



MICROSOFT TRAINING

MS-365: Microsoft 365 Fundamentals

Master Microsoft 365 Fundamentals. Learn to manage M365 services for optimal productivity and seamless collaboration.

DURATION

8 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The MS-365: Microsoft 365 Fundamentals course provides an essential introduction to the capabilities of Microsoft 365, a comprehensive suite of cloud-based productivity and collaboration tools. Designed for individuals looking to understand the benefits and capabilities of adopting cloud services, this intermediate-level course explores key Microsoft 365 components such as Exchange Online for email, SharePoint Online for collaboration, Microsoft Teams for communication, and the foundational aspects of Microsoft 365 Apps (formerly Office 365 ProPlus). Participants will gain a solid understanding of how these core technologies integrate to create a modern, efficient, and secure digital workplace. Upon completion, you will be equipped with the knowledge to articulate the value of Microsoft 365 services, understand common licensing models, and grasp fundamental security and compliance principles within the Microsoft 365 ecosystem. This certification serves as a crucial stepping stone for anyone pursuing careers in IT administration, business analysis, or cloud solution support, empowering professionals to leverage cloud productivity tools effectively and contribute to enhanced organizational efficiency and digital transformation initiatives. It sets the stage for more advanced Microsoft 365 certifications and specialized roles.

Duration	8 hours
Level	Intermediate
Vendor	Microsoft
Exam Code	MS-365

COURSE CURRICULUM

01 Module 1: Introduction to Cloud Concepts and Microsoft 365

- Cloud services overview (IaaS, PaaS, SaaS)
- Benefits and considerations of cloud computing
- Introduction to Microsoft 365 services
- Core components and architecture of Microsoft 365

02 Module 2: Core Microsoft 365 Services and Productivity Tools

- Microsoft Exchange Online capabilities
- SharePoint Online for collaboration and content management
- Microsoft Teams for communication and teamwork
- Introduction to Microsoft 365 Apps (Word, Excel, PowerPoint, Outlook)
- Understanding OneDrive for Business

03 Module 3: Security, Compliance, and Identity in Microsoft 365

- Basic identity services: Azure AD
- Core security features in Microsoft 365
- Compliance and privacy principles (GDPR, data residency)
- Introduction to threat protection and data governance

04 Module 4: Microsoft 365 Licensing, Support, and Service Management

- Common Microsoft 365 licensing options
- Service level agreements (SLAs) and service health
- Introduction to support options for Microsoft 365
- Managing updates and service changes

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Junior Cloud Productivity Specialist**
- > **Business Applications Support Analyst**
- > **Microsoft 365 Tenant Onboarding Assistant**

FREQUENTLY ASKED QUESTIONS

Q: What specific foundational knowledge will I acquire from this MS-365 Fundamentals course that directly supports pursuing more advanced Microsoft 365 certifications?

This course provides a robust understanding of core cloud concepts, the fundamental services within Microsoft 365 (like Exchange Online, SharePoint Online, Teams), basic identity management via Azure AD, and an introduction to M365 security and compliance. This foundational knowledge is directly applicable and essential for preparing for associate-level certifications such as Microsoft 365 Certified: Administrator Expert or Microsoft 365 Certified: Modern Desktop Administrator Associate, as it establishes the baseline understanding of the ecosystem.

Q: How does an understanding of Microsoft 365 Fundamentals benefit professionals in non-IT roles, such as project managers or business analysts?

For non-IT professionals, this course demystifies the capabilities of Microsoft 365 tools, enabling them to leverage applications like Teams, SharePoint, and OneDrive more effectively for collaboration, document management, and communication. Project managers can optimize workflows using integrated tools, while business analysts can better understand how these platforms can be configured to meet business requirements, leading to improved project delivery and operational efficiency. It fosters a more informed approach to adopting and utilizing modern workplace technologies.

Q: What are the key skills I will gain from this course that are immediately applicable in a professional setting?

You will gain the ability to articulate the value proposition of Microsoft 365 cloud services, identify the appropriate Microsoft 365 app for specific business needs, understand fundamental principles of cloud security and compliance, and recognize common licensing models. These skills are immediately applicable for roles that involve advocating for cloud solutions, supporting users, contributing to technology adoption strategies, or simply maximizing personal and team productivity within a Microsoft 365-powered organization.

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+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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