



Microsoft 365 Fundamentals

MS-900



Learning Path agenda



- What is Microsoft 365?
- Describe productivity solutions of Microsoft 365
- Describe collaboration solutions of Microsoft 365
- Describe the device and cloud endpoint management concepts and deployment options in Microsoft 365
- Describe the analytics and administrative capabilities available in Microsoft 365

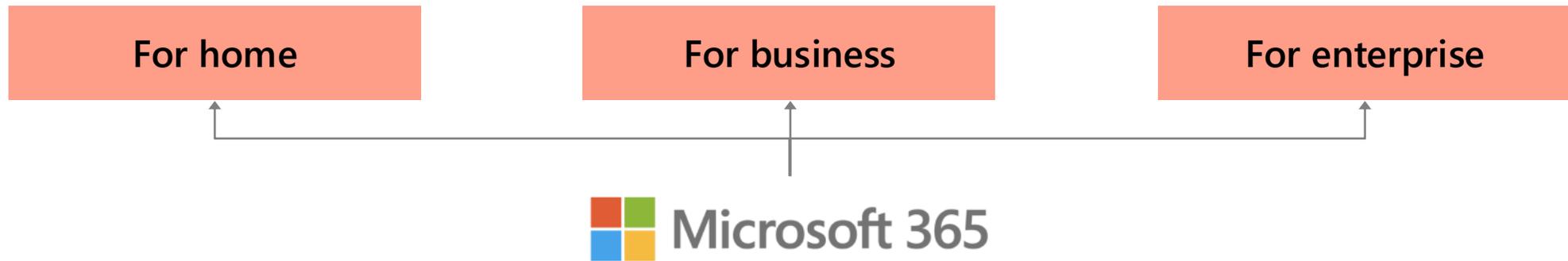
What is Microsoft 365?



What is Microsoft 365?

Microsoft 365 is a cloud-powered productivity platform that brings together the best-in-class productivity apps from Office 365 with advanced device management, intelligent security, and innovative online services.

Microsoft 365 helps drive productivity, collaboration, and communication securely across many devices, whether you are at home, in the office, out in the field, or on the go.



Microsoft 365 for business and enterprise

Microsoft 365 operates as a shared responsibility service. This means while Microsoft manages the infrastructure, your organization controls how services are configured and used.

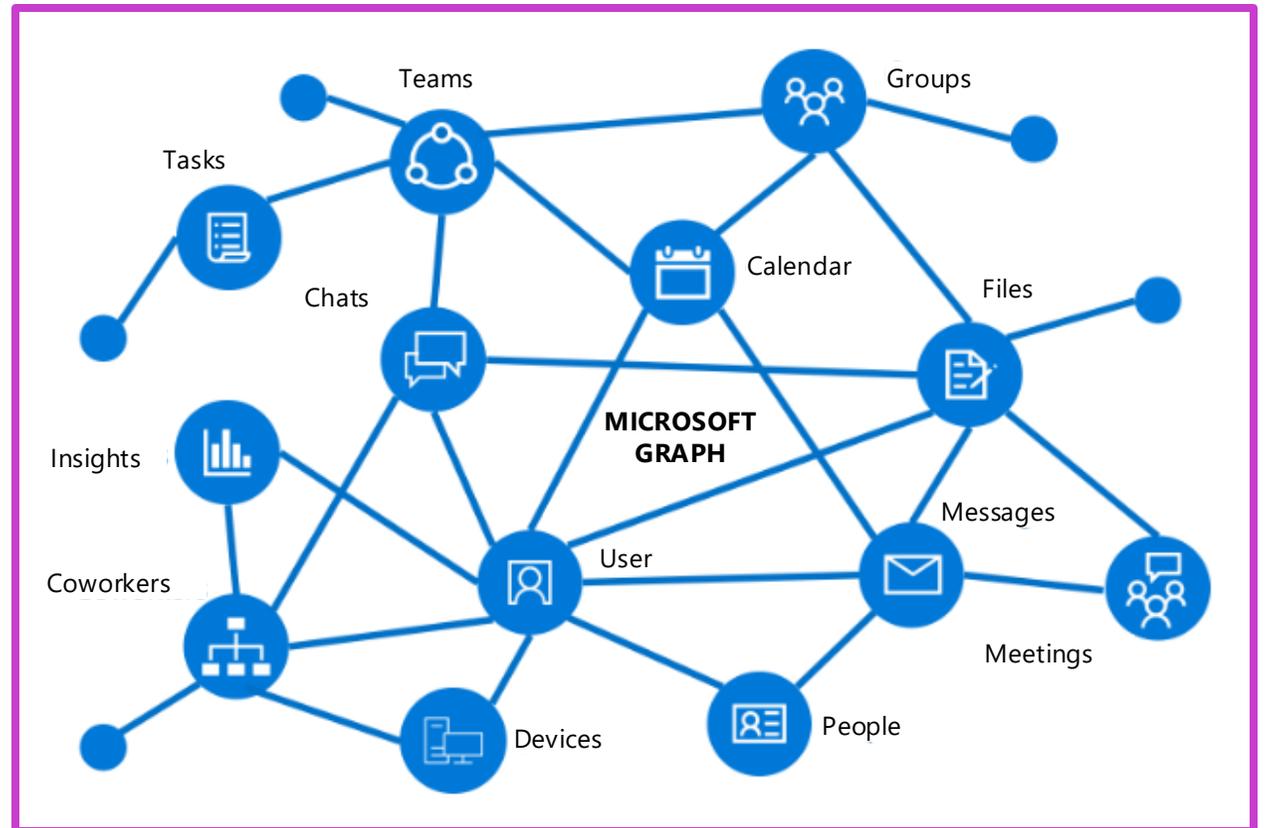
Microsoft 365 provides foundational services, including:

- Office Apps available in web and mobile versions
- Email and calendaring
- File storage and sharing
- Teamwork and communication
- Secure AI chat assistance powered by GPT-4o
- Security, compliance, and identity management
- Device management

The role of Microsoft Graph

Microsoft Graph is the gateway to rich, people-centered data and intelligence in Microsoft 365.

- Microsoft Graph makes it easy to stay connected to your work, no matter what device you're on.
- Microsoft 365 learns from users and collects insights through Microsoft Graph by analyzing users' data and activities across different Microsoft products and services.
- Microsoft Graph plays a vital role in **Microsoft 365 Copilot**, an AI-powered productivity tool coming soon to Microsoft 365.



The differences between Office 365 and Microsoft 365

Office 365

Cloud-based service that includes apps such as Word, Excel, PowerPoint, and Outlook, along with services such as Microsoft Exchange, SharePoint, Teams, and OneDrive.



Microsoft 365

Cloud-based service that includes the same Office apps and services, plus Windows 10/11, and Enterprise Mobility + Security.

- Enterprise Mobility + Security (EMS) is a mobility management and security platform.



Hybrid work, flexible work, and front-line workers

Hybrid work:

- A combination of traditional, in-person office work and remote, offsite work.

Flexible work:

- A combination of remote and in-person days that works best for you.

Front-line workers:

- Employees whose primary function is to work directly with customers or the general public, providing services, support, and selling products, or employees directly involved in the manufacturing and distribution of products or services.

Microsoft 365 empowers workers in this hybrid world

Microsoft 365 can help your organization meet the diverse needs of all your workers.

Connected

Stay connected from anywhere in the world and at any time with cloud-based services.

Secure

Secure sign-ins with multifactor authentication (MFA) and built-in security features to protect against malware, malicious attacks, and data loss.

Managed

Manage your worker's devices from the cloud with security settings, allowed apps, and to require compliance with system health.

Productive and collaborative

Stay collaborative and productive with online meetings, chat, shared workspaces, and automated business processes.

Employee experiences

Foster an inclusive company culture and increase employee wellbeing while making sure they have the resources they need.

Microsoft 365 Copilot experiences

Microsoft 365 Copilot Chat

The **cross-app chat experience** at the center of Microsoft 365 Copilot. It serves as your **AI-powered go-to chat for work** and is available at *no additional cost* with your Microsoft 365 subscription. Powered by **GPT-4o** and **Large Language Models**, with **web-grounding** capabilities.

Microsoft 365 Copilot

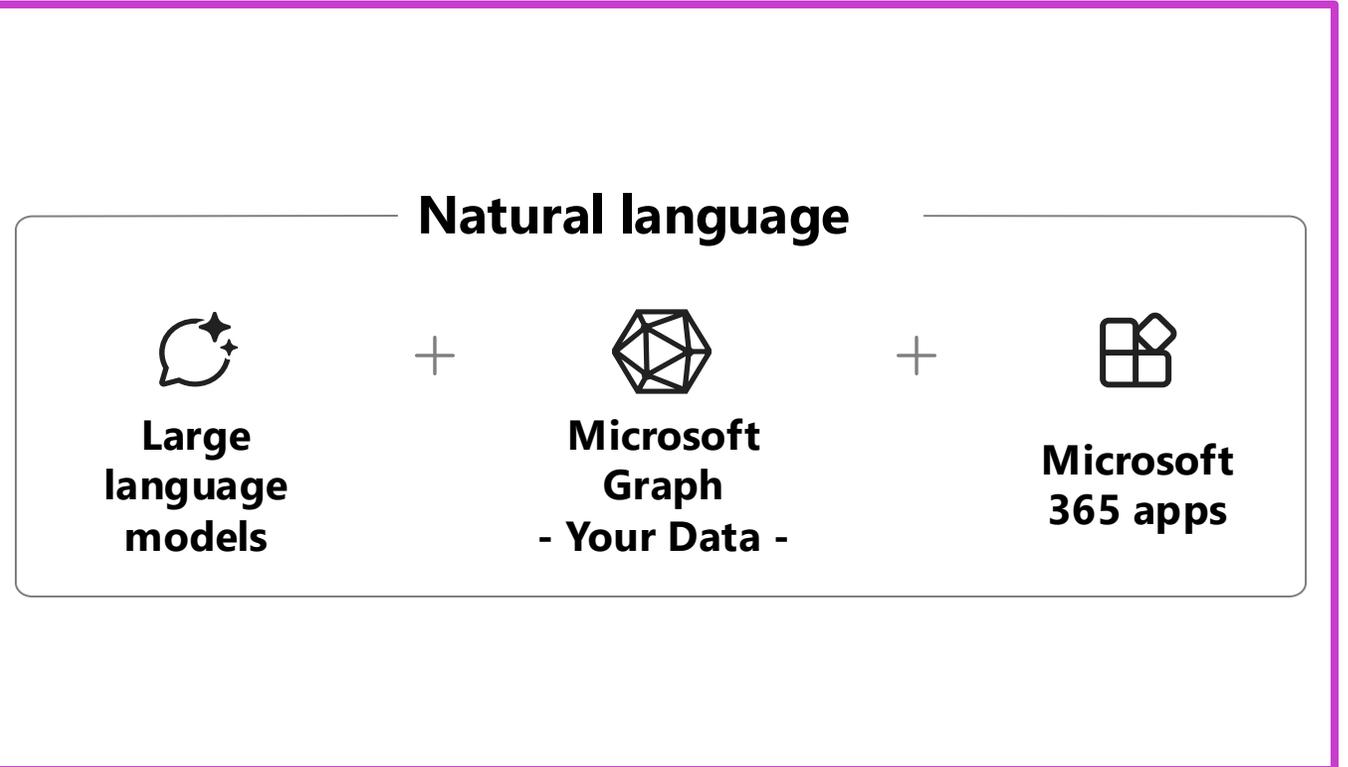
The full-featured, best-in-class **personal AI assistant at work**. It includes everything Copilot Chat offers, and more, when you add a *Microsoft 365 Copilot license*. Powered by **GPT-4o** and connected through **Microsoft Graph** and into the **Microsoft 365 apps** you use every day.

Microsoft 365 Copilot unlocks a new way of working

Microsoft 365 Copilot is an AI-powered productivity tool that is connected to the Microsoft Graph to understand you and your work, integrates seamlessly to your existing apps and tools, with enterprise-grade security and compliance.

