



# Microsoft 365 Certified: Modern Desktop Administrator Associate

Modern Desktop Administrators deploy, configure, secure, manage, and monitor devices and client applications in an enterprise environment.

**Job role:** Administrator

**Required exams:** [MD-100](#) [MD-101](#)

## Courses

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### [Course MD-100T00-A: Windows 10](#)

40hours + 8 extra exam prep  
Instructor-led training / live-online training  
Beginner  
Preparation for exam: MD-100

In this course, students will learn how to support and configure Windows 10 desktops in an organizational environment. Students will develop skills that include learning how to install, customize, and update Windows 10 operating systems. Students will learn how to managing storage, files, and devices as well as how to configure network connectivity for Windows 10. Students will also learn how to secure the Windows 10 OS and protect the data on the device. Finally, students will learn how to manage and troubleshoot Windows 10.

### **Audience profile**

Candidates for this exam are IT professionals who perform installation, configuration, general local management and maintenance of Windows 10 core services. Candidates may also be familiar with enterprise scenarios and cloud-integrated services.

### **Skills gained**

- Install and customize Windows 10
- Configure Updates for Windows.
- Configure devices and drivers for Windows.
- Configure storage for Windows.
- Configure network and remote management settings in Windows.
- Configure and manage browsers and applications in Windows.

- Configure account access and authentication.
- Configure file and folder permissions.
- Describe methods for securing Windows 10, common threats and methods for mitigating against them.
- Troubleshoot Windows and application installations.
- Troubleshoot hardware and driver issues.
- Troubleshoot file issues and perform recoveries.

### **Prerequisites**

- Basic understanding of computer networks and hardware concepts.
- Basic understanding of OS and Application concepts.
- Experience with using the Windows OS.

### **Course outline**

#### **Module 1: Installing Windows**

*After completing this module, students will be able to:*

- Understanding the different editions and features of Windows 10.
- Understand the Windows 10 client installation options.
- Practice installing Windows 10.
- Migrate content using the User State Migration Tool.

#### **Module 2: Post-installation Configuration and Personalization**

*After completing this module, students will be able to:*

- Customize the Windows 10 UI
- Configure device specific settings such as power plans and mobile device options.
- Use the Windows control panel and setting app to configure settings.
- Perform tasks using Windows PowerShell.
- Describe concepts related to drivers.
- Describe printer management concepts.
- Configure client-side printing and managing print server properties.

#### **Module 3: Updating Windows in Windows 10**

*After completing this module, students will be able to:*

- Describe the Windows servicing model.
- Configure Windows update settings.
- Describe updating Windows using WSUS.
- Describe updating Windows using Windows Update for Business.
- Configure Windows update using group policy.

#### **Module 4: Configuring Networking**

*After completing this module, students will be able to:*

- Configure IP network connectivity.
- Describe how name resolution works.
- Describe remote access technologies like VPNs.
- Configure Windows for remote management and access.

### **Module 5: Configuring Storage**

*After completing this module, students will be able to:*

- Describe the options and benefits of local, cloud, and virtual storage.
- Configure OneDrive.
- Configure local disk partitions and volumes.
- Describe the capabilities and benefits of Storage spaces.

### **Module 6: Managing Apps in Windows 10**

*After completing this module, students will be able to:*

- Describe the different types of applications.
- Install applications manually and using automated methods.
- Manage application deployment using the Windows Store.
- Learn about web browser features in Windows 10.

### **Module 7: Configuring Authorization & Authentication**

*After completing this module, students will be able to:*

- Describe the different methods for securing data and the Windows 10 OS.
- Describe the different types of user and service accounts.
- Configure Windows Hello.
- Configure user account control.

### **Module 8: Configuring Data Access and Usage**

*After completing this module, students will be able to:*

- Describe the differences and benefits of supported file systems.
- Configure file and folder permissions.
- Configure shared folders.
- Secure Windows through local policy settings.

### **Module 9: Configuring Threat Protection and Advanced Security**

*After completing this module, students will be able to:*

- Identify common security threats .
- Describe the methods by which you can mitigate these common security threats.
- Describe the different methods of encryption.
- Describe how Windows firewall can secure the device.
- Describe the benefits of using IPSec.
- Describe the different features of Windows Defender.

- Describe the benefits of using AppLocker.

### **Module 10: Supporting the Windows 10 Environment**

*After completing this module, students will be able to:*

- Describe the Windows architecture.
- Describe key stages in troubleshooting.
- Describe the purpose and benefits of the various tools in Windows.
- Use monitoring tools to establish a performance baseline
- Optimize performance on Windows 10 clients.

### **Module 11: Troubleshooting Files & Applications**

*After completing this module, students will be able to:*

- Describe the different methods of file recovery.
- Configure Windows 10 to support individual file and system recovery.
- Recover a device using the Reset This PC function.
- Solve application compatibility issues with the Application Compatibility Toolkit.
- Troubleshoot common browser issues.

