



MICROSOFT TRAINING

# MS-102: Microsoft 365 Administrator

*Master Microsoft 365 administration for your organization. Prepare for the MS-102 exam and effectively manage M365 services and security.*

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 MS-102: Microsoft 365 Administrator course is meticulously designed for IT professionals aspiring to master the administration of Microsoft 365 services. This essential program equips you with the critical skills needed to deploy, manage, and secure a Microsoft 365 tenant environment, ensuring optimal productivity and collaboration within your organization. You will gain hands-on experience with core technologies such as Microsoft Entra ID (formerly Azure AD) for identity and access management, Exchange Online for email services, SharePoint Online and OneDrive for Business for content management, Microsoft Teams for collaboration, and Microsoft Intune for endpoint management.

This intermediate-level course dives deep into crucial aspects of security and compliance, covering Microsoft Defender services for threat protection, Data Loss Prevention (DLP), information governance, and eDiscovery. By completing this certification, you will not only enhance your technical proficiency but also position yourself as a pivotal asset in any modern IT department. The ability to efficiently manage cloud services, enforce robust security policies, and maintain compliance standards is invaluable, leading to improved operational efficiency, reduced security risks, and a seamless user experience across your Microsoft 365 ecosystem. While the course duration is concise, it provides a powerful, focused overview of the key administrative tasks and concepts essential for success in this domain.

Upon successful completion, you will be well-prepared to contribute significantly to your organization's digital transformation journey, ensuring that Microsoft 365 is leveraged to its fullest potential, securely and effectively.

|           |              |
|-----------|--------------|
| Duration  | 2 hours      |
| Level     | Intermediate |
| Vendor    | Microsoft    |
| Exam Code | MS-102       |

## COURSE CURRICULUM

### 01 Module 1: Microsoft 365 Tenant and Microsoft Entra ID Core Management

- Managing Microsoft 365 tenant health and services
- Configuring custom domains and organizational profiles
- Administering user identities in Microsoft Entra ID
- Managing groups and administrative roles
- Implementing password management and self-service password reset

### 02 Module 2: Advanced Identity and Access Management in Microsoft Entra ID

- Implementing identity synchronization with Microsoft Entra Connect
- Configuring Multi-Factor Authentication (MFA) policies
- Implementing Conditional Access policies for secure access
- Managing external identities and B2B collaboration
- Reviewing Entra ID reporting and monitoring tools

### 03 Module 3: Implementing Microsoft 365 Defender Services

- Implementing Microsoft Defender for Office 365 (threat protection)
- Configuring Defender for Endpoint (overview and integration)
- Managing security baselines and security defaults
- Monitoring security health and incident responses

- Understanding Microsoft Purview solutions for data governance

## 04 Module 4: Managing Microsoft 365 Governance and Compliance

- Implementing Data Loss Prevention (DLP) policies
- Configuring information governance (retention policies and sensitivity labels)
- Managing eDiscovery cases and audit logs
- Utilizing Compliance Manager for compliance assessment
- Understanding privacy management within Microsoft 365

## 05 Module 5: Microsoft 365 Services and Data Management

- Administering Exchange Online mailboxes and mail flow
- Managing SharePoint Online sites and OneDrive for Business
- Configuring Microsoft Teams settings and policies
- Implementing device management with Microsoft Intune (overview)
- Monitoring Microsoft 365 service usage and adoption

## CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft 365 Administrator**
- > **Cloud Infrastructure Engineer (Microsoft 365 Focus)**
- > **Identity and Access Management Specialist**

## FREQUENTLY ASKED QUESTIONS

### Q: What are the recommended prerequisites for taking the MS-102: Microsoft 365 Administrator course?

While there are no strict official prerequisites, it is highly recommended that candidates have a foundational understanding of networking, server administration, and Microsoft Entra ID. Prior experience with M365 services like Exchange Online or SharePoint Online at a user level, or completion of an M365 fundamentals course, would be beneficial for maximizing your learning in this intermediate-level administrator course.

### Q: What specific administrative skills will I gain that are directly applicable to managing a Microsoft 365 environment after completing this course?

Upon completing the MS-102 course, you will be proficient in critical administrative tasks such as managing user identities, groups, and roles in Microsoft Entra ID, configuring and enforcing Conditional Access and MFA policies, implementing data loss prevention (DLP) and retention policies, and overseeing core services like Exchange Online, SharePoint Online, and Teams. You'll also understand how to leverage Microsoft Defender services for enhanced security and monitor tenant health and usage.

### Q: How does the MS-102 certification contribute to the broader 'Microsoft 365 Certified: Enterprise Administrator Expert' pathway?

The MS-102: Microsoft 365 Administrator certification is a crucial component of achieving the prestigious 'Microsoft 365 Certified: Enterprise Administrator Expert' badge. To earn the expert certification, you must also pass the MS-101: Microsoft 365 Mobility and Security exam and hold one of the prerequisite associate-level certifications such as Microsoft 365 Certified: Modern Desktop Administrator Associate, Microsoft 365 Certified: Security Administrator Associate, or

Teams Administrator Associate. MS-102 focuses on the core tenant and service management skills required at an enterprise level.

## 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.

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## READY TO ENROL?

Take the next step in your technology career.

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