



Microsoft 365 Identity and Services Track

19 – 23 October 2026
London (UK)



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Introduction:

The Microsoft 365 Identity and Services Track course provides professionals with a deep understanding of cloud-based identity management and Microsoft 365 services. This training equips participants with practical skills to manage users, groups, and devices efficiently and securely. Learners will explore authentication methods, security protocols, and compliance requirements.

The Microsoft 365 Identity and Services Track program emphasizes real-world applications, ensuring participants can implement solutions effectively. It also covers service configuration, monitoring, and troubleshooting for Microsoft 365. Learners will gain the expertise needed to optimize and secure enterprise environments using Microsoft 365 services.

Targeted Groups:

This Microsoft 365 Identity and Services Track training targets professionals seeking specialized knowledge and skills:

- IT administrators managing Microsoft 365 environments.
- Security specialists focusing on identity protection.
- Cloud engineers implementing Microsoft 365 solutions.
- System architects designing enterprise-level deployments.
- Compliance officers monitor data security.
- Technical support staff handling user requests and incidents.
- Professionals preparing for Microsoft 365 certifications.

Course Objectives:

Participants will achieve the following objectives by completing the Microsoft 365 Identity and Services Track course:

- Understand Microsoft 365 services and identity solutions.
- Manage users, groups, and devices efficiently.
- Configure authentication and access policies.
- Implement conditional access and security protocols.
- Monitor and troubleshoot Microsoft 365 services.
- Apply compliance and governance practices.
- Optimize collaboration tools and Microsoft 365 workloads.
- Prepare for real-world Microsoft 365 administration tasks.
- Enhance enterprise-level identity management strategies.
- Gain skills for Microsoft 365 certification readiness.

Targeted Competencies:

Participants will gain the following competencies during the Microsoft 365 Identity and Services Track program:

- Effective management of Microsoft 365 users and groups.
- Deployment of secure authentication methods.
- Monitoring and troubleshooting cloud services.
- Configuring access and security policies.
- Understanding compliance and regulatory requirements.
- Implementing device management strategies.
- Enhancing organizational collaboration with Microsoft tools.
- Managing cloud resources efficiently.
- Applying governance and identity best practices.
- Strengthening overall enterprise security posture.

Studying Scenarios:

In this Microsoft 365 Identity and Services Track training, participants will develop their skills through the analysis of the following scenarios:

- Configuring and managing user identities in Microsoft 365.
- Implementing multi-factor authentication and SSO.
- Setting conditional access for secure collaboration.
- Monitoring user activity and detecting security risks.
- Troubleshooting authentication and service issues.
- Applying compliance policies for enterprise data.
- Managing devices with Microsoft Endpoint Manager.

- Designing governance strategies for large-scale deployments.

Course Content:

Unit 1: Microsoft 365 Overview and Identity Fundamentals:

- Introduction to Microsoft 365 services and workloads.
- Understanding cloud identity and Azure Active Directory.
- Overview of Microsoft 365 subscription and licensing models.
- Key components of identity and access management.
- Integration of on-premises and cloud identities.
- Overview of authentication and authorization protocols.
- Basic monitoring and reporting tools.
- Core security and compliance concepts.

Unit 2: User and Group Management:

- Creating and managing user accounts.
- Configuring and maintaining groups.
- Understanding roles and administrative units.
- Managing external users and guest access.
- Implementing identity protection measures.
- Best practices for user lifecycle management.
- Delegating administrative permissions.
- Troubleshooting account-related issues.

Unit 3: Authentication, Security, and Access:

- Implementing multi-factor authentication MFA.
- Configuring single sign-on SSO.
- Conditional access policies and scenarios.
- Password management strategies.
- Identity protection and threat detection.
- Security reporting and alerting.
- Integrating third-party identity providers.
- Troubleshooting authentication challenges.

Unit 4: Device and Endpoint Management:

- Overview of Microsoft Endpoint Manager.
- Enrolling and managing devices.
- Configuring device compliance policies.
- Conditional access for devices.
- Monitoring and reporting device health.
- Security baselines and configurations.
- Implementing mobile application management.
- Troubleshooting device connectivity issues.

Unit 5: Governance, Compliance, and Advanced Services:

- Data governance and retention policies.
- Compliance management in Microsoft 365.
- Auditing and reporting for regulatory requirements.
- Managing workloads like Exchange, Teams, and SharePoint.
- Advanced monitoring and alert configurations.
- Incident response and remediation procedures.
- Identity governance for large enterprises.
- Best practices for secure and efficient Microsoft 365 deployment.

Final Insights & Key Takeaways:

Participants will manage Microsoft 365 identities securely and efficiently. They will apply best practices in real-world enterprise environments.