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Topic

MS-102: Microsoft 365 Administrator

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1. Deploy and Manage a Microsoft 365 Tenant (15–20%)

1.1 Implement and Manage a Microsoft 365 Tenant

- **Create a tenant**
- **Implement and manage domains**
- **Configure organizational settings**, including security & privacy and organizational profile
- **Identify and respond to service health issues**
- **Configure notifications** in service health
- **Configure and review network connectivity insights**
- **Monitor adoption and usage**
- **Configure and manage Microsoft 365 Backup**

1.2 Manage Users and Groups

- **Create and manage users in Microsoft Entra**, including external users and guests
- **Create and manage contacts** in the Microsoft 365 admin centre
- **Create and manage groups**, including Microsoft 365 groups and shared mailboxes
- **Manage and monitor Microsoft 365 licences**, including group-based licensing
- **Perform bulk user management**, including PowerShell
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1.3 Manage Roles and Role Groups

- **Implement and manage built-in roles** in Microsoft 365 and Microsoft Entra
- **Implement and manage custom roles** in Microsoft Entra admin centre
- **Manage role groups** in Microsoft Defender XDR, Microsoft Purview, and Microsoft 365 workloads
- **Manage delegation** by using administrative units
- **Manage roles** in Microsoft Entra Privileged Identity Management

2. Implement and Manage Microsoft Entra Identity and Access (25–30%)

2.1 Implement and Manage Identity Synchronization with Microsoft Entra Tenant

- **Prepare for identity synchronization** by using IdFix
- **Implement and manage directory synchronization** by using Microsoft Entra Connect cloud sync
- **Implement and manage directory synchronization** by using Microsoft Entra Connect
- **Monitor synchronisation** by using Microsoft Entra Connect Health
- **Troubleshoot synchronisation**, including Microsoft Entra Connect and Microsoft Entra Connect cloud sync

2.2 Implement and Manage Authentication

- **Implement and manage authentication methods**
- **Implement and manage self-service password reset (SSPR)**
- **Implement and manage Microsoft Entra Password Protection**
- **Investigate and resolve authentication issues**
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2.3 Implement and Manage Secure Access

- **Plan for identity protection**
- **Implement and manage Microsoft Entra ID Protection**
- **Plan Conditional Access policies**
- **Implement and manage Conditional Access policies**
- **Implement and manage MFA** (multi-factor authentication) **using Conditional Access policies**

3. Manage Security and Threats by Using Microsoft Defender XDR (35–40%)

3.1 Review and Respond to Security Reports and Alerts

- **Review and take actions** to improve the Microsoft Secure Score
- **Review and respond** to security incidents and alerts
- **Review and respond** to issues identified in security and compliance reports
- **Review and respond** to threats identified in threat analytics

3.2 Implement and Manage Email and Collaboration Protection by Using Microsoft Defender for Office 365

- **Implement policies and rules** in Defender for Office 365
- **Review and respond** to threats identified in Defender for Office 365, including threats and investigations
- **Create and run campaigns**, such as attack simulation
- **Unblock users**
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3.3 Implement and Manage Endpoint Protection by Using Microsoft Defender for Endpoint

- **Onboard devices** to Defender for Endpoint
- **Configure endpoint settings**
- **Review and respond** to endpoint vulnerabilities
- **Review and respond** to risks identified in the Microsoft Defender Vulnerability Management dashboard

3.4 Implement and Manage Microsoft Defender for Cloud Apps

- **Configure the app connector** for Microsoft 365
- **Configure Microsoft Defender for Cloud Apps policies**
- **Review and respond** to Microsoft Defender for Cloud Apps alerts
- **Interpret activity log**
- **Configure Cloud App Discovery**
- **Review and respond** to issues identified in Cloud App Discovery

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