

AFRICA

NIL

Microsoft
Partner



Microsoft Course Catalogue

Advance your career with globally recognised Microsoft certifications. Our Microsoft training programmes build practical, role-based skills across cloud, security, data, AI, and modern workplace technologies—validating real-world expertise and preparing professionals to design, implement, and manage solutions in today's Microsoft-powered digital environments.

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About NIL

NIL Africa is a leading IT skills development company and the exclusive delivery arm for NIL Learning in Sub-Saharan Africa. Since 2009, NIL Africa has been at the forefront of delivering comprehensive learning programmes across various tech verticals.

Committed to empowering IT professionals and organisations, our mission is to provide comprehensive learning programmes in Networking, Cybersecurity, IT Service Management, Data, Cloud, Data Centre, AI, Software, Automation, and Service Provider technologies across Africa.

Focused on advanced IT training, NIL Africa's Learning Division is dedicated to empowering IT professionals and organisations with cutting-edge skills and knowledge, aligning its offerings with the rapidly evolving digital landscape of Africa.

NIL Africa is proud to inform you that partnering with us means partnering with a proudly South African company which is recognised as a Level 1 B-BBEE contributor. We take pride in being 'ahead of the curve' in our commitment to engaging in direct empowerment initiatives in the Information Technology sector.

About Microsoft

Microsoft is a global technology leader, shaping the future of cloud computing, productivity, AI, and business applications. Its solutions empower organisations to streamline operations, enhance security, and accelerate digital transformation. From Microsoft 365 and Azure to Dynamics 365 and Power Platform, Microsoft technologies enable seamless collaboration, data-driven decision-making, and scalable growth.

Microsoft Learning provides role-based training and certifications that equip IT professionals, developers, and business users with the skills to apply Microsoft technologies effectively. Programs combine theoretical knowledge with practical, real-world experience. Certifications such as Microsoft Certified: Azure Administrator, Microsoft 365 Fundamentals, and Power Platform Developer validate expertise, strengthen professional credibility, and open career opportunities.

