templates.
- **Collaboration:** Work on documents simultaneously with others in real-time using co-authoring tools.
- **Advanced features:** Utilize mail merge, macros, and add-ins for advanced functionality.

**Microsoft Excel:**

- **Data analysis and calculations:** Perform complex calculations, analyze data with various functions and formulas, and create charts and visualizations.
- **Data management:** Import, clean, and organize large datasets using powerful tools.
- **Collaboration:** Work on spreadsheets simultaneously with others and track changes made.

**Microsoft PowerPoint:**

- **Presentation creation:** Design engaging and interactive presentations with various themes, layouts, transitions, and multimedia elements.
- **Presenter tools:** Utilize speaker notes, annotations, and presenter view for smooth delivery.
- **Collaboration:** Work on presentations with others in real-time and share them easily.

**Microsoft Outlook:**

- **Email and calendar management:** Send and receive emails, manage calendars, tasks, and contacts in one unified platform.
- **Communication and collaboration:** Schedule meetings, participate in instant messaging, and join online meetings.
- **Security and privacy:** Benefit from spam filtering, malware protection, and encryption for secure communication.

**Microsoft OneNote:**

- **Digital note-taking:** Organize notes, ideas, and information in a flexible, digital notebook with text, images, audio, and video.
- **Collaboration:** Share notes with others and work on projects together in real-time.
- **Organization and search:** Easily find specific information within notes using powerful search features.

**Work Management Capabilities of Microsoft 365:****Microsoft Project:**

- **Project planning and management:** Create detailed project plans with tasks, deadlines, dependencies, and resource allocation.
- **Collaboration:** Share plans with team members, track progress, and communicate updates.
- **Reporting and analytics:** Generate reports and analyze project data to make informed decisions.

**Microsoft Planner:**

- **Simple task management:** Create boards, assign tasks, track progress, and collaborate with team members on projects.
- **Visual organization:** Use cards and kanban boards for easy task visualization and management.

- **Integration with other Microsoft 365 services:** Integrate with Teams, OneNote, and Power BI for enhanced collaboration and reporting.

#### Microsoft Bookings:

- **Appointment scheduling:** Manage online appointment scheduling for businesses with customizable booking forms and automated reminders.
- **Staff availability management:** Track staff availability and assign appointments accordingly.
- **Payment processing:** Integrate with payment gateways for online booking payments.

#### Microsoft Forms:

- **Create surveys and quizzes:** Design surveys and quizzes to collect feedback, gather data, and assess knowledge.
- **Analyze results:** Analyze responses and generate reports to gain insights and make informed decisions.
- **Integration with Power BI:** Integrate with Power BI for advanced data analysis and visualization.

#### Microsoft Lists:

- **Track information and data:** Create lists to track various data points like inventory, contacts, or project tasks.
- **Collaboration:** Share lists with team members and work collaboratively on data management.
- **Automation:** Automate tasks and workflows based on triggers and conditions within lists.

Describe collaboration solutions of Microsoft 365

### 1. Collaboration benefits and capabilities of core Microsoft 365 services:

#### a) Microsoft Exchange and Outlook:

- **Benefits:**
  - **Centralized email and calendaring:** Shared calendars, contact lists, and email inboxes improve communication and coordination.
  - **Real-time communication:** Instant messaging and presence information enable quick collaboration.
  - **Accessibility:** Access emails, calendars, and contacts from various devices and web browsers.
  - **Security and compliance:** Robust security features protect sensitive information.
- **Capabilities:**
  - Email, calendaring, contacts, tasks, and notes management.
  - Scheduling meetings and polls.

- Online and offline access with mobile apps.
- Integration with other Microsoft 365 services.

**b) SharePoint:**

- **Benefits:**
  - **Document collaboration and sharing:** Create, share, and collaborate on documents in real-time.
  - **Team sites and intranet portals:** Build centralized spaces for teams to share information and resources.
  - **Version control and history tracking:** Ensures consistency and keeps track of changes.
  - **Workflows and automation:** Automate repetitive tasks for efficiency.
- **Capabilities:**
  - Document storage, sharing, and collaboration.
  - Site creation and customization.
  - Workflows and business process automation.
  - Content management and search.

