Exam MS-100: Microsoft 365 Identity and Services

(**Part of the requirements for:** [Microsoft 365 Certified: Enterprise Administrator Expert](#))

Skills Measured

Candidates for this exam are Microsoft 365 Enterprise Administrators who take part in evaluating, planning, migrating, deploying, and managing Microsoft 365 services. They perform Microsoft 365 tenant management tasks for an enterprise, including its identities, security, compliance, and supporting technologies.

Design and Implement Microsoft 365 Services (25-30%)

Plan architecture

- plan integration of Microsoft 365 and on-premises environments
- identify deployment workloads team
- plan identity and authentication solution
- plan enterprise application modernization

Deploy Microsoft 365 tenant

- manage domains
- configure organizational settings
- complete organizational profile
- add a Microsoft partner or work with Microsoft FastTrack
- complete subscription setup wizard
- plan and create tenant
- edit organizational profile
- plan and create subscription(s)
- configure tenant-wide workload settings

Configure Microsoft 365 tenancy and subscription

- configure subscription and tenant roles and workload settings
- evaluate Microsoft 365 for your organization
- plan and create tenant
- upgrade existing subscriptions to Microsoft 365
- monitor license allocations

Manage Microsoft 365 subscription and tenant health

- manage service health alerts
- create and manage service requests
- create internal service health response plan
- monitor service health
- configure and review reports, including BI, Operations Management Suite (OMS), and Microsoft 365 reporting
- schedule and review security and compliance reports
- schedule and review usage metrics Plan migration of users and data
- identify data to be migrated and migration method
- identify users and mailboxes to be migrated and migration method
- plan migration of on-premises users and groups
- import PST files

Manage User Identity and Roles (25-30%)

Design identity strategy

- evaluate requirements and solution for synchronization
- evaluate requirements and solution for identity management
- evaluate requirements and solution for authentication

Plan identity synchronization by using Azure AD Connect

- design directory synchronization
- implement directory synchronization with directory services, federation services, and Azure endpoints

Manage identity synchronization by using Azure Active Directory (Azure AD)

- configure directory synchronization
- monitor Azure AD Connect Health
- manage Azure AD Connect synchronization
- configure object filters
- configure password synchronization
- implement multi-forest AD Connect scenarios

Manage Azure AD identities

- plan Azure AD identities
- implement and manage self-service password reset (SSPR)

- manage access reviews
- manage groups
- manage passwords
- manage product licenses
- manage users
- perform bulk user management

Manage roles

- plan user roles
- manage admin roles
- allocate roles for workloads
- manage role allocations by using Azure AD

Manage Access and Authentication (15-20%)

Manage authentication

- design authentication method
- configure authentication
- implement authentication method
- manage authentication
- monitor authentication

Plan and implement secure access

- design a conditional access solution
- implement entitlement packages
- implement Azure AD Identity Protection
- manage identity protection
- implement conditional access
- manage conditional access

Configure application access

- configure application registration in Azure AD
- configure Azure AD Application Proxy
- publish enterprise apps in Azure AD

Plan Office 365 Workloads and Applications (25-30%)
Plan Microsoft 365 Apps deployment

- manage Office software downloads
- manage Microsoft 365 Apps
- plan for Microsoft 365 Apps for enterprise
- plan for Microsoft 365 Apps for enterprise updates
- plan for Microsoft 365 Apps for enterprise connectivity
- plan for Office for the web
- plan Microsoft 365 Apps for enterprise deployment

Plan for messaging deployments

- plan migration strategy
- plan messaging deployment
- identify hybrid requirements
- plan for connectivity
- plan for mail routing
- plan email domains

Plan for Microsoft SharePoint Online and OneDrive for Business

- plan migration strategy
- plan external share settings
- identify hybrid requirements
- manage access configurations
- manage Microsoft groups
- manage SharePoint tenant and site settings

Plan for Microsoft Teams infrastructure

- plan for quality and capacity
- plan for telephony
- plan Microsoft Teams deployment
- plan Microsoft Teams organizational settings

Plan Microsoft Power Platform integration

- implement Microsoft Power Platform Center of Excellence (CoE) starter kit
- plan for Power Platform workload deployments
- plan resource deployment
- plan for connectivity (and data flow)

- managing environments
- manage resources