Elevate your work in three ways:

- **Enhance productivity**—*Manage emails, summarize meetings, analyze data, and streamline daily tasks .*
- **Spark creativity**—*Turn ideas into polished drafts, strengthen writing, and jump-start presentations.*
- **Transform how you operate**—*Simplify workflows, empower teams to co-create in real time, and enabling secure, scalable automation.*



Productivity solutions of Microsoft 365



Productivity capabilities and benefits of Microsoft 365

- **Unleash your creativity and perform tasks faster**—*Microsoft 365 Copilot and Copilot Chat*
- **Create professional-looking content in real time**—*Office apps such as Word, Excel, PowerPoint, OneNote*
- **Organize and access files and photos wherever you are**—*Microsoft OneDrive*
- **Stay up-to-date through email and calendar**—*Microsoft Outlook*
- **Optimize and simplify operations**—*Microsoft Project, Planner, Bookings, To Do, Forms, Lists, Loop*
- **Streamline everyday processes**—*Microsoft Power Apps and Power Automate*

Microsoft 365 Apps enhanced with Microsoft 365 Copilot

Microsoft 365 Apps includes always up-to-date versions of **Word, Excel, PowerPoint, Outlook,** and **OneNote,** available across desktop, mobile, and web—so you can work seamlessly across all your devices.

Work in an entirely new way with **Microsoft 365 Copilot**

Microsoft 365 Copilot brings AI-powered tools integrated into your everyday apps, helping you create, analyze, communicate, and organize work faster and more efficiently—all within the flow of what you're already doing.



Work management tools in Microsoft 365

Microsoft Project

A cloud-based work and project management tool designed for more complex work efforts.



Microsoft Planner

A task management tool that enables people to plan, manage, and complete task-based initiatives.



Microsoft Booking

An appointment scheduling and management system that includes a web-based booking calendar that integrates with Outlook.



Microsoft Forms

An app that allows you to create surveys, quizzes, polls, and other types of forms to capture the information you need.



Microsoft To Do

A task management app that helps you track your to-dos.



Microsoft Lists

An information tracking app that helps you organize information using lists.



Microsoft Loop

A collaborative workspace that helps teams co-create and work seamlessly across apps with flexible components that stay in sync.



Additional Microsoft 365 productivity apps

Visual & Design Tools

- Clipchamp
- Sway
- Visio
- Whiteboard

Microsoft Power Platform

- Power Apps
- Power Automate
- Power BI

Microsoft Business Applications

- Dynamics 365
 - Dynamics 365 Customer Voice

Collaboration solutions of Microsoft 365



Collaboration capabilities and benefits of Microsoft 365

- Elevate collaboration and communication—*Microsoft 365 Copilot and Copilot Chat*
- Chat, call, and virtually meet with your team—*Microsoft Teams*
- Collaborate on files in real time—*Microsoft OneDrive*
- Share news and content with people inside and outside your organization—*Microsoft SharePoint*
- Distribute videos across your team or organization—*Microsoft Stream*
- Collaborate through business-class email and calendaring—*Microsoft Exchange*
- Stay connected and share your availability—*Microsoft Outlook*
- Empower people and teams to be their best—*Microsoft Viva*

Boost teamwork with Microsoft Teams

Teams is a collaboration app—a hub for teamwork.

Security and compliance

Built on the same enterprise-level security, compliance, and manageability as the rest of Microsoft 365.

Teams and channels

Create teams and channels to work on projects and keep conversations and content organized.

Chat and instant messaging

Instantly connect to one team member or to an entire team in a group chat anywhere. Get up to speed and summarize key takeaways in chat threads with **Microsoft 365 Copilot**.

Online meetings

Collaborate through online meetings, webinars, live events, or audio- and videoconferencing. Quickly recap and suggest action items in real time with **Microsoft 365 Copilot**.

Teams Phone

Use voice or video calling on your computer, tablet, mobile device, or desk phone and transition calls from cellular service to Wi-Fi.

Collaborative apps

Integrate tools you already know or create custom applications to help your team work better together.

Empower people and teams with Microsoft Viva apps

Viva is an integrated employee experience platform designed for everyone to connect, learn, and grow.

Viva Connections—Discover relevant news, conversations, and quick access to tools and resources.

Viva Engage—Openly share, ideate, problem solve, and contribute across boundaries. Create inspiring posts and get message suggestions with **Microsoft 365 Copilot**.

Viva Amplify—centralized campaign management, publishing, and reporting app for corporate communicators.

Viva Insights—Provides privacy-protected insights and actionable recommendations. Access the **Copilot Dashboard** to maximize the value of **Microsoft 365 Copilot**.

Viva Glint—A people-driven platform that provides visibility into the health of your organization and guides effective action. Summarize and analyze employee feedback with **Microsoft 365 Copilot**.

Viva Pulse—A survey solution for managers and project leads, helping gather quick feedback from their teams.

Viva Learning—Centralized learning hub designed for skill building and learning. Get suggestions on curated learning collections with **Microsoft 365 Copilot**.

Viva Topics—Knowledge discovery through organized content and expertise on topic pages. Use a conversational interface to learn more with **Microsoft 365 Copilot**.

Streamline content and collaboration with OneDrive and SharePoint

Microsoft OneDrive

A cloud storage service for individual file storage, sharing, and collaboration—securely access your documents, photos, and files from any device, anytime.

Microsoft 365 Copilot in OneDrive is designed to transform how you interact with your files by streamlining file management.

Microsoft SharePoint

A cloud-based platform that enables teams and organizations to securely create, store, organize, and share content through team sites, communication sites, and shared workspaces—accessible from any device, anytime.

Microsoft 365 Copilot in SharePoint streamlines content creation and page updates with simple natural language commands.

Device and cloud endpoint management concepts and deployment options in Microsoft 365



Endpoint management capabilities of Microsoft 365

Microsoft 365 enables you to simplify the management of all your devices (Android, iOS, Windows, MacOS) through their **endpoint management solutions**.

Microsoft Intune

Cloud-based unified endpoint management solution

Endpoint Analytics

Provides metrics on health and performance of devices

Configuration Manager

On-premises management solution

Windows Autopilot

Sets up and preconfigures new devices to get ready for use

Co-management

Combines Configuration Manager with features of Intune

Windows Autopatch

Automated management of feature and cumulative updates

Tenant attach

Manages a combination of cloud and on-premises endpoints

Intune admin center

Website to add users and groups, create and manage policies

Windows 365 and Azure Virtual Desktop

Windows 365 and Azure Virtual Desktop are both virtual desktop solutions, also known as desktop as a service.

Windows 365

This is a subscription-based cloud PC service.

- Personalized Windows 10 or Windows 11 desktops:
 - User-dedicated Cloud PCs in full desktop mode
 - A windows 11 enhancement: **Windows Copilot**, a centralized AI assistant.
- Stream your Windows experience with apps, data, content, and settings to any device
- Management and deployment with familiar desktop tools used to manage physical devices
- Predictable per-user pricing
- Optimized for simplicity

Azure Virtual Desktop (AVD)

This is a desktop and app virtualization solution on Azure:

- Cloud hosted Windows 10 or 11 VMs
 - Can be user-dedicated or multi-session desktops
 - Remote app streaming options
- Traditional VDI management controls
- Roam profiles with FSLogix profile containers
- Flexible consumption-based pricing
- Optimized for flexibility

Deployment and release models for Windows as a Service (WaaS)

The WaaS model is designed to make life easier for both users and IT pros by simplifying the deployment and servicing of Windows client computers.

Servicing

Release types

- Feature updates
- Quality updates (non-security releases or combined security + non-security releases)

Servicing channels

- Windows Insider Program
- General Availability Channel
- Long-Term Servicing Channel

Deployment

Deployment rings

- Preview
- Limited
- Broad

Deployment methods

- Modern
- Dynamic
- Traditional

Deployment methods and update channels for Microsoft 365 Apps

Deployment methods

- Deploy from a local source with Configuration Manager
- Deploy from the cloud with the Office Deployment Tool (ODT)
- Deploy from a local source with the Office Deployment Tool (ODT)
- Self-install from the cloud

Update channels

- Current Channel
- Monthly Enterprise Channel
- Semi-Annual Enterprise Channel

How updates are installed

Microsoft 365 Apps regularly checks for updates, which are automatically downloaded and installed

Analytics capabilities of Microsoft 365



The capabilities of Viva Insights

Viva Insights provides privacy-protected insights and actionable recommendations that help everyone in the organization work smarter and achieve balance.

Personal insights

- Gain valuable insights to improve work patterns through actionable recommendations created just for you.
- Explore ways to build better work habits and prioritize wellbeing through reserved focus time, scheduled breaks, and practicing mindfulness.

Team insights

- Help managers foster productivity and wellbeing for teams large or small.
- Get suggestions on how to improve team collaboration habits or ways to set positive team norms for meetings, focus, and wellbeing.

Organization insights

- Help managers and leaders understand how their organizations are succeeding and performing at work.
- View key indicators of your organization's wellbeing, productivity, and team culture.
- **Advanced insights** can provide leaders with a greater understanding of how work shapes their people and their business.

Microsoft Copilot Dashboard

The **Microsoft Copilot Dashboard** in *Viva Insights* helps organizations maximize the value of Copilot. It provides actionable insights to help your organization get ready to deploy AI, drive adoption based on how AI is transforming workplace behavior, and measure the impact of Copilot.

- **Readiness.** Assesses how prepared your organization is for Copilot adoption
- **Adoption.** Tracks how employees are utilizing Copilot features across Microsoft 365 applications.
- **Impact.** Measures the effects of Copilot usage on productivity and collaboration
- **Sentiment.** Gathers feedback from users to understand their perceptions and satisfaction with Copilot.

The Microsoft 365 admin center and Microsoft 365 user portal

Microsoft 365 admin center

- Manage users and licenses by adding, deleting, or restoring users
- Manage a M365 group by creating, deleting a group, and editing the name or description
- Manage billing
- View or create service requests
- Manage global settings for apps
- View activity reports and service health
- <https://admin.microsoft.com>

Microsoft 365 user portal – *Microsoft 365 Copilot App*

- Designed for all Microsoft 365 users
- Quickly access recent files and those shared with you
- Create new documents, forms, notes, videos, and more
- Navigate to web experiences for Outlook email and calendar, Microsoft Teams, Word, Excel, PowerPoint
- Themes, language, region, password & more
- <https://m365.cloud.microsoft.com>

Reports in the M365 admin center and other admin centers

M365 admin center reports

- **Adoption Score**—provides metrics, insights, and recommendations in two areas:
 - People experiences
 - Technology experiences
- **Usage**—helps you see how users are using Microsoft 365 apps and services across your organization.