**c) OneDrive:**

- **Benefits:**
  - **Personal cloud storage:** Securely store and access your files from anywhere.
  - **File sharing and collaboration:** Share files with others and collaborate in real-time.
  - **Synchronization:** Keep files automatically synchronized across devices.
  - **Version control and history tracking:** Ensures data integrity and recovers previous versions.
- **Capabilities:**
  - Cloud storage with various plans and capacities.
  - File syncing across devices.
  - Real-time co-authoring on documents.
  - Offline access to files.

**d) Stream:**

- **Benefits:**
  - **Enterprise video hosting:** Securely store, manage, and share videos within your organization.
  - **On-demand video playback:** View videos anytime, anywhere, on any device.

- **Live streaming:** Host live events and webinars for wider reach.
- **Analytics and insights:** Track video engagement and performance.
- **Capabilities:**
  - Video upload, storage, and management.
  - Secure video sharing with permission control.
  - On-demand and live streaming options.
  - Analytics and reporting on video engagement.

## 2. Collaboration benefits and capabilities of Microsoft Teams and Teams Phone:

- **Benefits:**
  - **Centralized communication platform:** Chat, video meetings, calling, file sharing, and apps in one place.
  - **Real-time collaboration:** Seamless communication and project management within teams.
  - **Accessibility:** Access Teams from various devices and web browsers.
  - **Integrations:** Integrates with other Microsoft 365 services and third-party apps.
- **Capabilities:**
  - Instant messaging, video calls, and group chat.
  - File sharing and co-authoring.
  - Teams channels for organized communication.
  - Meetings with recording, transcription, and attendance tracking.
  - Teams Phone for cloud-based calling and voicemail.

## 3. Microsoft Viva apps:

- **Microsoft Viva Connections:** Provides access to company news, announcements, and resources.
- **Microsoft Viva Learning:** Offers personalized learning content and recommendations.
- **Microsoft Viva Insights:** Delivers insights to help individuals and teams work more effectively.
- **Microsoft Viva Topics:** Aggregates information about specific topics across Microsoft 365.
- **Microsoft Viva Goals:** Enables goal setting and tracking for individuals and teams.

### Benefits:

- **Improved employee engagement and communication.**
- **Enhanced learning and development opportunities.**



- **Empowered individuals and teams to work more effectively.**
- **Unified experience across Microsoft 365 applications.**

#### **4. Extending Microsoft Teams with collaborative apps:**

- **Microsoft AppSource:** Marketplace for third-party apps that integrate with Teams.
- **Custom apps:** Develop custom apps tailored to specific needs.
- **Connectors:** Integrate Teams with other services and tools.

#### **Benefits:**

- **Extends the functionality of Teams beyond its core features.**
- **Creates customized workflows and solutions.**
- **Integrates with existing tools and systems.**

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

#### **1. Endpoint Management Capabilities:**

**Microsoft Endpoint Manager (MEM):** A unified platform for managing various endpoints like PCs, mobiles, and servers. It integrates:

- **Intune:** Cloud-based mobile device management (MDM) and mobile application management (MAM) for Android, iOS, Windows 10/11 mobile devices.
- **Configuration Manager:** On-premises management solution for Windows devices, extending to cloud capabilities with "cloud attach."

#### **Capabilities:**

- **Device enrollment:** Enroll and manage devices via Intune or Configuration Manager.
- **Policy management:** Set security policies, configure apps, and apply compliance settings.
- **Application deployment:** Deploy and manage applications across devices.
- **Security and compliance:** Secure devices with features like conditional access, encryption, and endpoint protection.
- **Remote wipe:** Remotely wipe lost or stolen devices.

#### **2. Windows 365 vs. Azure Virtual Desktop:**

##### **Windows 365:**

- Cloud-based subscription service offering pre-configured virtual desktops with various configurations and features like Office 365 ProPlus.
- Managed by Microsoft, eliminating on-premises infrastructure needs.
- Ideal for remote and hybrid workforces.

**Azure Virtual Desktop:**

- Infrastructure as a Service (IaaS) offering where you create and manage your own virtual desktops in the Azure cloud.
- More flexibility and customization than Windows 365, but requires more IT expertise.
- Suitable for organizations with diverse needs and complex configurations.

