



public works  
& infrastructure

Department:  
Public Works and Infrastructure  
**REPUBLIC OF SOUTH AFRICA**

## **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, including cloud, on – promises and hybrid identify,
- Describe cloud device 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 employees to write the Microsoft MS-900: Microsoft 365 Fundamentals 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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