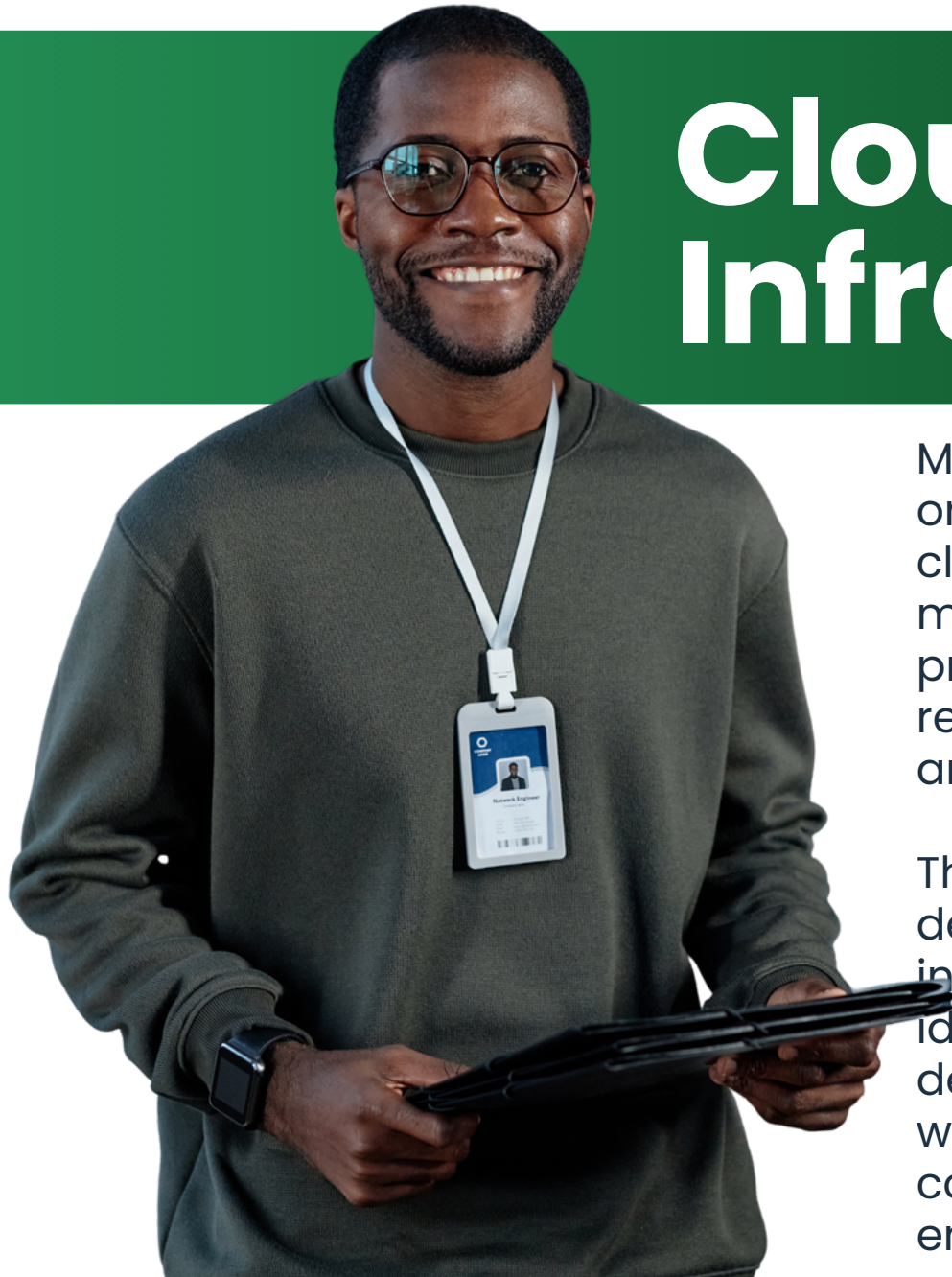
Through instructor-led sessions, hands-on labs, and self-paced digital courses, Microsoft Learning ensures individuals and teams gain the competencies needed to maximise Microsoft solutions. Working with a certified Microsoft training partner guarantees access to current content, expert guidance, and tailored learning paths aligned with organisational objectives.

Whether starting with Microsoft technologies or advancing to expert-level mastery, Microsoft Learning delivers the knowledge, skills, and recognition professionals need to thrive in a fast-evolving digital landscape.

Cloud & Hybrid Infrastructure

Microsoft Azure Infrastructure training is essential for organisations building and managing modern cloud and hybrid environments. As enterprises move beyond traditional data centres, Azure provides the platform for scalable, secure, and resilient infrastructure that supports business agility and innovation.

This training equips IT professionals with the skills to design, deploy, and manage Azure-based infrastructure, including networking, compute, identity, governance, and hybrid connectivity. By developing expertise in automation, monitoring, and workload optimisation, teams can operate consistently across on-premises and cloud environments while reducing complexity and risk.