Other admin centers with reports

- Security—Microsoft 365 Defender
- Compliance—Microsoft Purview
- Endpoint Manager
- Microsoft Entra ID (Azure AD)
- Exchange
- SharePoint
- Teams

Learning Summary



Learned about Microsoft 365

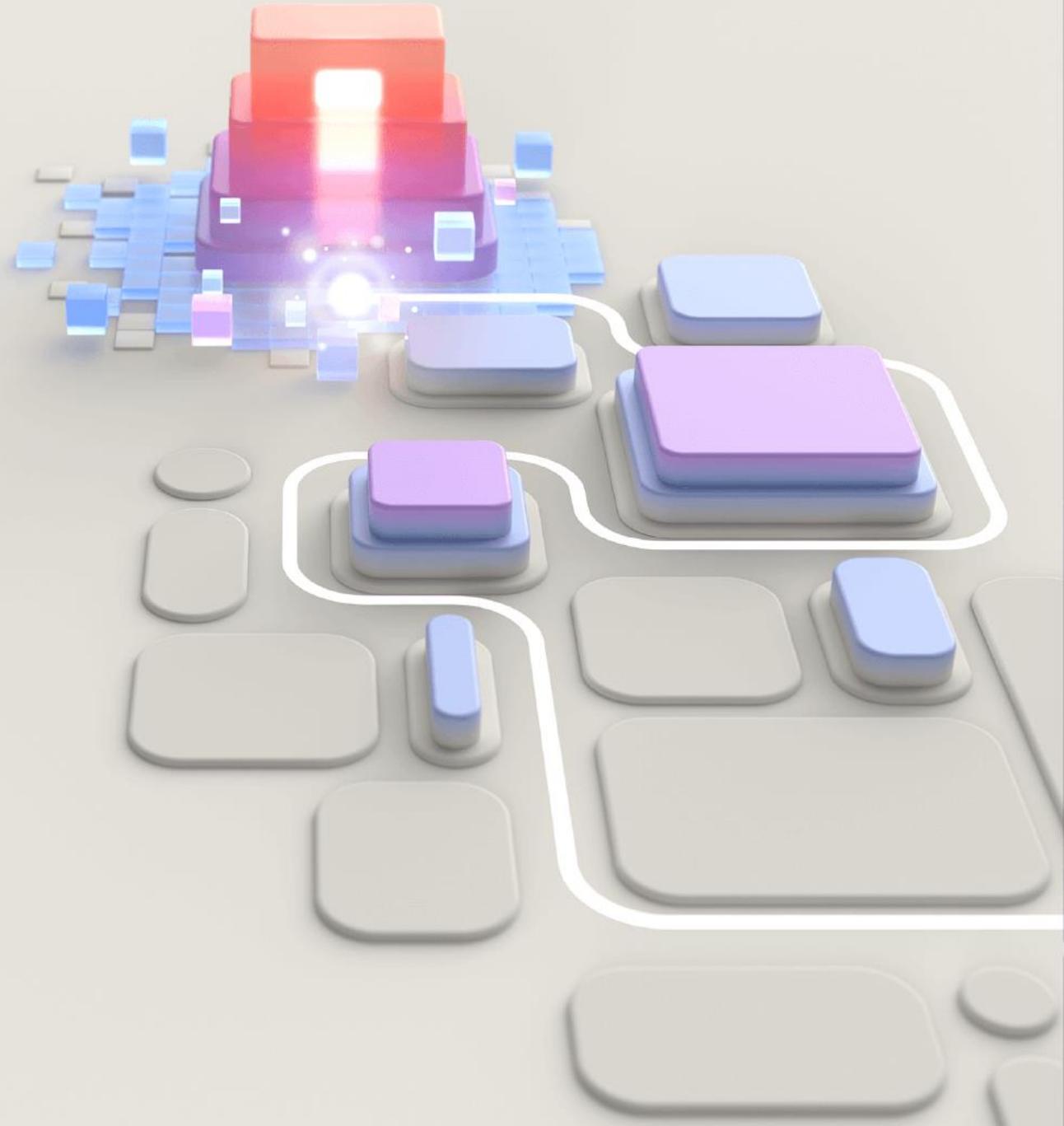
Learned about Microsoft 365's productivity solutions

Learned about Microsoft 365's collaboration solutions

Learned about the device and cloud endpoint management concepts and deployment options in Microsoft 365

Learned about Microsoft 365's analytics and administrative capabilities

Microsoft 365 security and compliance capabilities



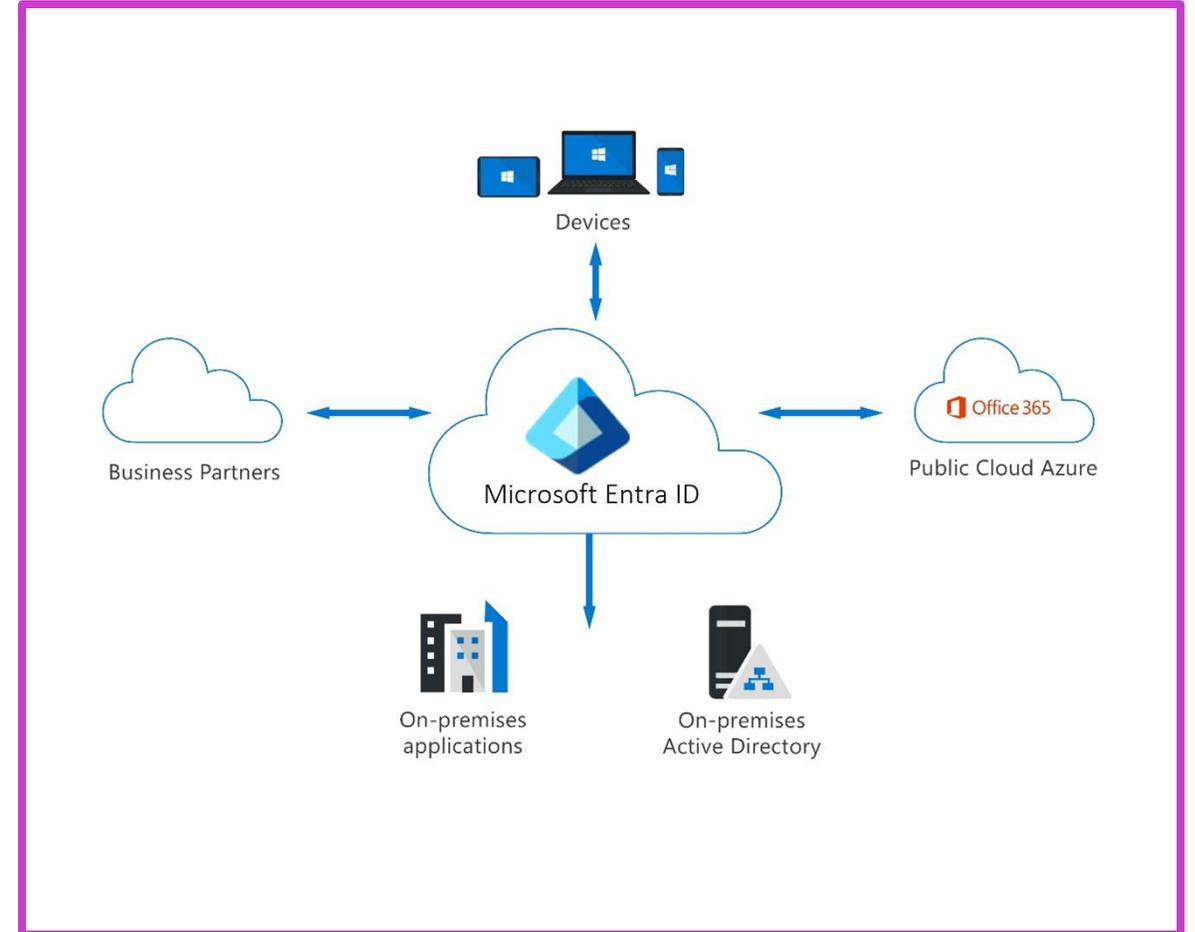
Services and identity types of Microsoft Entra ID



Microsoft Entra ID

Microsoft's cloud-based identity and access management service.

- Organizations can enable their employees, guests, and others to sign in and access the resources they need.
- Provide a single identity system for their cloud and on-premises applications.
- Protect user identities and credentials to meet an organization's access governance requirements.
- Subscribers to Azure services, Microsoft 365, or Dynamics 365 automatically have access to Microsoft Entra ID.
- Identity secure score.



Identity types

Human (user) identities

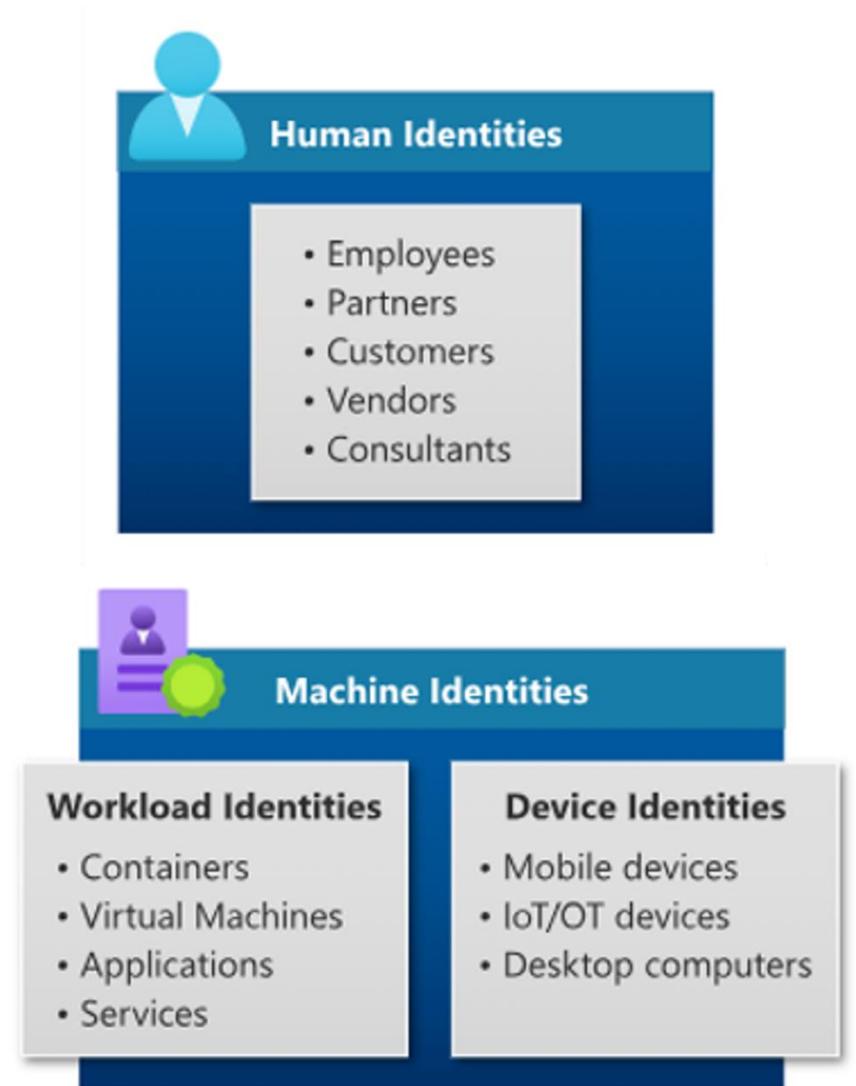
- Internal users—employees
- External users—guests, partners, customers, and so on

Workload identities (an identity assigned to an application or service)

- Service principal—an identity for an application or service; the app uses Microsoft Entra ID for identity and access functions; app developers manage credentials.
- Managed identities—a service principal managed in Microsoft Entra ID that eliminates the need for app developers to manage credentials.

