

## MS-4017: Manage and extend Microsoft 365 Copilot

**Course Duration: 8 Hours**

**Course code: MS-4017**

### 1. Course Overview

The **MS-4017: Manage and Extend Microsoft 365 Copilot** course provides in-depth knowledge and hands-on experience to help you administer, configure, and extend Microsoft 365 Copilot capabilities within your organization. You will learn how to manage Copilot features, ensure compliance and security, integrate with Microsoft 365 services, and create custom extensions to meet business needs. This course empowers IT professionals and administrators to maximize productivity, improve collaboration, and tailor Copilot functionalities for diverse organizational requirements.

### 2. What You'll Learn?

By the end of this course, you will be able to:

- Understand Microsoft 365 Copilot architecture and capabilities.
- Manage user access, permissions, and security for Copilot.
- Configure Copilot within Microsoft 365 applications (Word, Excel, Teams, etc.).
- Implement governance, compliance, and data protection policies.
- Extend Copilot with custom plugins and integrations.
- Monitor usage, performance, and troubleshoot issues.
- Apply best practices for adoption and change management.

### 3. Target Audience

This course is designed for:

- Microsoft 365 Administrators and IT Professionals.
- Solution Architects and Technical Consultants.
- Developers creating Copilot extensions and integrations.
- Project Managers responsible for Microsoft 365 implementations.
- Power Users and Business Analysts looking to leverage Copilot capabilities.

## 4. Pre-Requisites

Before attending this course, learners should have:

- Basic understanding of Microsoft 365 services and administration.
- Experience with Microsoft 365 apps such as Word, Excel, PowerPoint, and Teams.
- Familiarity with security, compliance, and identity management concepts.
- (Recommended) Knowledge of Power Platform or Microsoft Graph API for extension scenarios.

## 5. Course Content

### **Module 1: Introduction to Microsoft 365 Copilot**

- Overview of Copilot capabilities
- Copilot architecture and AI principles
- Licensing and deployment options

### **Module 2: Managing Copilot in Microsoft 365**

- User access and permissions
- Role-based access control (RBAC)

- Configuring settings across Microsoft 365 apps

### **Module 3: Security, Compliance, and Governance**

- Data protection and compliance policies
- Managing content sensitivity and privacy
- Copilot usage policies and governance models

### **Module 4: Extending Copilot Capabilities**

- Introduction to custom plugins and connectors
- Using Microsoft Graph API with Copilot
- Integrating Power Platform solutions

### **Module 5: Monitoring and Troubleshooting**

- Usage analytics and reporting
- Performance monitoring tools
- Troubleshooting common Copilot issues

### **Module 6: Adoption and Change Management**

- Strategies for successful user adoption
- Training and communication plans
- Best practices for Copilot lifecycle management