Infrastructure Certification Courses

Introduction to Cloud Infrastructure (AZ-900)	Microsoft Azure Administrator (AZ-104)	Planning and Deploying SAP on Azure (AZ-120)
Duration1 Day	Duration4 Days	Duration3 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamAZ-900	ExamAZ-104	ExamAZ-120
Course Outline: This course introduces cloud computing principles and core Microsoft Azure services. Learners build foundational knowledge of cloud concepts, Azure architecture, management, security, governance, and cost management. The course explains how Azure supports business and technical goals using practical examples and guided Azure portal exploration to enable real-world adoption. Learning Objectives: • Explain core cloud concepts, benefits, deployment models, and service types. • Describe Azure architecture, including regions, availability zones, and resource groups. • Identify core Azure compute, networking, and storage services. • Explain Azure identity, access, and security capabilities. • Describe Azure management, governance, and monitoring tools. • Understand Azure pricing, cost management, and service level agreements. • Navigate the Azure portal, Azure CLI, and Cloud Shell. • Describe common Azure use cases supporting business and technical needs. Who Should Enroll: • Junior Systems Administrators • IT Support Technicians • IT Managers Pre-requisites: • A basic understanding of IT concepts (e.g., networking, storage, compute)	Course Outline: This course prepares you to implement, manage, and monitor core Microsoft Azure services, including identities, governance, storage, compute, and virtual networking. Learners gain practical skills to manage Azure resources, monitor performance, and maintain cloud environments using real-world Azure administration tasks. Learning Objectives: • Manage Azure identities, access, and governance. • Implement and manage Azure storage solutions. • Deploy and manage Azure compute resources. • Configure and manage Azure virtual networks. • Monitor and maintain Azure resources and services. • Apply Azure cost and subscription management practices. • Use Azure portal, CLI, and PowerShell for administration. • Implement backup and recovery strategies for Azure workloads Who Should Enroll: • Cloud Administrator • Systems Engineer • IT Infrastructure Specialist • DevOps Engineer focusing on Azure environments Pre-requisites: • Foundational cloud knowledge • Familiarity with operating systems, networking, and virtualisation • Six months of practical Azure administration experience is recommended	Course Outline: This course equips you to plan, deploy, and manage Microsoft Azure infrastructure tailored for SAP workloads. You will develop practical skills in workload migration, infrastructure design, high availability and disaster recovery, performance optimisation, and ongoing maintenance of SAP systems on Azure. Emphasis is placed on scalable, resilient architectures and real-world deployment patterns for enterprise SAP environments. Learning Objectives: • Plan and assess Azure infrastructure requirements for SAP workloads. • Migrate SAP workloads to Azure using appropriate strategies. • Design and implement Azure environments that meet SAP performance and scale requirements. • Configure compute, network, and storage solutions for SAP systems. • Implement high availability and disaster recovery solutions for SAP on Azure. • Optimise performance and cost for SAP workloads using Azure best practices. • Monitor and maintain SAP systems using Azure management and monitoring tools. • Integrate identity, security, and governance controls into Azure SAP environments. Who Should Enroll: • Cloud / Azure Infrastructure Architect • SAP Infrastructure Engineer Pre-requisites: • Strong experience with SAP applications and databases • Proficiency in Azure infrastructure services including compute, networking, storage, high availability, disaster recovery, backup, and security design • Familiarity with infrastructure automation and management tools