Devices

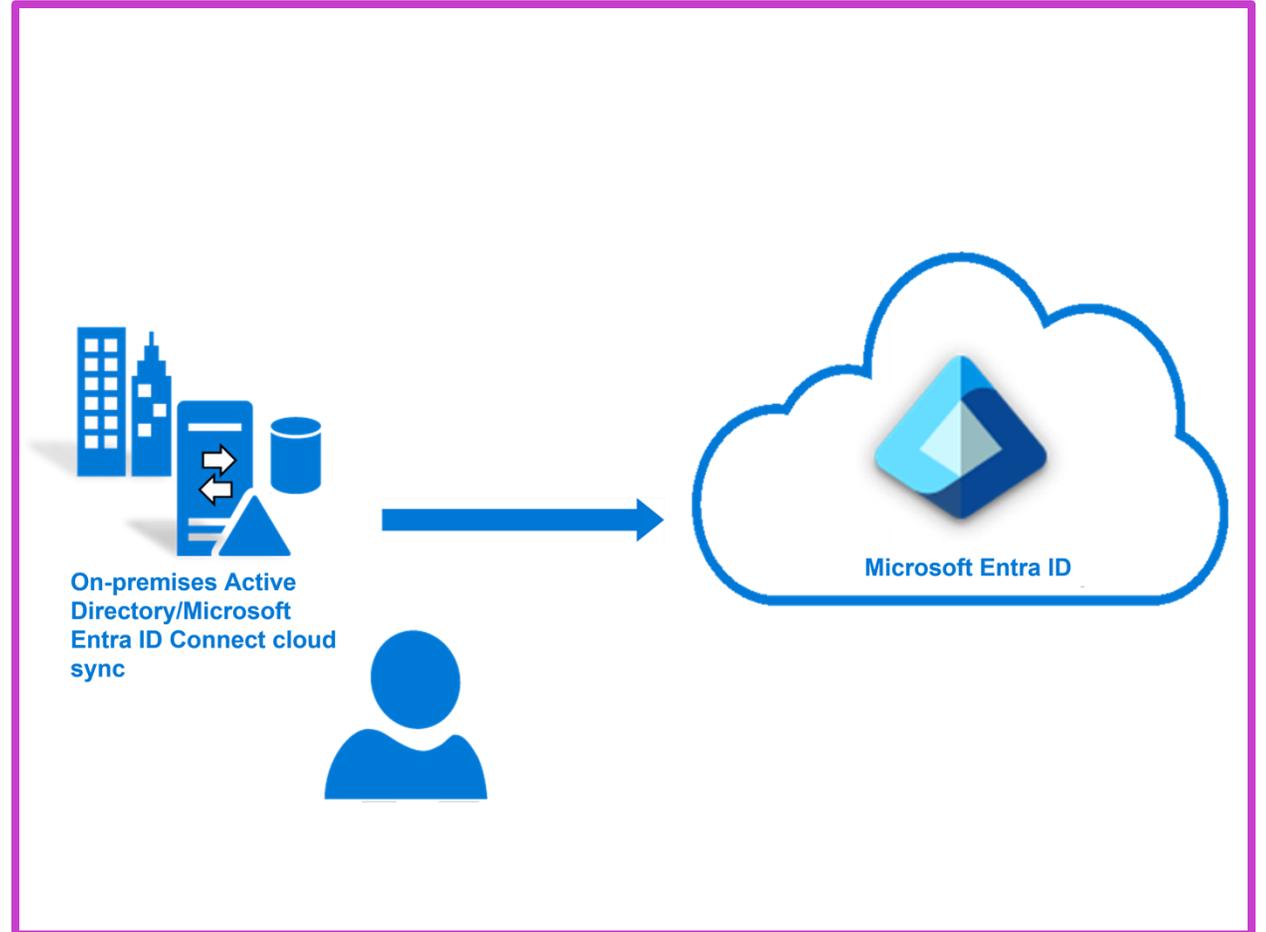
- Microsoft Entra ID registered—support for bring your own device (BYOD).
- Microsoft Entra ID joined—device joined via an organizational account.
- Hybrid joined—devices are joined to your on-premises Active Directory and Microsoft Entra ID, requiring an organizational account to sign in.



Hybrid identity

What is a hybrid identity?

- A common user identity for authentication and authorization to on-premises and cloud resources.
- Hybrid identity is accomplished through:
 - Inter-directory provisioning—a user already in Active Directory is provisioned into Microsoft Entra ID.
 - Synchronization—making sure identity information for your on-premises users and groups matches the cloud.
- Microsoft Entra ID Connect cloud sync—a method for provisioning and synchronization.

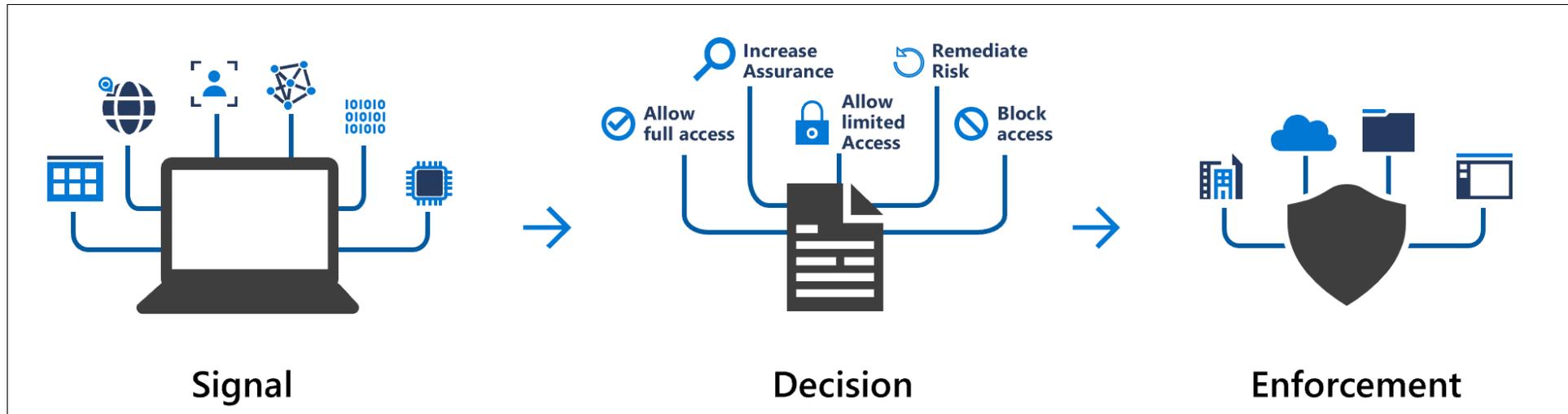


Access management capabilities of Microsoft Entra



Conditional Access

At their simplest, Conditional Access (CA) policies are if-then statements.



Assignments determine which signals to use

- Users, groups, workload identities, directory roles
- Cloud apps or actions
- Sign-in and user risk detection
- Device or device platform
- IP location
- More ...

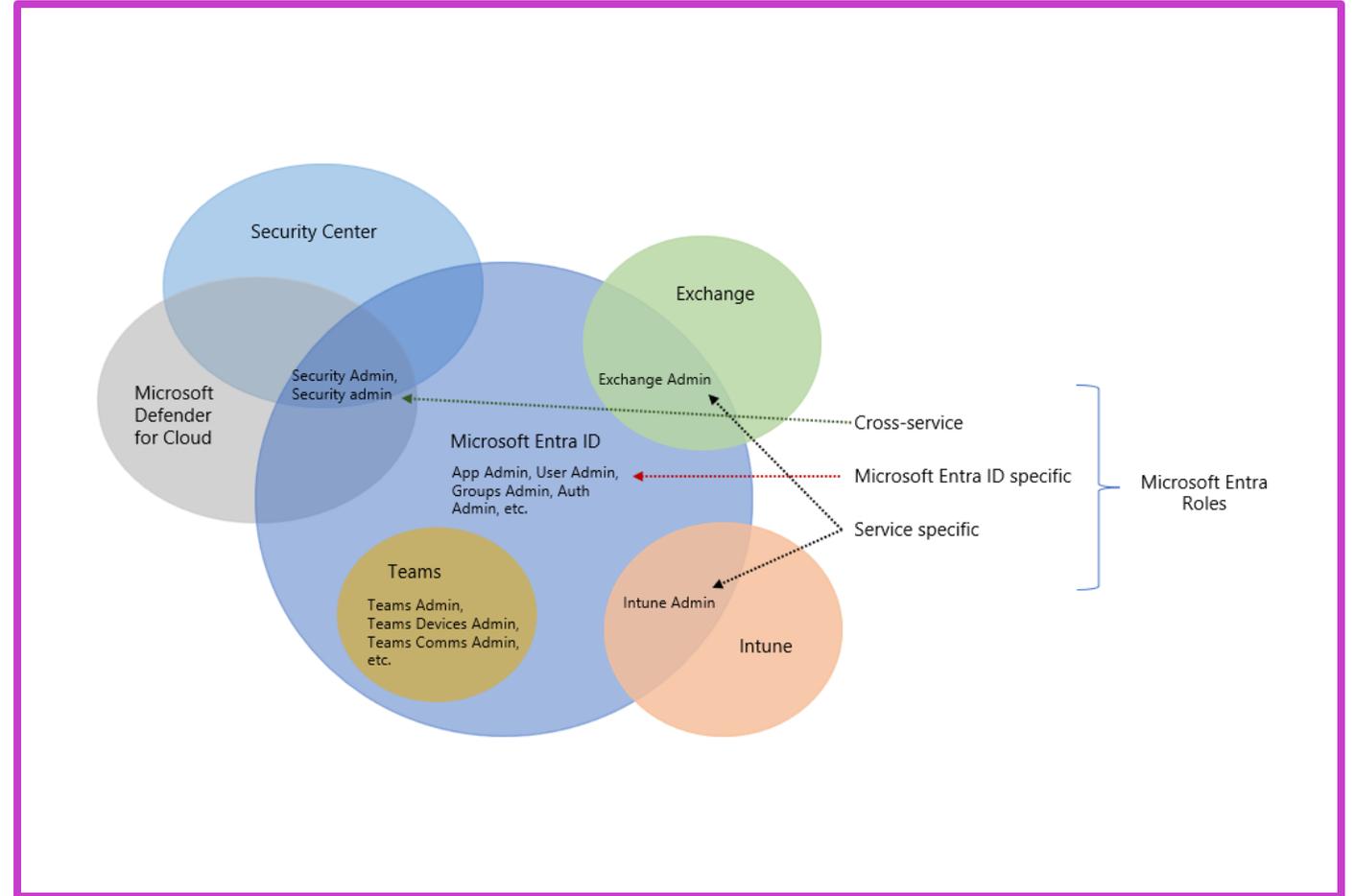
Access controls determine how a policy is enforced

- Block access
- Grant access—require one or more conditions to be met before granting access
- Session control—enable a limited experience

Microsoft Entra roles and role-based access control (RBAC)

Microsoft Entra ID roles control permissions to manage Microsoft Entra resources.

- Built-in roles
- Custom roles
- Categories of Microsoft Entra roles:
 - Microsoft Entra specific
 - Service specific
 - Cross-service
- Only grant the access users need