**Key Differences:**

Feature	Windows 365	Azure Virtual Desktop
Management	Managed by Microsoft	Self-managed
Flexibility	Limited	High
Cost	Predictable monthly subscription	Variable based on usage
Suitability	Remote and hybrid workers	Diverse needs and complex environments

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**3. WaaS Deployment and Release Models:**

**Deployment Rings:** A staged approach to deploying Windows updates to devices:

- **Pilot ring:** Small group of devices for testing updates before wider rollout.
- **Early adopters:** Larger group for broader testing and feedback.
- **Broad ring:** Main deployment group for all remaining devices.
- **Production ring:** Devices with critical applications may receive delayed updates.

**Other Models:**

- **Feature updates:** Twice-yearly updates with new features and security fixes.
- **Quality updates:** Monthly updates with security fixes and non-security improvements.

**4. Deployment and Update Channels for Microsoft 365 Apps:**

**Channels:** Control how updates are delivered to Office apps:

- **Current Channel:** Receives the latest features and updates first, but may have higher stability risks.

- **Broad Channel:** Receives updates after thorough testing, offering a balance between features and stability.
- **Targeted Channel:** Slowest option, ideal for mission-critical applications requiring guaranteed stability.

**Additional Considerations:**

- **Update rings and channels can be combined for granular control.**
- **Pilot deployments are recommended for testing before wider rollouts.**
- **Choosing the right channel depends on organizational needs and risk tolerance.**

Describe analytics capabilities of Microsoft 365

**1. Viva Insights:**

Viva Insights is a personal productivity assistant within the Microsoft Viva employee experience platform. It aims to help individuals and organizations work smarter and achieve better work-life balance through personalized insights and recommendations.

**Capabilities for Individuals:**

- **Focus time:** Suggests focused blocks in your calendar to minimize distractions.
- **Wellbeing insights:** Tracks email activity and meeting patterns to identify potential stress and burnout.
- **Network insights:** Highlights key people and connections to strengthen collaboration.
- **Learning insights:** Recommends relevant training resources based on your activity.
- **Personalization:** Tailors recommendations based on your individual work style and preferences.

**Capabilities for Organizations:**

- **Employee productivity insights:** Identifies trends in email and meeting usage to understand team and organizational behavior.
- **Work-life balance insights:** Helps track employee wellbeing and identify burnout risks.
- **Collaboration insights:** Analyzes team communication patterns to identify opportunities for improvement.
- **Skills development insights:** Provides insights into employee skills based on learning activity.
- **Customization:** Configurable dashboards and reports to track specific organizational goals.

**2. Microsoft 365 Admin Center & User Portal:****Microsoft 365 Admin Center:**

- **Management console:** Manage users, licenses, subscriptions, devices, security, and compliance.

- **Reporting and analytics:** Gain insights into user activity, app usage, and service health.
- **Configuration and customization:** Set up policies, configure services, and customize user experience.
- **Support and troubleshooting:** Access help articles, contact support, and troubleshoot issues.

#### **Microsoft 365 User Portal:**

- **Self-service:** Manage account information, change passwords, install apps, and access resources.
- **Communication:** Access company announcements, news, and training materials.
- **Collaboration:** Connect with colleagues, join teams, and share documents.
- **Productivity tools:** Access Microsoft 365 apps and services like Word, Excel, PowerPoint, and Teams.

### **3. Reports in the Microsoft 365 Admin Center & Other Admin Centers:**

The Microsoft 365 Admin Center offers a wide range of reports across various categories, including:

- **User activity:** Track user logins, licenses, mailbox usage, and app activity.
- **Device management:** Monitor device health, compliance, and security settings.
- **Security & compliance:** Analyze security threats, investigate incidents, and manage compliance policies.
- **Service health:** Track service performance, outages, and upcoming maintenance.
- **Viva Insights activity:** Analyze user engagement with Viva Insights features and gain insights into organizational productivity and wellbeing.