Infrastructure Certification Courses

Configuring and Operating Microsoft Azure Virtual Desktop (AZ-140)	Design Microsoft Azure Infrastructure Solutions (AZ-305)	Design and Implement Microsoft Azure Network Solutions (AZ-700)
Duration4 Days	Duration4 Days	Duration3 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamAZ-140	ExamAZ-305	ExamAZ-700
Course Outline: This course prepares you to configure, deploy, and manage Azure Virtual Desktop environments. It teaches best practices for monitoring, maintaining, and scaling secure virtual desktop environments in the cloud. You will develop skills in infrastructure planning, networking and storage implementation, identity and security management, and optimisation of user environments and application delivery. Learning Objectives: - Plan and design Azure Virtual Desktop infrastructure. - Implement virtual networking and storage for session hosts. - Configure and manage host pools and session hosts. - Manage identities, access, and security settings. - Configure user environments, FSLogix, and application delivery. - Deploy and troubleshoot Azure Virtual Desktop clients. - Monitor performance and scale virtual desktop services. - Plan and apply backups, updates, and disaster recovery strategies. Who Should Enroll: - Cloud Infrastructure Administrator - Cloud Solutions Engineer - Systems / Desktop Support Engineer - IT Operations Specialist Pre-requisites: - Experience with Azure core services: networking, compute, and storage - Familiarity with virtualization and remote desktop infrastructure - Knowledge of identity and access management (Active Directory/Azure AD) - Hands-on skills with Azure portal, PowerShell, and CLI	Course Outline: This course equips you to design secure, scalable, and reliable solutions on Microsoft Azure. You will learn to translate business requirements into architecture designs, evaluate trade-offs, and create end-to-end solutions that align with organisational goals. Emphasis is on governance, performance, security, integration, and cost optimisation across cloud and hybrid environments. Learning Objectives: - Analyse business requirements to define solution architecture. - Design secure and compliant Azure environments. - Architect high availability and disaster recovery strategies. - Develop scalable, performance-optimised compute and data solutions. - Integrate networking and identity management components. - Apply governance, monitoring, and security controls. - Optimise cost and resource utilisation. - Evaluate design trade-offs and architecture decisions. Who Should Enroll: - Cloud Solutions Architect - Cloud Infrastructure Architect - Enterprise Architect - Senior Cloud Engineer Pre-requisites: - Experience with Azure core services: networking, compute, and storage - Understanding of cloud design principles and modern applications - Familiarity with identity, security, governance, and monitoring practices - Practical experience with Azure portal, PowerShell, and CLI tools	Course Outline: This course teaches you to design, implement, and manage resilient Azure networking solutions. The curriculum emphasises advanced routing, load balancing, network security, and traffic management to support enterprise-grade workloads and scalable, secure infrastructure. You will learn how to secure connectivity, optimise performance, and ensure high availability across hybrid and cloud environments. Learning Objectives: - Design and implement Azure virtual networks and connectivity. - Configure routing and traffic management for performance and scale. - Deploy and manage load balancing solutions. - Secure network resources using firewalls and network policies. - Implement hybrid connectivity, VPNs, and ExpressRoute. - Monitor and troubleshoot network performance and health. - Apply network security and segmentation strategies. - Optimise cost, availability, and resilience of network infrastructure. Who Should Enroll: - Network Engineer - Cloud Infrastructure Architect - Network Security Specialist - Cloud Operations Engineer Pre-requisites: - Experience with core Azure services, including networking fundamentals - Understanding of IP networking, routing, and security concepts - Familiarity with hybrid connectivity methods (VPN/ExpressRoute) - Practical skills using Azure portal, PowerShell, and CLI tools

Infrastructure Certification Courses

Secure Cloud Resources with Microsoft Security Technologies (AZ-500)	Develop Solutions for Microsoft Azure (AZ-204)	Design and Implement Microsoft DevOps Solutions (AZ-400)
Duration4 Days	Duration5 Days	Duration4 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamAZ-500	ExamAZ-204	ExamAZ-400
Course Overview This course builds practical skills to secure Microsoft Azure environments by implementing and managing identity, network, compute, storage, application, and cloud security controls. You will learn to protect infrastructure, monitor threats, and maintain a strong security posture across hybrid and cloud systems using native Azure security technologies. Learning Objectives - Secure identities and manage access with robust control configurations. - Design and implement network security for Azure workloads. - Harden compute, storage, and database resources against threats. - Configure and manage platform protection using built-in security services. - Monitor security posture and alerts across cloud environments. - Implement threat protection and response workflows. - Apply governance, policy, and compliance controls for risk reduction. - Integrate security monitoring and automation to support operations. Who Should Enroll - Azure Security Engineer - Cloud Security Administrator - Security Operations Analyst - Infrastructure Security Specialist Pre-requisites - Foundational knowledge of networking, cloud computing, and security concepts. - Practical experience with Microsoft Azure administration. - Familiarity with identity management and access control principles.	Course Outline: Build foundational skills for designing and implementing cloud applications on Microsoft Azure. This course guides participants through designing scalable, secure solutions using compute, storage, APIs, and integration services. Learners also focus on performance, connectivity, and monitoring to deliver resilient and maintainable cloud solutions that align with modern application requirements. Learning Objectives: - Develop cloud applications using Azure compute options. - Integrate storage and data solutions effectively. - Implement secure authentication and authorisation. - Connect to and consume Azure and third-party services. - Create message-based and event-driven solutions. - Develop resilient and scalable APIs. - Monitor and troubleshoot applications in Azure. - Apply best practices for performance and security. Who Should Enroll - Cloud Developer - Solution Architect - Full-Stack Engineer - Software Integration Specialist Prerequisites - Proficient in at least one programming language - Basic understanding of cloud computing and Azure fundamentals.	Course Outline: This course provides advanced skills to design and implement DevOps practices using Azure DevOps and GitHub. Learners gain practical knowledge in source control, CI/CD pipelines, infrastructure as code, release management, security, compliance, monitoring, and collaboration strategies to accelerate software delivery, improve reliability, and support continuous improvement across development and operations environments. Learning Objectives: - Design and implement DevOps transformation strategies - Manage source control using Git and Azure Repos - Build and automate CI/CD pipelines - Implement release and deployment strategies - Manage infrastructure as code and configuration - Integrate security and compliance into DevOps workflows - Monitor applications and optimize feedback mechanisms - Use GitHub Actions and Azure DevOps for automation Who Should Enroll - DevOps Engineers - Azure Administrators and Developers - Site Reliability Engineers (SREs) - Cloud Engineers and Infrastructure Specialists - Software Developers working in Azure environments Prerequisites - Strong understanding of Azure administration or Azure development - Experience with Git, source control, and Agile practices - Familiarity with CI/CD concepts and cloud computing models - Basic scripting and automation knowledge recommended - Experience with Azure DevOps or GitHub is beneficial