Threat protection with Microsoft 365 Defender



Microsoft 365 Defender

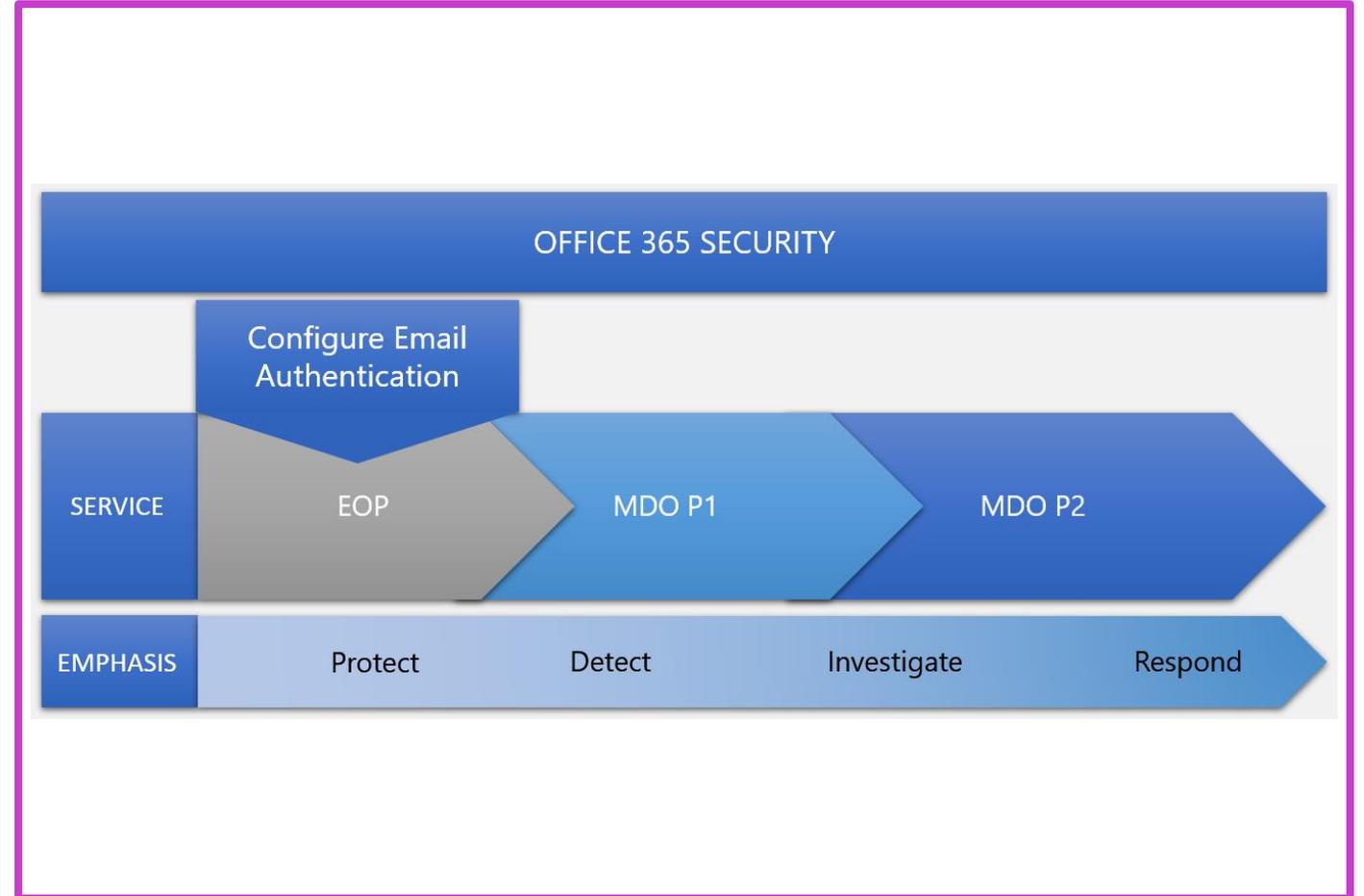
An enterprise defense suite that natively coordinates detection, prevention, investigation, and response across endpoints, identities, email, and applications to provide integrated protection against sophisticated attacks.

- Microsoft Defender for Office 365
- Microsoft Defender for Endpoint
- Microsoft Defender for Cloud Apps
- Microsoft Defender for Identity
- Microsoft Defender Vulnerability Management
- Microsoft Defender Threat Intelligence

Microsoft Defender for Office 365

Seamless integration into your Office 365 subscription that provides protection against threats that arrive in email, links, attachments, or collaboration tools.

- Preset security policies
- Threat protection policies
- Reports
- Threat investigation and response
- Automated investigation and response



Microsoft Defender for Endpoint

Microsoft Defender for Endpoint



Threat and
Vulnerability
Management



Attack surface
reduction



Next
generation
protection



Endpoint
detection
and response



Automated
investigation and
remediation



Microsoft
Threat Expert

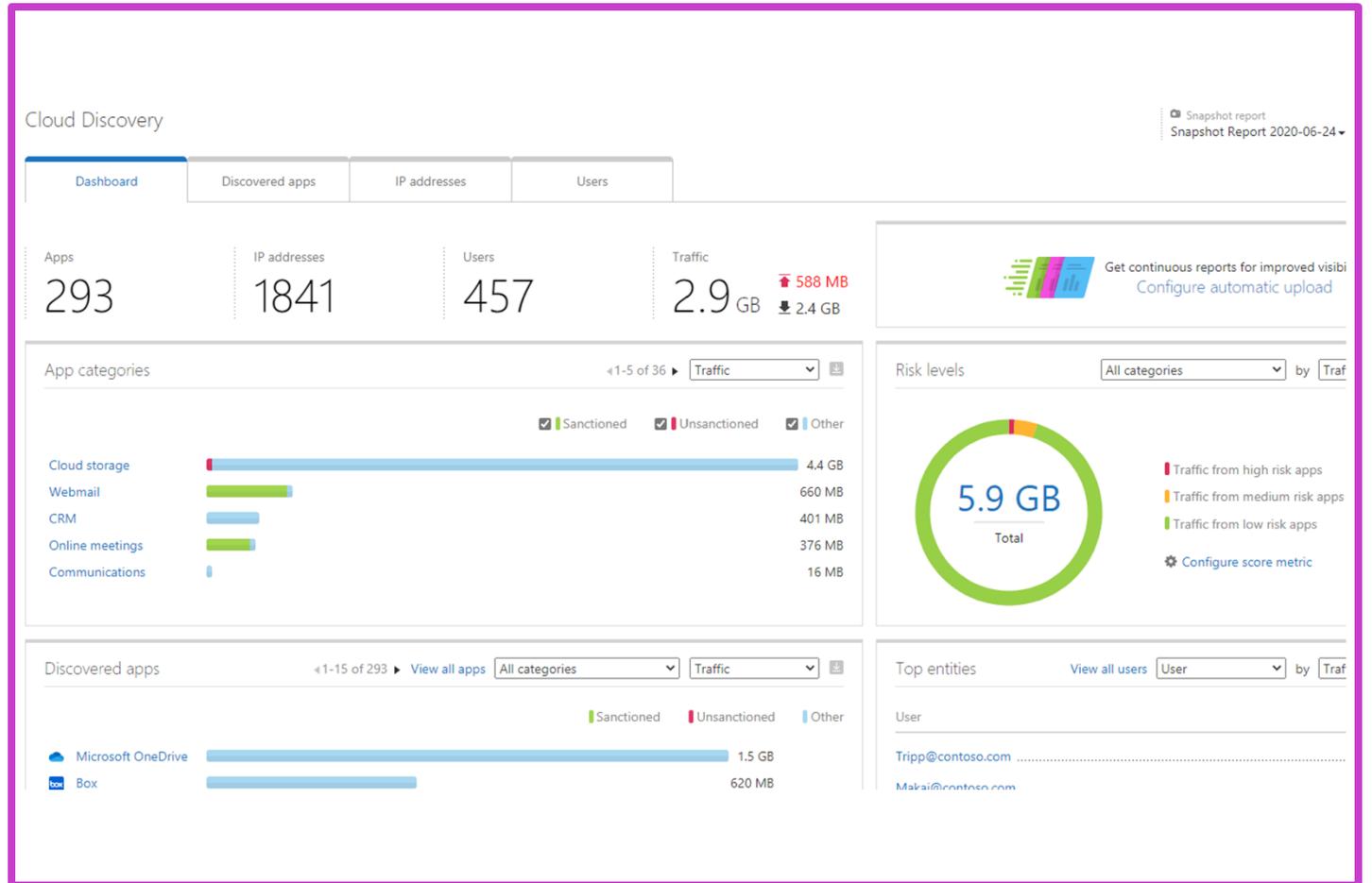
Next-generation protection

Microsoft Defender for Endpoint is a platform designed to help enterprise networks protect endpoints.

Microsoft Defender for Cloud Apps

Provides rich visibility to your cloud services, control over data travel, and sophisticated analytics to identify and combat cyberthreats across all your Microsoft and third-party cloud services.

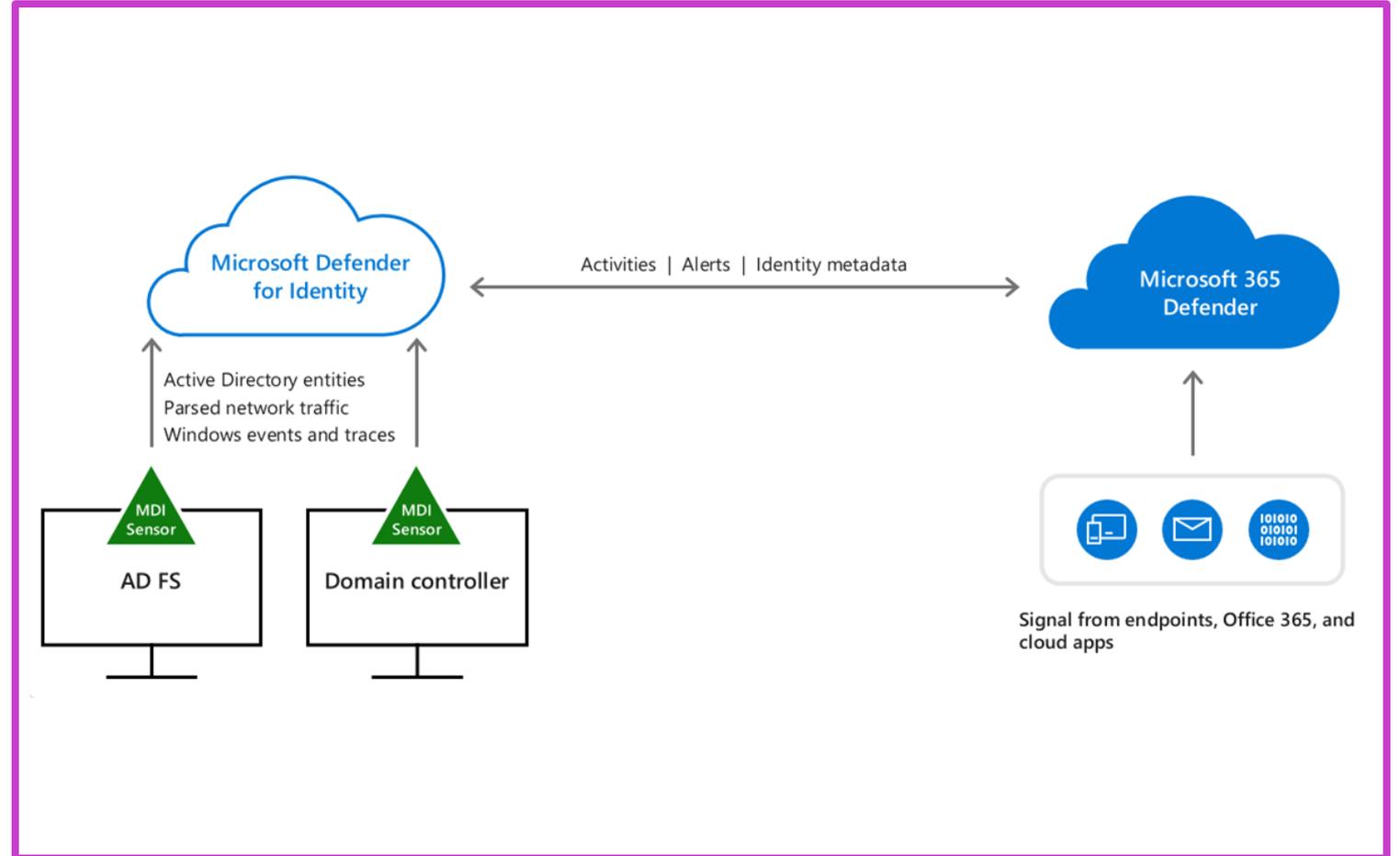
- Discover SaaS applications
- Information protection
- SaaS Security Posture Management (SSPM)
- Advanced threat protection
- App-to-app protection with app governance



Microsoft Defender for Identity

A cloud-based security solution that uses your on-premises Active Directory data to identify, detect, and investigate advanced threats, compromised identities, and malicious insider actions.

- Monitor and analyze user behavior and activities.
- Protect user identities and credentials stored in Active Directory.
- Identify suspicious activities and advanced attacks.
- Investigate alerts and user activities.