### **Module 12: Troubleshooting the OS**

*After completing this module, students will be able to:*

- Describe the various methods identifying and recovering from startup issues.
- Describe when to use the various advanced startup options.
- Identify and disable a failed service.
- Identify and mitigate common locked account scenarios.

### **Module 13: Troubleshooting Hardware and Drivers**

*After completing this module, students will be able to:*

- Troubleshoot and remediate driver issues.
- Troubleshoot Peripherals
- Diagnose and replace hardware.

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## **[Course MD-101T00-A: Managing Modern Desktops](#)**

40hours + 8 extra exam prep

Instructor-led training / live-online training

Intermediate

Preparation for exam: MD-101

In this course, students will learn how to plan and implement an operating system deployment strategy using modern deployment methods, as well as how to implement an update strategy. Students will be introduced to key

components of modern management and co-management strategies. This course also covers what it takes to incorporate Microsoft Intune into your organization. Students will also learn about methods for deployment and management of apps and browser-based applications. Students will be introduced to the key concepts of security in modern management including authentication, identities, access, and compliance policies. Students will be introduced to technologies such as Azure Active Directory, Azure Information Protection and Windows Defender Advanced Threat Protection, as well as how to leverage them to protect devices and data.

### **Audience profile**

The Modern Desktop Administrator deploys, configures, secures, manages, and monitors devices and client applications in an enterprise environment. Responsibilities include managing identity, access, policies, updates, and apps. The MDA collaborates with the M365 Enterprise Administrator to design and implement a device strategy that meets the business needs of a modern organization.

The Modern Desktop Administrator must be familiar with M365 workloads and must have strong skills and experience of deploying, configuring, and maintaining Windows 10 and non-Windows devices. The MDA role focuses on cloud services rather than on-premises management technologies.

### **Skills gained**

- Plan, develop, and implement an Operating System deployment, upgrade, and update strategy.
- Understand the benefits and methods of co-management strategies.
- Plan and implement device enrollment and configuration.
- Manage and deploy applications and plan a mobile application management strategy.
- Manage users and authentication using Azure AD and Active Directory DS.
- Describe and implement methods used to protect devices and data.

### **Prerequisites**

The Modern Desktop Administrator must be familiar with M365 workloads and must have strong skills and experience of deploying, configuring, and maintaining Windows 10 and non-Windows devices. The MDA role focuses on cloud services rather than on-premises management technologies. It is recommended students complete course MD-100, Windows 10, prior to taking this course.

### **Course outline**

#### **Module 1: Planning an Operating System Deployment Strategy**

*After completing this module, students will be able to:*

- Describe the enterprise desktop lifecycle.

- Describe how to assess an existing environment.
- Describe methods for mitigating deployment blockers.
- Describe the different tools and methods for deployment.

## **Module 2: Implementing Windows 10**

*After completing this module, learners should be able to:*

- Develop an Operating System deployment and upgrade strategy.
- Understand the different methods of deployment.
- Understand which scenarios on-premise and cloud-based solutions can be used for.
- Deploy and migrate desktops to Windows 10.

## **Module 3: Managing Updates for Windows 10**

*After completing this module, students will be able to:*

- Describe the Windows 10 servicing channels.
- Configure a Windows update policy using Group Policy settings.
- Configure Windows Update for Business to deploy OS updates.
- Use Windows Analytics to assess upgrade readiness and update compliance.

## **Module 4: Device Enrollment**

*After completing this module, students will be able to:*

- Describe benefits and methods for migrating to co-management.
- Deploy an MDM with Microsoft Intune.
- Configure device enrollment.
- Enroll desktop and mobile devices in Windows Intune.
- Configure and download inventory reports.

## **Module 5: Configuring Profiles**

*After completing this module, students will be able to:*

- Describe the types of device profiles.
- Create and assign device profiles.
- Configure user profile and folder redirection.
- Monitor and report on devices using Intune and Windows Analytics.

## **Module 6: Application Management**

*After completing this module, students will be able to:*

- Describe the methods for application management.
- Deploy applications using Intune and Group Policy.
- Configure Microsoft Store for Business.
- Deploy Office365 ProPlus using Intune.
- Manage and report application inventory and licenses.

## **Module 7: Managing Authentication in Azure AD**

*After completing this module, students will be able to:*

- Describe the capabilities of Azure AD.

- Manage users using Azure AD with Active Directory DS.
- Implement Windows Hello for Business.
- Join devices to Azure AD.

### **Module 8: Managing Device Access and Compliance**

*After completing this module, students will be able to:*

- Describe methods of enabling access from external networks.
- Deploy compliance and conditional access policies.
- Use Intune to monitor device compliance.

### **Module 9: Managing Security**

*After completing this module, students will be able to:*

- Describe the methods protecting device data.
- Describe the capabilities and benefits of Windows ATP.
- Deploy and manage settings for Windows Defender clients.

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## **For more information:**



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