Infrastructure Certification Courses

Administer Windows Server Hybrid Core Infrastructure (AZ-800)		Configure Windows Server Hybrid Advanced Services (AZ-801)	
Duration	4 Days	Duration	4 Days
Delivery	ILT / VILT / Self-paced	Delivery	ILT / VILT / Self-paced
Exam	AZ-800	Exam	AZ-801
Course Outline: This course helps you to develop skills to administer Windows Server infrastructure across on-premises and hybrid Azure environments. You will learn to deploy and manage core services, identities, networking, storage, virtual machines, containers, and hybrid tools, enabling effective operations, security, and performance in mixed IT landscapes through practical, infrastructure-focused practices.		Course Outline: This course builds skills to deploy, manage, and support Windows Server workloads in on-premises and hybrid Azure environments. You will gain practical experience with infrastructure services, identity, storage, networking, virtual machines, and disaster recovery, enabling effective operations and resiliency across mixed IT landscapes.	
Learning Objectives: • Deploy and manage Active Directory Domain Services in on-premises and hybrid environments. • Administer Windows Server workloads in hybrid cloud settings. • Manage virtual machines and containers efficiently. • Implement and maintain hybrid networking infrastructure. • Configure and manage storage and file services. • Integrate identity and access management across environments. • Use administrative tools for monitoring and maintenance. • Apply hybrid management and automation practices.		Learning Objectives: • Install and configure Windows Server infrastructure components. • Manage on-premises and hybrid networking services. • Configure and maintain storage and file solutions. • Deploy and manage virtual machines and containers. • Integrate and administer identity services across environments. • Implement and support high availability and disaster recovery. • Monitor performance and troubleshoot infrastructure issues. • Apply hybrid cloud tools and automation for operational efficiency.	
Who Should Enroll: • Windows Server / Hybrid Infrastructure Administrator • Cloud Engineer • IT Operations Manager • Network Administrator		Who Should Enroll: • Windows Server Administrator • Cloud Engineer • IT Operations / Support Specialist	
Pre-requisites: • Experience administering Windows Server environments • Strong knowledge of networking, storage, and identity services • Familiarity with hybrid cloud tools and practices • Hands-on skills with Windows Admin Center, PowerShell, and Azure management tools		Pre-requisites: • Experience administering Windows Server environments • Knowledge of networking, storage, and identity services • Familiarity with hybrid cloud concepts and tools • Hands-on skills with PowerShell, Windows Admin Center, and Azure management tools	

Cybersecurity

Microsoft Security training is essential for organisations protecting modern digital environments across cloud, hybrid, and endpoint ecosystems. As cyber threats grow in scale and sophistication, enterprises require skilled professionals who can secure identities, data, applications, and infrastructure using integrated, intelligence-driven security platforms.

These courses equip IT and security professionals with practical skills to implement and manage Microsoft security solutions across Azure, Microsoft 365, and hybrid environments. Learners develop expertise in identity and access management, threat protection, security operations, compliance, and zero trust architecture, enabling proactive risk management and faster incident response.