Microsoft Defender Vulnerability Management

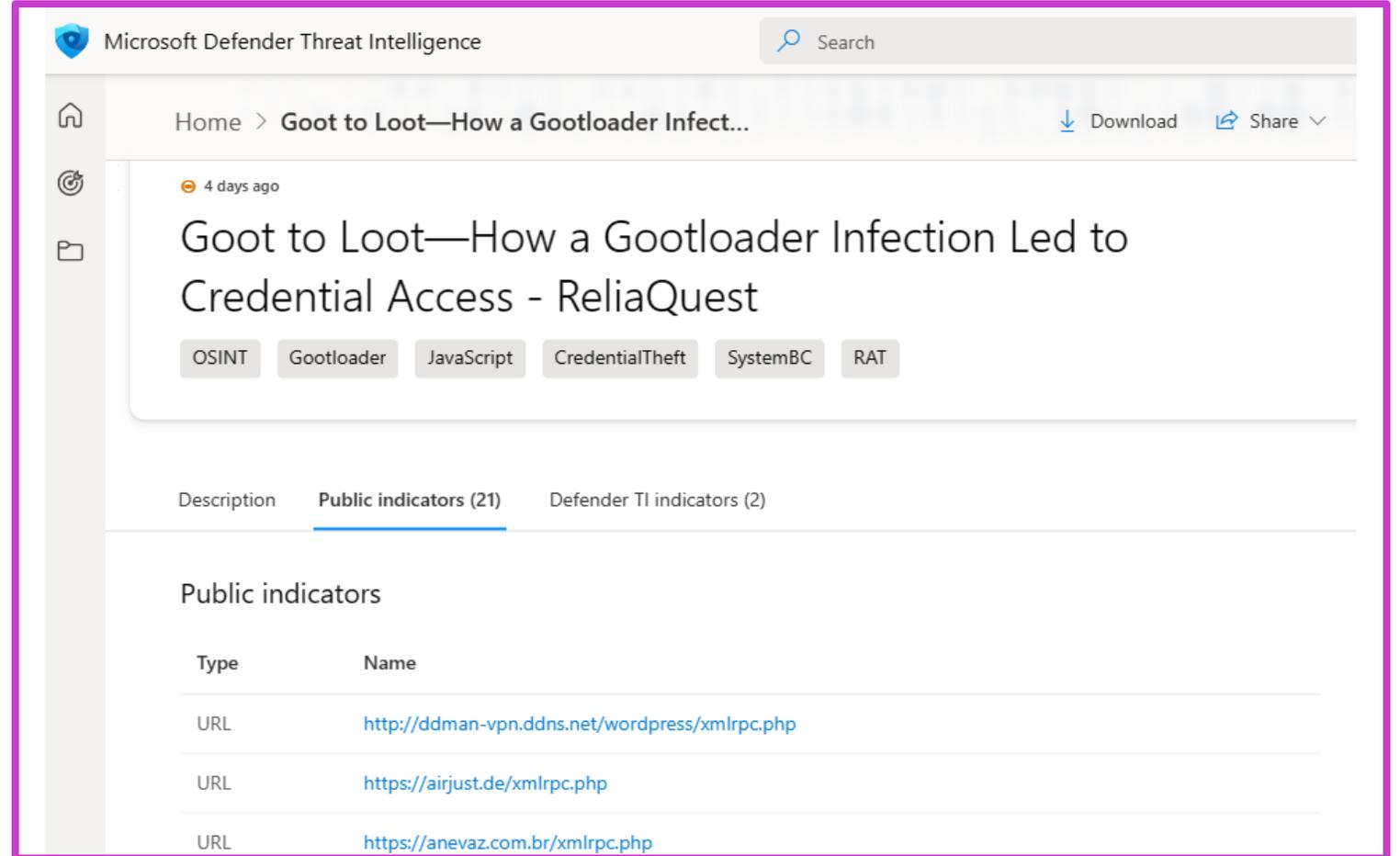
Delivers asset visibility, intelligent assessments, and built-in remediation tools for Windows, macOS, Linux, Android, iOS, and network devices.



Microsoft Defender Threat Intelligence

Helps streamline security analyst triage, incident response, threat hunting, and vulnerability management workflows.

- Quickly scan new featured articles.
- Defender TI articles provide insight into threat actors, tooling, attacks, and vulnerabilities.
- Vulnerability Articles provide key context behind CVEs of interest.
- Collects, analyzes, and indexes internet data to assist in detecting and responding to threats.

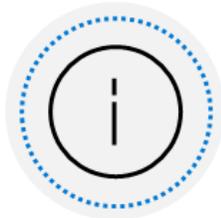


The screenshot displays the Microsoft Defender Threat Intelligence dashboard. At the top, there is a search bar and a navigation menu. The main content area features a featured article titled "Goot to Loot—How a Gootloader Infection Led to Credential Access - ReliaQuest", published 4 days ago. Below the article title are several tags: OSINT, Gootloader, JavaScript, CredentialTheft, SystemBC, and RAT. The article is categorized under "Public indicators (21)" and "Defender TI indicators (2)". A table below the article lists the public indicators:

Type	Name
URL	http://ddman-vpn.ddns.net/wordpress/xmlrpc.php
URL	https://airjust.de/xmlrpc.php
URL	https://anevaz.com.br/xmlrpc.php

Microsoft 365 Defender portal

Combines protection, detection, investigation, and response to devices, identities, endpoints, email and collaboration, and cloud apps, in a central place.



**Incidents
& alerts**



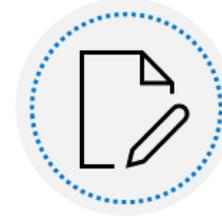
Hunting



Actions



**Threat
intelligence**



**Secure
Score**



**Learning
hub**



Assets



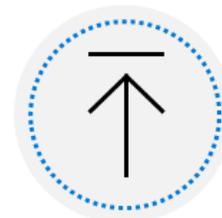
Endpoints



**Email &
collaboration**



Cloud apps



Reports



Permissions

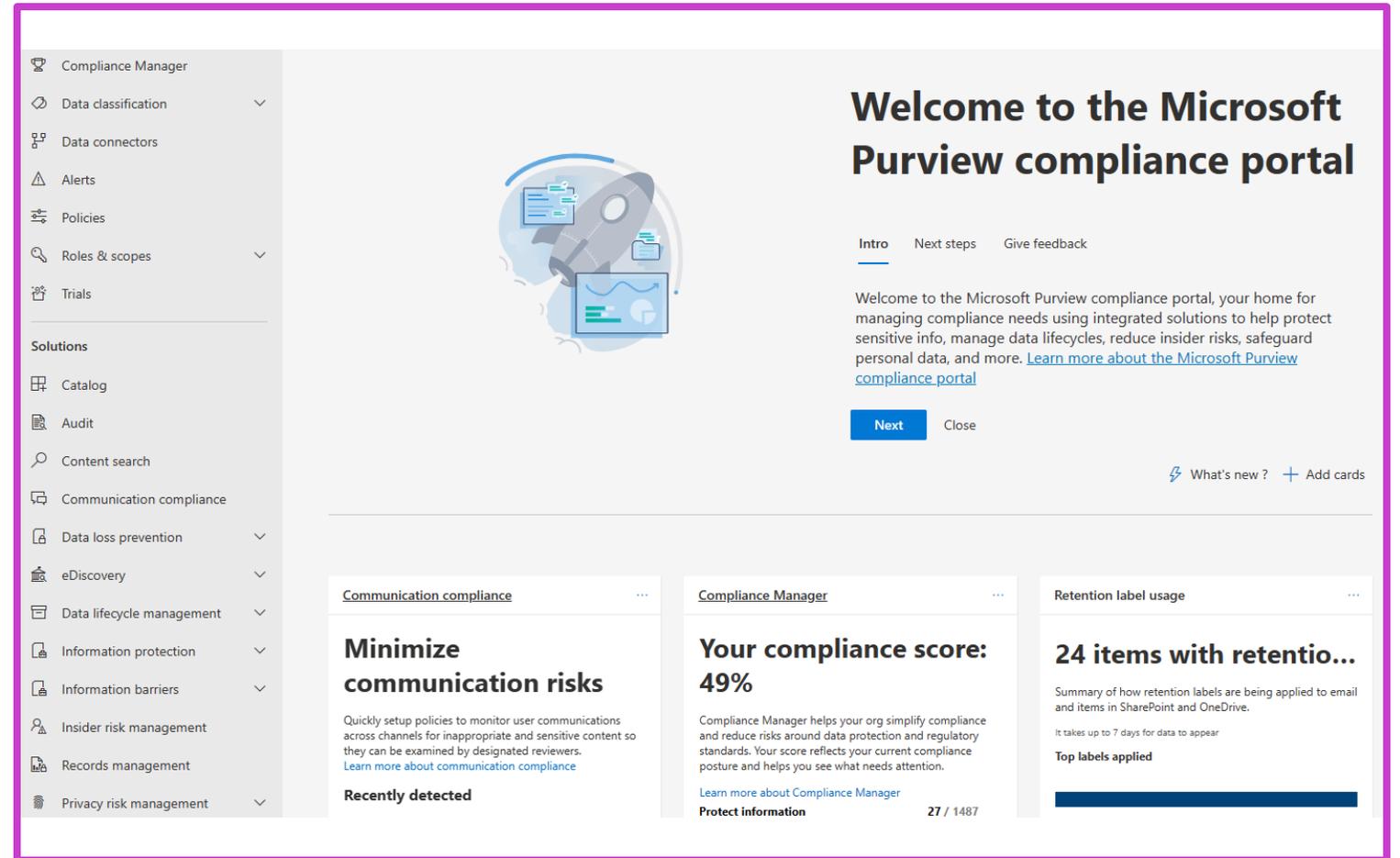
Compliance management capabilities in Microsoft Purview



Microsoft Purview compliance portal

Easy access to the data and tools you need to manage your organization's compliance needs.

- A view to an organization's compliance posture
- Solutions to help with compliance
- Customize navigation control



The screenshot displays the Microsoft Purview compliance portal interface. On the left is a navigation sidebar with the following items: Compliance Manager, Data classification, Data connectors, Alerts, Policies, Roles & scopes, and Trials. Below these are sections for Solutions, including Catalog, Audit, Content search, Communication compliance, Data loss prevention, eDiscovery, Data lifecycle management, Information protection, Information barriers, Insider risk management, Records management, and Privacy risk management. The main content area features a large header with the text "Welcome to the Microsoft Purview compliance portal" and a rocket ship icon. Below the header are links for "Intro", "Next steps", and "Give feedback". A "Next" button and a "Close" link are also present. A "What's new?" section with an "Add cards" link is located at the bottom right of the header. The main content area is divided into three cards: "Communication compliance" with the heading "Minimize communication risks", "Compliance Manager" with the heading "Your compliance score: 49%", and "Retention label usage" with the heading "24 items with retentio...". The "Compliance Manager" card includes a "Recently detected" section and a "Protect information" button. The "Retention label usage" card includes a "Top labels applied" section and a progress bar.

