



Course Title: AB-900 - Introduction to Microsoft 365 and AI administration	Course Duration: 1.0 Day
Exam: Not Included	Exam Type: Proctored Exam
Qualification: Microsoft Fundamentals – Microsoft 365 and AI Administration	

Course Syllabus

1. Welcome & Foundation

- Setting expectations and the “three-lens” concept
- Icebreaker: *Best & Worst Collaboration Story*
- Overview of the three models
- *Outcome: Understand why multiple frameworks provide a fuller picture*

2. Lens 1 – DISC

- Understanding behavioural preferences in action
- DISC results review and style dynamics
- Pair discussions and role-play adapting styles
- *Outcome: Identify own DISC style and adapt to others*

3. Lens 2 – People Styles

- Exploring interpersonal versatility
- Style cues for recognising others
- Mini case study analysis
- *Outcome: Flex communication to match others' People Styles*

4. Lens 3 – OCEAN

- Exploring deeper personality traits and motivators
- Trait explanations and personal profile reflection
- Extreme-trait scenario mapping
- *Outcome: Recognise how traits affect collaboration and conflict*

5. Integrating the Three Lenses

- Connecting patterns across DISC, People Styles, and OCEAN
- Tri-lens mapping exercise and group discussion
- *Outcome: Use multi-lens insights for richer understanding*

6. Application & Action Planning

- Creating a personal action plan
- Partner commitment share



- Q&A and group reflection
- *Outcome: Have concrete steps to improve collaboration immediately*

7. Wrap-Up & Resources

- Summary of key insights
- Handouts and next steps
- *Outcome: Leave confident in applying all three models in the workplace*

Course Overview

This course provides a comprehensive introduction to Microsoft 365, Copilot, and AI-powered agents. It introduces learners to the foundational concepts, core services, and administrative controls of Microsoft 365. It then builds upon this foundation by exploring how Copilot and agents can utilize AI to automate tasks, enhance collaboration, and personalize user experiences across the Microsoft 365 suite.

Course Learning Outcomes

This course introduces learners to the core concepts of Microsoft 365 administration combined with an overview of Microsoft's AI capabilities. It covers tenant basics, identity and access concepts, security and compliance fundamentals, and the role of AI tools such as Microsoft Copilot in productivity and administration. The course is designed to build foundational knowledge for those new to Microsoft 365 and AI-enabled services.

Audience

Beginners in IT, business users, administrators new to Microsoft 365, students, and professionals seeking foundational knowledge of Microsoft 365 and AI

Entry-Level Requirements

No prior Microsoft 365 or AI experience required; general IT or business knowledge recommended

Recommended Reading

Microsoft Learn fundamentals paths for Microsoft 365 and AI, Microsoft Copilot documentation

What's Included

Instructor-led training, hands-on labs, course materials, exam preparation guide

Exam Information

Type: Multiple-choice questions

Duration: Typically, the exam lasts around 120 minutes, but this can vary.

Passing Score: A score of 700 or greater is generally required to pass.

What's Next

After completing AB-900, learners can progress to MS-102 (Microsoft 365 Administrator), SC-900 (Security, Compliance, and Identity Fundamentals), or AI-focused courses such as MS-4022 (Extend Microsoft 365 Copilot).

Additional Information

This course provides a comprehensive introduction to Microsoft 365, Copilot, and AI-powered agents. It introduces learners to the foundational concepts, core services, and administrative controls of Microsoft 365. It then builds upon this foundation by exploring how Copilot and agents can utilize AI to automate tasks, enhance collaboration, and personalize user experiences across the Microsoft 365 suite.