

ARTIFICIAL INTELLIGENCE

INTERMEDIATE

2 DAYS

Microsoft Copilot and Agent Administration Certification Preparation (AB-900)

Structured preparation for the Microsoft 365 Certified: Copilot and Agent Administration Fundamentals credential, built around the published skills outline. Covers Copilot and agent concepts, deployment and configuration, security and compliance, and agent governance, with timed practice and focused review of weak domains.

Why AB-900 Certification Preparation?

Blueprint-aligned

Every module maps to a published skills-outline domain, with nothing off-syllabus.

Covers the admin detail

Licensing, policy and governance specifics that daily use never teaches you.

Practice under exam conditions

Timed question sets with full rationale for every answer option.

Team-ready credential

A fundamentals-level certification an admin team can complete in one cycle.

What you'll be able to do

- ✓ Map the exam domains, weighting and question formats
- ✓ Explain Copilot and agent concepts at the depth the exam assesses
- ✓ Describe deployment, licensing and configuration requirements
- ✓ Apply security, compliance and data protection concepts to exam scenarios
- ✓ Reason through agent management and governance questions under time pressure
- ✓ Identify and close personal knowledge gaps before sitting the exam
- ✓ Build an exam-day strategy for pacing and question triage

Who this is for

- Microsoft 365 administrators pursuing certification
- Security and compliance staff new to the AI surface
- Support and service desk teams supporting Copilot
- Organisations standardising credentials across an admin team

Curriculum

01 Exam Structure and Study Strategy

- Exam format, duration, question types and scoring
- Published skills-outline domains and their weighting
- Registration, proctoring options and exam-day logistics
- Diagnostic assessment to establish a baseline
- Building a study plan around the gaps it reveals

02 Copilot and Agent Concepts

- How Copilot retrieves, grounds and generates responses
- Copilot experiences across the Microsoft 365 surface
- Agent types and how they differ in capability and control
- Responsible AI principles as the exam frames them
- Practice set with full rationale for every answer option

03 Deployment, Licensing and Configuration

- Licence types, prerequisites and assignment
- Tenant prerequisites and readiness requirements
- Enabling, restricting and configuring Copilot experiences
- Admin centre controls and where each setting lives
- Practice set with full rationale for every answer option

04 Security, Compliance and Data Protection

- Data handling, boundaries and what leaves the tenant
- Sensitivity labels, DLP and information protection concepts
- Audit, retention and eDiscovery for Copilot activity
- Access control and the oversharing risk
- Practice set with full rationale for every answer option

05 Agent Management and Governance

- Agent inventory, approval and lifecycle concepts
- Agent identity and access governance
- Monitoring, reporting and risk visibility
- Practice set with full rationale for every answer option

06 Full Practice Examination and Review

- Timed full-length practice examination under exam conditions
- Item-by-item review of every missed question
- Targeted remediation on the weakest domains
- Exam-day strategy: pacing, flagging and question triage