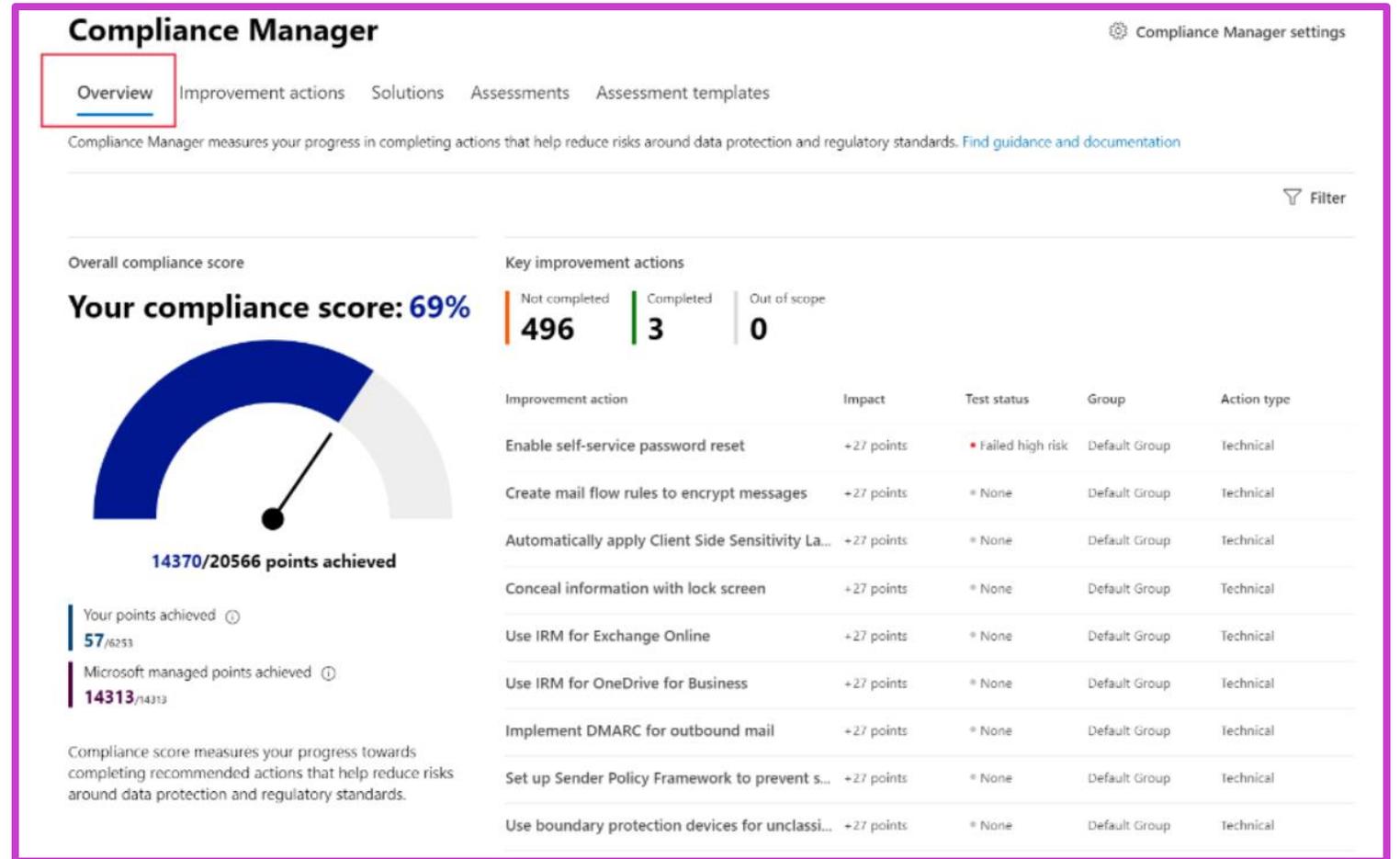
Compliance Manager

Compliance Manager simplifies compliance and reduces risk by providing:

- Prebuilt assessments based on common standards
- Workflow capabilities to complete risk assessments
- Step-by-step improvement actions
- Compliance score that shows overall compliance posture

Key elements of Compliance Manager

- Controls
- Assessments
- Templates
- Improvement actions



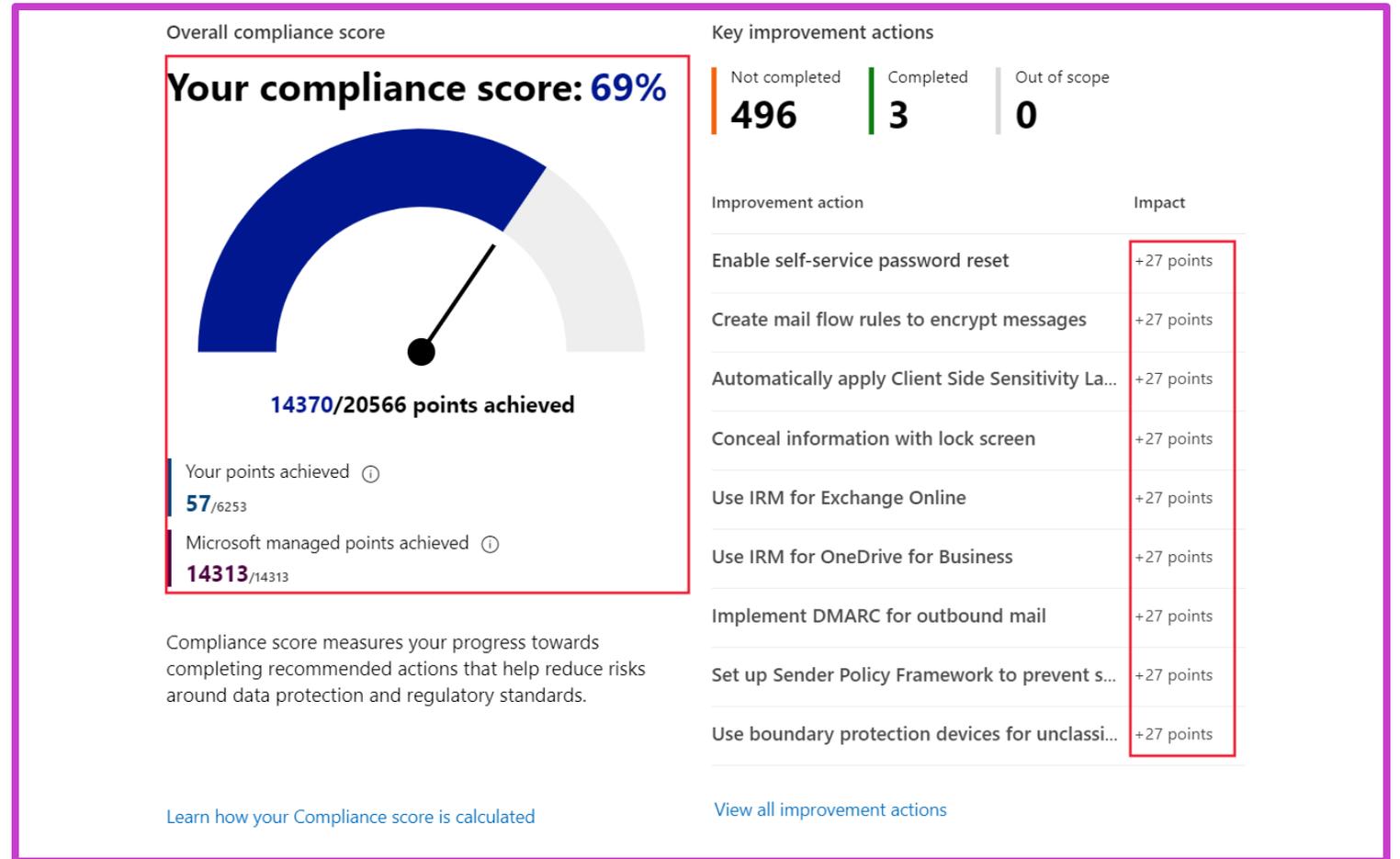
Compliance score

Benefits of compliance score

- Helps an organization understand its current compliance posture
- Helps prioritize actions based on their potential to reduce risk

Understand your compliance score

- Actions
 - Your improved actions
 - Microsoft actions
- Action types (and action subcategory)
 - Mandatory (preventive, detective, or corrective)
 - Discretionary (preventive, detective, or corrective)



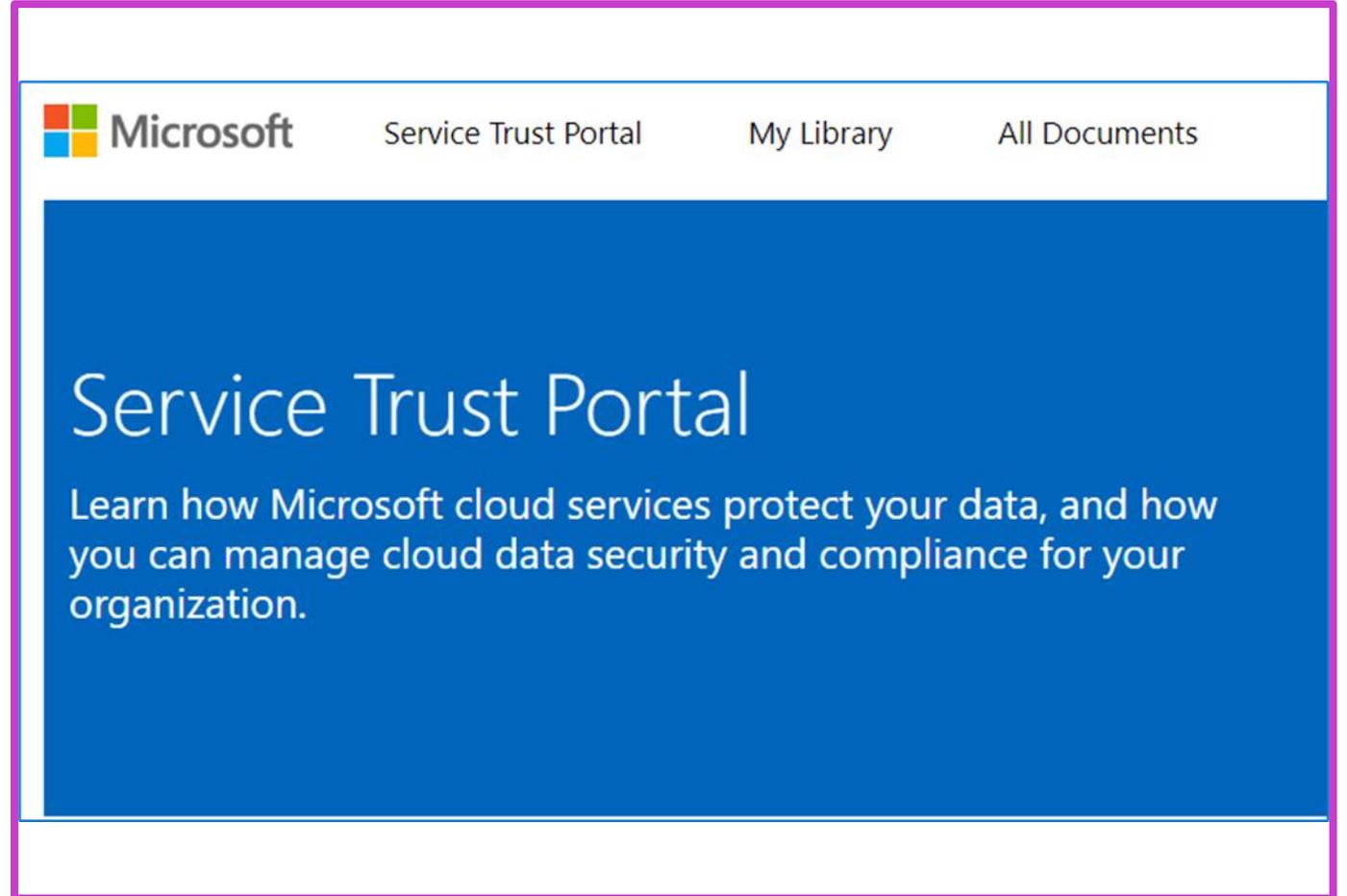
Microsoft's Service Trust portal and privacy capabilities



Microsoft Service Trust Portal

Microsoft's site for publishing audit reports and other compliance-related information associated with Microsoft's cloud services.

- Certifications, regulations, and standards
- Reports, white papers, and artifacts
- Industry and regional resources
- Resources for your organization



Microsoft's privacy principles

- **Control:** Putting you, the customer, in control of your privacy with easy-to-use tools and clear choices.
- **Transparency:** Being transparent about data collection and use so that everyone can make informed decisions.
- **Security:** Protecting the data that's entrusted to Microsoft by using strong security and encryption.
- **Strong legal protections:** Respecting local privacy laws and fighting for legal protection of privacy as a fundamental human right.
- **No content-based targeting:** Not using email, chat, files, or other personal content to target advertising.
- **Benefits to you:** When Microsoft does collect data, it's used to benefit you, the customer, and to make your experiences better.

