



MICROSOFT TRAINING

Microsoft Copilot Overview It Professionals Course M55616a

Explore Microsoft Copilot for IT professionals. Learn to integrate and manage this powerful AI tool to enhance productivity across your enterprise.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The Microsoft Copilot Overview for IT Professionals Course (M55616a) is an essential 2-hour program designed to equip IT professionals with a comprehensive understanding of Microsoft Copilot and its transformative impact on the modern workplace. This course dives deep into what Copilot is, how it leverages generative AI within the Microsoft 365 ecosystem, and its integration across familiar applications like Word, Excel, PowerPoint, Outlook, and Teams. Participants will gain insight into the underlying architecture, data flow, and the critical role of the Microsoft Graph and large language models (LLMs) in Copilot's operation.

By completing this intermediate-level training, IT professionals will be empowered to effectively plan, deploy, manage, and support Microsoft Copilot within their organizations. The curriculum focuses on practical aspects, including preparing the M365 environment, understanding licensing, addressing security and compliance concerns with Microsoft Purview, and driving successful user adoption. You will learn to navigate the complexities of AI integration, ensuring data privacy and ethical AI usage while maximizing productivity gains.

This course is crucial for anyone looking to stay ahead in the rapidly evolving IT landscape, enabling them to become key contributors in their organization's AI strategy. It provides the knowledge to troubleshoot common issues, guide end-users, and implement robust governance policies, ultimately transforming how businesses leverage AI for enhanced collaboration and efficiency.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Understanding Microsoft Copilot and Generative AI for Business

- What is Microsoft Copilot?
- The power of Generative AI in the enterprise context
- Core capabilities across Microsoft 365 applications (Word, Excel, PowerPoint, Outlook, Teams)
- Benefits for end-users and organizational productivity

02 Module 2: Microsoft Copilot Architecture and Data Flow

- How Copilot works: A deep dive into its components (LLMs, Microsoft Graph, M365 apps)
- Data privacy and security considerations in Copilot's architecture
- Understanding the Microsoft Responsible AI principles
- Licensing requirements and prerequisites for Copilot deployment

03 Module 3: Preparing Your Environment for Copilot

- Ensuring data readiness and proper permissions in Microsoft 365
- Identity and access management (Azure AD/Entra ID) considerations
- Network considerations for optimal Copilot performance
- Best practices for data governance and information protection

04 Module 4: Deployment, Management, and User Adoption

- Phased deployment strategies for Microsoft Copilot
- Monitoring Copilot usage and performance

- Strategies for driving user adoption and training
- Troubleshooting common Copilot issues and support scenarios

05 Module 5: Security, Compliance, and Governance with Copilot

- Leveraging Microsoft Purview for data governance with Copilot
- Data Loss Prevention (DLP) policies and Copilot interactions
- Compliance features and eDiscovery for Copilot data
- Auditing and reporting for AI usage within the organization

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft 365 AI Administrator**
- > **Productivity and AI Solutions Specialist**
- > **IT Security and Compliance Analyst (AI Focus)**

FREQUENTLY ASKED QUESTIONS

Q: What specific technical knowledge should IT professionals possess before taking this Microsoft Copilot Overview course to maximize their learning?

This course is designed for IT professionals with a foundational understanding of Microsoft 365 administration, including familiarity with Azure Active Directory (now Microsoft Entra ID), Microsoft Teams, SharePoint Online, and Exchange Online. Knowledge of general data security and compliance principles within the Microsoft ecosystem will also be highly beneficial, as the course delves into Copilot's integration and governance.

Q: How will this course enable me to effectively support end-users who are encountering issues or seeking guidance on using Microsoft Copilot within their daily workflows?

This course provides IT professionals with a comprehensive understanding of Copilot's functionalities, common use cases, and underlying architecture. You will learn to identify typical user challenges, understand data flow, and troubleshoot basic issues. More importantly, it equips you with the knowledge to educate users on best practices, data privacy, and ethical AI usage, transforming you into a key enabler for successful Copilot adoption.

Q: Beyond an introductory understanding, what actionable steps or frameworks will I gain from this course to contribute to my organization's strategic AI integration plan involving Microsoft Copilot?

This course goes beyond just an overview by detailing the architectural components, deployment prerequisites, and critical security and compliance considerations for Copilot. You will learn about data readiness, identity management, and governance strategies using tools like Microsoft Purview. This knowledge empowers you to contribute to strategic planning, assess organizational readiness, develop robust deployment roadmaps, and ensure a secure and compliant rollout of Copilot.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

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Take the next step in your technology career.

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