**Other admin centers like Azure Active Directory and Endpoint Manager also offer specific reports relevant to their functionalities.**

#### **Key Points to Remember:**

- Viva Insights provides personalized insights and recommendations for individuals and organizations to improve productivity and wellbeing.
- Microsoft 365 Admin Center is the central hub for managing all aspects of your Microsoft 365 environment.
- Microsoft 365 User Portal empowers users with self-service tools and access to resources.
- The Admin Center offers extensive reports across various categories for deeper analysis and insights.

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

Describe identity and access management solutions of Microsoft 365

**Microsoft Entra ID** is a cloud-based identity and access management (IAM) solution that integrates with Azure Active Directory (AD) and Azure AD Premium features. It offers comprehensive capabilities for managing identities and access across cloud, on-premises, and hybrid environments.

### 1. Identity Concepts:

- **Cloud identity:** A user identity managed in Azure AD, existing only in the cloud. This type of identity is best for cloud-based applications and resources.
- **On-premises identity:** A user identity managed on-premises Active Directory (AD). This type of identity is best for on-premises applications and resources.
- **Hybrid identity:** A user identity synchronized between Azure AD and on-premises AD, enabling seamless access to both cloud and on-premises resources.

### 2. Microsoft Entra ID Capabilities:

- **User provisioning and deprovisioning:** Automate the creation and removal of user accounts in different directories.
- **Single sign-on (SSO):** Allow users to access multiple applications and resources with a single login.
- **Multi-factor authentication (MFA):** Add an extra layer of security by requiring users to provide a second authentication factor, like a code from their phone, in addition to their password.
- **Conditional access:** Enforce access policies based on factors like device type, location, or application risk.
- **Self-service password reset (SSPR):** Allow users to reset their own passwords without contacting IT support.
- **Identity lifecycle management:** Manage user identities throughout their lifecycle, from creation to deletion.

### 3. Security Mechanisms:

- **MFA:** Provides an additional layer of security by requiring a second factor beyond just a password. This makes it harder for attackers to gain access, even if they steal a password.
- **SSPR:** Allows users to reset their own passwords without contacting IT, reducing the risk of password-related security incidents.
- **Conditional access:** Enforces access policies based on various factors, allowing you to grant access only when specific conditions are met, further enhancing security.

Describe threat protection solutions of Microsoft 365

### 1. Microsoft 365 Defender and its components:

- **Microsoft 365 Defender:** A unified platform that combines various security solutions to protect endpoints, identities, applications, and data across Microsoft 365 services.
- **Defender for Endpoint:** Protects devices like desktops, laptops, and servers from malware, phishing, ransomware, and other threats. It includes features like endpoint detection and response (EDR), real-time protection, and vulnerability management.
- **Defender for Office 365:** Protects against email-borne threats like phishing, spam, and malware. It includes features like email filtering, threat detection, and data loss prevention.
- **Defender for Identity:** Protects against identity-based attacks like password spraying, credential stuffing, and unauthorized access. It includes features like multi-factor authentication, conditional access, and identity protection.
- **Defender for Cloud Apps:** Protects against threats targeting cloud applications like Microsoft 365, Azure, and third-party apps. It includes features like anomalous activity detection, data loss prevention, and access control.
- **Microsoft 365 Defender Portal:** A central dashboard for managing all the aforementioned Defender solutions. It provides visibility into security threats, incident response capabilities, and reporting.

## 2. Microsoft Secure Score:

- **Benefits:**
  - **Quantifies security posture:** Provides a score based on your security configuration, reflecting your overall security effectiveness.
  - **Identifies improvement areas:** Highlights weaknesses and suggests actions to enhance your security posture.
  - **Benchmarks performance:** Compares your score to industry benchmarks and similar organizations.
- **Capabilities:**
  - **Assesses your security configuration:** Evaluates endpoint protection, identity protection, email security, data protection, and more.
  - **Provides actionable recommendations:** Offers specific steps to improve your security posture in each area.
  - **Tracks progress over time:** Shows how your score improves as you implement security best practices.

## 3. Microsoft 365 Threat Protection:

- **Endpoints:** Defender for Endpoint protects against malware, phishing, ransomware, and other threats through features like:
  - **Next-generation antivirus (NGAV):** Detects and blocks known and unknown threats.
  - **Endpoint detection and response (EDR):** Investigates and responds to suspicious activities.