Microsoft Priva

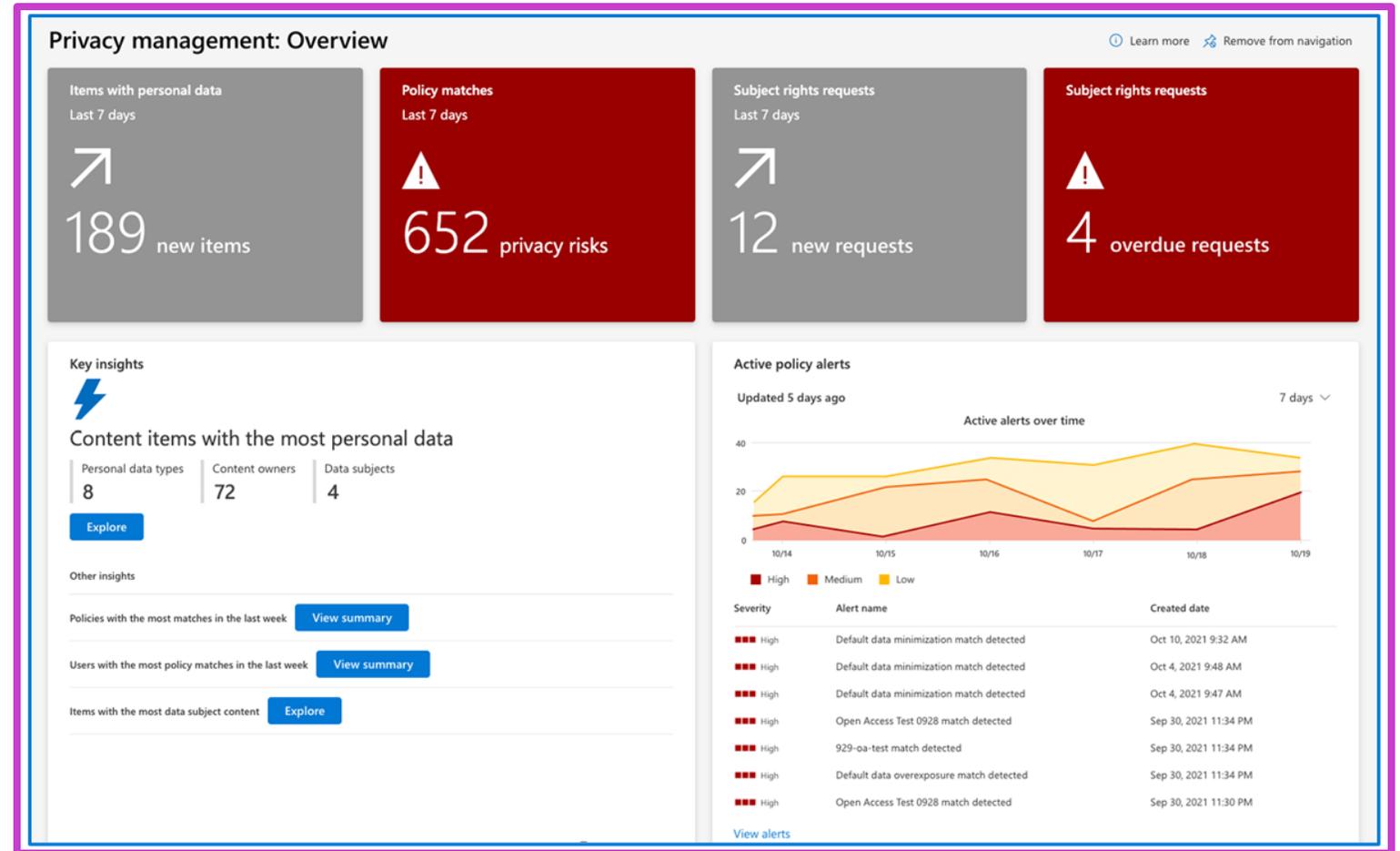
Helps organizations safeguard personal data and build a privacy-resilient workplace.

Priva Privacy Risk Management

- Visibility into your organization's data and policy templates to reduce risks.

Priva Subject Rights Requests

- Automation and workflow tools to fulfil data requests.



Learning summary



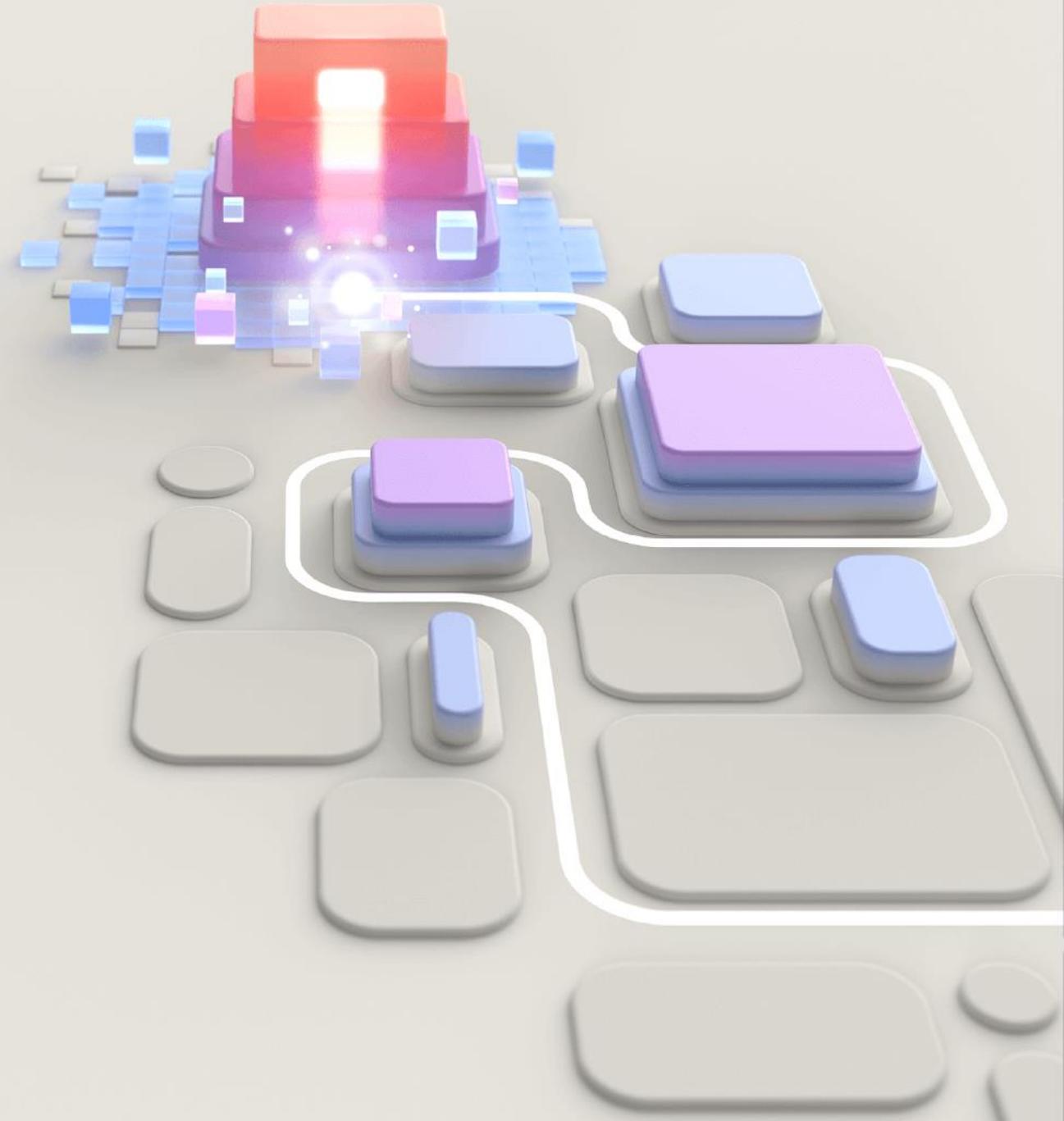
Learned about Microsoft Entra ID and the services and identity it supports.

Explored the access management capabilities of Microsoft Entra, with Conditional Access and Microsoft Entra RBAC.

Learned about the threat protection with Microsoft 365 Defender.

Learned about the compliance management capabilities in Microsoft Purview, including the compliance portal, Compliance Manager, and compliance score.

Learned about the Service Trust Portal and privacy with Microsoft.



Microsoft 365 pricing, licensing, and support

Microsoft 365 pricing, licensing, and billing options



Pricing models for Microsoft cloud service

Cloud Solution Provider (CSP) model:

Microsoft partner program that provides the expertise and services you need through an expert CSP partner.

- The CSP manages your entire subscription, and provides billing and technical support.
- Provides a pay-as-you-go subscription model with per-user, per-month pricing.

Enterprise Agreements:

Designed for organizations that want to license software and cloud services for a minimum three-year period.

- A single organization-wide agreement.
- 24x7 technical support, planning services, end-user and technical training, and unique technologies through Software Assurance.

Direct Billing:

Buy and pay for your Microsoft 365 subscription with a credit or debit card, or a bank account.

Trial:

Sign up for a free trial subscription for Microsoft 365 for 30 days.

Billing and bill management options

Billing account options

The Microsoft 365 admin center currently supports the following type of billing accounts:

- Microsoft Online Services Program
- Microsoft Products & Services Agreement (MPSA) Program
- Microsoft Customer Agreement

Consumption and fixed cost models

- Consumption-based price: Charged for only what you use, known as *Pay-As-You-Go*
- Fixed-priced: Charged for instances whether or not they're used

Bill management

Microsoft 365 admin center allows you to:

- Manage subscriptions and licenses
- View billing statements
- Modify payment methods
- Modify billing frequency
- Buy and manage other services or features
- Manage billing notification emails and invoice attachments

Available subscription plans

Microsoft 365 for Home

Bring the same great productivity benefits into your personal and family life with *Microsoft 365 Personal* or *Microsoft 365 Family*.

Microsoft 365 Education

Designed for educational institutions. Has three subscription plans for faculty and students.

Microsoft 365 Government

Designed for government institutions. Has two subscription plans.

Microsoft 365 for Business

Designed for small and medium-sized organizations that have up to 300 employees. Has four subscription plans.

Microsoft 365 Enterprise

Designed for large organizations. Has three subscription plans and four subscription plans for Office 365.

Available licensing options

A **license** or **base license** allows users to use the features and services included in the subscription plan.

Subscription licenses (USLs):

Microsoft 365 products and services are available as USLs and are licensed on a per-user basis.

- Full USLs
- Add-on USLs
- From SA USLs
- Step Up USLs

Types of add-ons:

Add-ons provide more capabilities to enhance your subscription.

- Traditional add-ons
- Standalone add-ons

Support offerings for Microsoft 365 services



Support options for Microsoft 365 services

- Community-based support
- Self-help
- Web chat, email, and phone support
- Q&A forums and online help
- Pre-sales support
- FastTrack
- Microsoft unified support
- Support through a Microsoft Partner
- Microsoft Support and Recovery or Business Assist for Microsoft 365

Service level agreement concepts

Microsoft 365 services guarantee the level of service for your organization. Level of service is detailed in a legal agreement referred to as a Service Level Agreement (SLA). The SLA describes Microsoft's commitments for uptime and connectivity for Microsoft Online Services.

Service Level

Claim

Incident

Applicable monthly service fees

Uptime

Service credit

Downtime and scheduled downtime

Uptime agreement

Track the service health status

View the health status of Microsoft 365 services:

- Microsoft 365 admin center
- Microsoft 365 Admin app on your mobile device
- Sign up for email notifications of new incidents that affect your tenant and status changes for an active incident
- Microsoft 365 Service health status page to check for known issues
- Sign up to follow Microsoft 365 at @MSFT365status on Twitter to see information on certain events or issues

Share feedback on Microsoft 365 services

You can directly influence change at Microsoft by providing feedback through the following ways:

- Send feedback from within a Microsoft 365 app using the Help button
- Send feedback directly within the community feedback web portal, Feedback
- Send feedback from the Windows Feedback Hub, located directly on your Windows device

Learning Summary



Learned about Microsoft 365 pricing, licensing, and billing options

Learned about support offerings for Microsoft 365 services