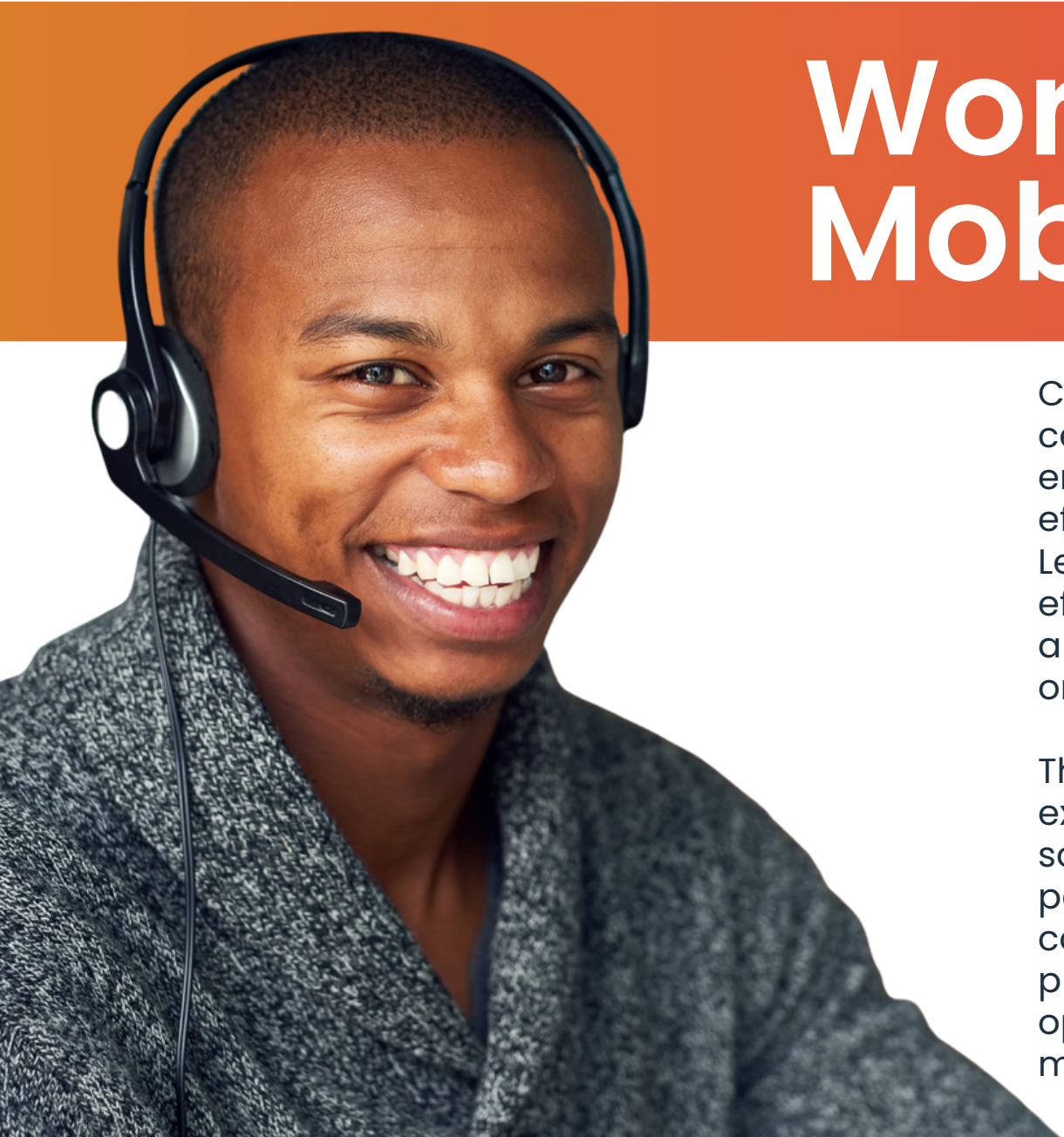


Security Certification Courses

Introduction to Microsoft Security, Compliance, and Identity (SC-900)	Microsoft Cybersecurity Architect (SC-100)	Defend against cyberthreats with Microsoft's security operations platform (SC-200)
Duration1 Days	Duration4 Days	Duration4 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamSC-900	ExamSC-100	ExamSC-200
Course Outline: This foundational course introduces core security, compliance, and identity concepts and the Microsoft solutions used to protect cloud and hybrid environments. You will gain a clear understanding of identity management, security capabilities, and compliance tools that support organisational risk management, regulatory alignment, and secure digital operations. Learning Objectives: • Explain fundamental security, compliance, and identity concepts. • Describe identity and access management principles using Microsoft Entra. • Understand multifactor authentication and conditional access capabilities. • Summarise Microsoft security solutions for cloud and hybrid protection. • Outline threat protection and security operations capabilities. • Explain data protection, governance, and compliance concepts. • Understand privacy, risk, and compliance management approaches. • Relate Zero Trust principles to enterprise security strategy. Who Should Enroll: • IT or Security Analyst • Cloud or Infrastructure Administrator • Compliance or Risk Officer • Technical Sales or Pre-sales Consultant Pre-requisites: • General understanding of IT and cloud concepts • Basic awareness of cybersecurity principles • Familiarity with Microsoft cloud services	Course Outline: This advanced course focuses on designing comprehensive cybersecurity strategies and solutions that protect modern enterprise environments. You will learn to apply Zero Trust principles, integrate security operations, identity and access controls, infrastructure protection, and data/application security to build resilient, scalable defence architectures aligned with organisational priorities. Learning Objectives • Articulate the principles of cybersecurity architecture and Zero Trust. • Design integrated security operations, threat detection, and incident response capabilities. • Architect identity and access management solutions for hybrid and multicloud environments. • Specify secure infrastructure requirements for endpoints, networks, and cloud services. • Define data and application security solutions using Microsoft security tools. • Align security strategies with compliance, governance, and risk management frameworks. • Apply