- **Vulnerability management:** Identifies and patches vulnerabilities in software.
- **Applications:** Defender for Office 365 and Defender for Cloud Apps protect against threats targeting applications through features like:
  - **Email filtering:** Blocks spam, phishing, and malware in emails.
  - **Data loss prevention (DLP):** Prevents sensitive data from being leaked accidentally or intentionally.
  - **Anomalous activity detection:** Identifies suspicious activity in cloud applications.
- **Identities:** Defender for Identity protects against identity-based attacks through features like:
  - **Multi-factor authentication (MFA):** Adds an extra layer of security to logins.
  - **Conditional access:** Restricts access based on pre-defined conditions.
  - **Identity protection:** Detects suspicious sign-in attempts and blocks them.

**Further Resources:**

- Microsoft 365 Defender: <https://learn.microsoft.com/en-us/microsoft-365/security/defender/microsoft-365-defender?view=o365-worldwide>
- Microsoft Secure Score: <https://learn.microsoft.com/en-us/microsoft-365/security/defender/microsoft-secure-score?view=o365-worldwide>
- Microsoft 365 Threat Protection: <https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/?view=o365-worldwide>

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

**1. Zero Trust Model:**

The Zero Trust model assumes every access attempt is a potential threat and requires continuous verification throughout a session. It shifts the focus from securing the network perimeter to verifying every user, device, and application before granting access to resources. Here's how it works in Microsoft 365:

- **Identity verification:** Multi-factor authentication (MFA) is enforced for all users, and Azure Active Directory (AD) verifies identities before granting access.
- **Device verification:** Conditional Access policies restrict access based on device health, compliance, and risk.
- **Application verification:** Access to Microsoft 365 apps is controlled by granular permission policies.
- **Least privilege access:** Users only get the access they need to perform their tasks.
- **Continuous monitoring:** User activity is monitored for anomalies, and suspicious activities trigger alerts.

**Benefits:**

- Improved security posture
- Reduced risk of data breaches
- Enhanced compliance with regulations

## **2. Microsoft Purview Compliance Solutions:**

### **a) Insider Risk Management:**

- Identifies users exhibiting suspicious behavior like downloading sensitive data or unauthorized access attempts.
- Uses machine learning to analyze user activity patterns and identify potential insider threats.

### **b) Auditing:**

- Tracks user activity, system events, and data access across Microsoft 365 services.
- Provides insights into user behavior and helps identify potential security breaches or compliance violations.

### **c) eDiscovery:**

- Helps collect, search, and analyze electronic data for legal or investigative purposes.
- Supports searching across various Microsoft 365 services like email, SharePoint, OneDrive, and Teams.

## **3. Microsoft Purview Information Protection:**

### **a) Sensitivity Labels:**

- Classify documents and emails based on their sensitivity (e.g., confidential, highly confidential).
- Automatically apply protection settings like encryption, access restrictions, and data loss prevention (DLP) based on the label.

### **b) Data Loss Prevention (DLP):**

- Prevents sensitive data from being accidentally or intentionally shared outside the organization.
- Defines DLP policies to identify and block sensitive data from being transferred through email, SharePoint, OneDrive, and Teams.

## **4. Microsoft Data Residency:**

Microsoft offers various data residency options to ensure compliance with local regulations and data privacy laws. Users can choose to store their data in specific geographic regions or sovereign clouds. Microsoft guarantees that data remains within the chosen region and does not leave it without user consent.

## **5. Microsoft Priva:**

Priva is a suite of solutions that helps organizations manage and protect sensitive data across Microsoft 365 services. It offers capabilities like:



- **Privacy risk management:** Identifies and assesses privacy risks associated with sensitive data.
- **Data subject requests (DSRs):** Helps manage and fulfill data subject requests under various privacy regulations like GDPR and CCPA.
- **Subject rights requests:** Enables individuals to submit requests to access or delete their personal data.
- **Information governance:** Provides tools to classify, label, and protect sensitive data.

**Benefits:**

- Improves compliance with privacy regulations
- Reduces data privacy risks
- Empowers individuals to control their personal data

**Remember:** This is a general overview, and specific features and functionalities might vary depending on your Microsoft 365 subscription and configuration.

