

TERMS OF REFERENCE:

APPOINTMENT OF SERVICE PROVIDER TO DELIVER MS-MS900T01: INTRODUCTION TO MICROSOFT 365 ONLINE COURSE

1. Purpose

The Directorate: Human Resources Development requires the appointment of accredited and credible service provider to deliver MS-MS900T01: Introduction to Microsoft 365 online course.

2. Background

The Department of Public Works and Infrastructure has in line with the National Skills Development Act and Human Resources Development Strategy conducted a training needs analysis in Head Office for the current financial year to identify the training needs of the Units and developed a Training Plan for implementation of needs.

3. By the end of the course the employee should be able to:

- Differentiate between the various cloud service models,
- Identify the key differences between microsoft 365 and offices 365
- Plan for migration to microsoft 365 services,
- Identify key differences between microsoft on premises and microsoft 365 cloud services,
- Define enterprise mobility in microsoft 365,
- Identify how microsoft 365 services support teamwork,
- Describe identities, inculding cloud, on promises and hybrid identify.
- Describe cloud divice management and protection, including the use of intune,
- Describe data protection, including the use of Azure Information Protection,
- Describe compliance in genaral and the compliance features in microsoft 365 and,
- Describe microsoft 365 discriptions, licenses, billing, and support.

3.1 The workshop would cover the following modules:

Module 1: Describe cloud computing,

Module 2: Describe the benefits of using cloud services,

Module 3: Describe cloud service types

Module 4: What is Microsoft 365?

Module 5: Describe productivity solutions of Microsoft 365

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Module 6: Describe collaboration solutions of Microsoft 365

Module 7: Describe the device and cloud endpoint management concepts and deployment options in Microsoft 365

Module 8: Describe the analytics and administrative capabilities available in Microsoft 365

Module 9: Describe the function and identify types of Microsoft Entra ID.

Module 10: Describe access management capabilities of Microsoft Entra,

Module 11: Describe threat protection with Microsoft Defender XDR,

Module 12: Describe the data compliance solutions of Microsoft Purview.

Module 13: Describe Microsoft's service trust portal and privacy capabilities,

Module 14: Describe Microsoft 365 pricing, licensing and billing options,

Module 15: Describe support offerings for Microsoft 365 services.

4. Total number to be trained

Three (03) employees from Head Office are to attend the online course.

5. Certification

This course will prepare employess to write the Microsoft MS-900: Microsoft 365 Foundamentals exam and upon successful completion of the course employees should be awarded Certificate of Competence.

6. Training Dates

The course should be presented over a period of one (01) day.

7. Specific professional experience

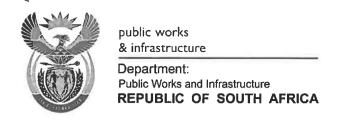
The Service provider should be chosen for their training experience and have proven relevant experience in management and facilitation of MS-MS900T01: Introduction to Microsoft 365 online course.

8. Special requirements

It is a requirement that all service providers facilitating any type of training must be registered/ accredited with the relevant Education Training Quality Assurance (ETQA) Body or Professional Body/Council and must submit a letter confirming accreditation/decision number.

9. All disbursements must be included within the cost per employees.

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10. Enquiries

All enquiries should be directed to:

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