**Additional Resources:**

- Microsoft Zero Trust: <https://learn.microsoft.com/en-us/security/zero-trust/>
- Microsoft Purview: <https://learn.microsoft.com/en-us/purview/purview>
- Microsoft Data Residency: <https://www.microsoft.com/en-us/trust-center/privacy/data-location>
- Microsoft Priva: <https://www.microsoft.com/en-us/security/business/microsoft-priva>

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

Identify Microsoft 365 pricing and billing management options

**1. Pricing Model for Microsoft Cloud Services:**

Microsoft offers a variety of pricing models for its cloud services, catering to different needs and budgets. Here are the main options:

**a. Pay-As-You-Go:**

- Ideal for small organizations or testing purposes.
- Billed per user, per service, per month.
- Offers flexibility but can be more expensive for large-scale usage.

**b. Commitment Plans:**

- Provide discounts for upfront commitment to a specific service and duration.
- Examples: Reserved Instances for Azure VMs, Pre-Paid Subscriptions for Microsoft 365.
- Offer predictable costs and savings compared to Pay-As-You-Go.

**c. Enterprise Agreements (EA):**

- Designed for large organizations with complex needs.
- Negotiated agreements with volume discounts and flexible terms.
- Offer benefits like centralized billing, consolidated reporting, and dedicated support.

**d. Cloud Solution Providers (CSPs):**

- Partners who sell and manage Microsoft cloud services.
- Offer additional services like consulting, implementation, and support.
- Pricing may vary depending on the CSP and chosen service.

**2. Billing and Bill Management Options:**

Microsoft provides various options to manage your cloud service bills:

**a. Billing Frequency:**

- Choose monthly, quarterly, or yearly billing based on your preference.
- Shorter cycles offer more frequent cost visibility, while longer cycles can simplify management.

**b. Methods of Payment:**

- Credit cards, debit cards, bank transfers, and invoices are supported.
- Prepayment options are available for some services.

**c. Bill Management Tools:**

- Microsoft Azure Cost Management tool helps analyze and optimize cloud spending.
- Microsoft 365 offers reporting and cost analysis tools for subscriptions.

**Additional Considerations:**

- Taxes may apply depending on your location and subscription type.
- Additional fees may occur for exceeded usage or specific features.
- Microsoft offers free trials and testing options for many services.

**Resources for further learning:**

- **Microsoft 365 Pricing and Licensing:** <https://www.microsoft.com/en-us/microsoft-365/business/compare-all-microsoft-365-business-products>
- **Azure Pricing Calculator:** <https://learn.microsoft.com/en-us/azure/cost-management-billing/costs/pricing-calculator>
- **Enterprise Agreements:** <https://learn.microsoft.com/en-us/azure/cost-management-billing/manage/ea-portal-agreements>
- **Cloud Solution Providers:** <https://learn.microsoft.com/en-us/partner-center/csp-overview>

Identify licensing options available in Microsoft 365

I'd be glad to provide a comprehensive response to the MS-900 topics:

### License Management

License management is the crucial process of **acquiring, assigning, tracking, and optimizing** software licenses within an organization. It encompasses a wide range of activities, including:

- **Planning and budgeting:** Determining the organization's software needs and aligning them with budget constraints.
- **Purchasing licenses:** Selecting appropriate licenses that align with usage patterns and meet compliance requirements.
- **Deployment and assignment:** Assigning licenses to users and devices based on their specific needs and roles.
- **Monitoring and optimization:** Tracking license usage, identifying unused or underused licenses, and optimizing license assignments to maximize value.
- **Compliance:** Ensuring adherence to software license agreements and avoiding potential legal risks.

### Key considerations for effective license management:

- **Organization size and structure:** Large, complex organizations may require more sophisticated tools and processes than smaller ones.
- **Software usage patterns:** Understanding how users interact with software helps optimize license allocation.
- **Compliance requirements:** Staying abreast of software licensing regulations and adhering to license terms.
- **Cost control:** Optimizing license usage to avoid unnecessary expenses.
- **Security:** Implementing measures to prevent unauthorized software use and protect against cyberattacks.

### Common license management challenges:

- **License sprawl:** Uncontrolled license acquisition and assignment can lead to overspending.
- **Underutilization:** Unused or underused licenses represent wasted resources.
- **Shadow IT:** Unauthorized software use can create security risks and compliance issues.
- **Complex licensing models:** Some software vendors have intricate licensing structures that can be challenging to navigate.

### Best practices for license management:

- **Maintain a centralized inventory:** Track all software licenses and their associated users/devices.

- **Automate license management tasks:** Utilize software tools to streamline license procurement, assignment, and renewal.
- **Develop clear policies:** Establish guidelines for software acquisition, usage, and reporting.
- **Regularly review and audit:** Conduct periodic audits to identify and address potential issues.
- **Train employees:** Educate users about software license terms and compliance requirements.

### Base Licensing vs. Add-on Licensing

**Base licensing** provides access to core functionality of a software product or service, typically offered at a fixed price per user per month. It encompasses essential features and capabilities that meet basic needs.

**Add-on licensing** grants access to additional features or services on top of a base license, often priced separately. These typically cater to specific user groups or advanced needs not included in the base offering.

#### Key differences:

Feature	Base Licensing	Add-on Licensing
Functionality	Core features and capabilities	Additional features or services beyond the base
Pricing	Fixed price per user per month (typical)	Varies based on the specific add-on
Target audience	All users	Specific user groups or advanced needs
Example	Microsoft 365 Business Basic	Microsoft 365 E5 Compliance

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#### Choosing the right licensing model:

- **Evaluate your organization's specific needs:** Identify which features and functionality are essential for your users.
- **Consider user roles and groups:** Determine which users require basic access and which might benefit from add-on features.
- **Cost-benefit analysis:** Compare the cost of different licensing options against the value they provide.

- **Future growth potential:** Consider the potential for future needs and choose a model that can accommodate them.

Identify support options for Microsoft 365 services

### 1. Creating a Support Request for Microsoft 365 Services:

There are several ways to create a support request for Microsoft 365 services:

- **Microsoft Service Portal:** This is the primary online portal for creating support requests. You can access it at [invalid URL removed]. Choose "Microsoft 365" and then select the specific service you need help with. Fill out the form with details about your issue and submit it.
- **Phone Support:** Microsoft offers phone support for paid subscriptions. You can find the phone number for your region on the Microsoft Support website.
- **Community Forums:** Microsoft has online forums where you can post your question and get help from other users and Microsoft support engineers.
- **Premier Support:** If you have a Premier Support contract, you can contact your designated support engineer directly for assistance.

### 2. Support Options for Microsoft 365 Services:

Microsoft offers a variety of support options for Microsoft 365 services, depending on your needs and subscription level. These include:

- **Self-service support:** This includes access to knowledge base articles, troubleshooting guides, and online communities where you can find answers to your questions.
- **Basic support:** This includes access to online chat support and limited phone support.
- **Standard support:** This includes access to online chat support, extended phone support, and service level agreements (SLAs).
- **Premier support:** This includes access to dedicated support engineers, 24/7 phone support, and proactive problem resolution.

### 3. Service-Level Agreements (SLAs) including Service Credits:

A service-level agreement (SLA) is a formal agreement between Microsoft and you that defines the expected performance of a service. It includes metrics like uptime, response time, and resolution time. If Microsoft fails to meet the agreed-upon SLAs, you may be eligible for service credits that can be used to offset your subscription costs.

Here are some key things to know about SLAs:

- Not all Microsoft 365 services have SLAs. You can find a list of services with SLAs on the Microsoft website.
- The specific terms of the SLA depend on your subscription level.
- Service credits are typically calculated based on the duration and severity of the service outage.

#### 4. Determining Service Health Status:

You can determine the service health status of your Microsoft 365 services using two main tools:

- **Microsoft 365 admin center:** This web-based portal provides a comprehensive overview of the health of your Microsoft 365 services. You can see if there are any ongoing incidents, service degradations, or planned maintenance activities.
- **Microsoft Entra admin center:** This portal provides information about the health of Azure Active Directory, Azure Identity Protection, and other identity-related services.

Both portals offer real-time status updates, historical data, and detailed information about each service.

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