industry best practices and security benchmarks. • Design resilience for business continuity and attack mitigation. Who Should Enroll: • Cybersecurity Architect • Enterprise Security Strategist • Cloud Security Solution Architect • Security Operations Lead Pre-requisites: • Strong experience in enterprise security, identity & access, Zero Trust, security governance, management, and cloud infrastructure. • Familiarity with Microsoft security technologies.	Course Outline: This advanced course develops practical skills to detect, investigate, and respond to security threats across cloud and on-premises environments using Microsoft security tools. You will learn to manage security operations, configure protections and detections, conduct incident response, and hunt for threats to improve organisational resilience and reduce risk. Learning Objectives: • Manage and optimise a modern security operations environment. • Configure protections and detection rules across security platforms. • Investigate, contain, and remediate security incidents. • Analyse security telemetry to support effective threat detection. • Perform proactive threat hunting using advanced analytics. • Configure and operate SIEM capabilities for continuous monitoring. • Implement security automation and response workflows. • Apply threat intelligence to strengthen security posture. Who Should Enroll: • SOC Engineer / Analyst • Threat Hunting Specialist • Incident Response Analyst Pre-requisites: • Basic understanding of cybersecurity concepts including threat detection and response. • Familiarity with cloud and hybrid infrastructure. • Experience with Microsoft security toolsets is beneficial.

Security Certification Courses

Microsoft Identity and Access Administrator (SC-300)	Information Security Administrator (SC-401)	Implement end-to-end security controls for cloud and AI workloads (SC-500)
Duration4 Days	Duration4 Days	Duration4 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamSC-300	ExamSC-401	ExamSC-500
Course Outline: This course teaches you how to design, implement, and manage secure identity solutions using Microsoft Entra. You will gain practical skills in user and workload identities, authentication, access control, hybrid identity, and governance to support Zero Trust strategies and protect enterprise resources across cloud and hybrid environments. Learning Objectives: • Implement and manage user identities and groups with Microsoft Entra. • Plan and configure authentication and access management. • Design and manage hybrid identity integration. • Configure and enforce conditional access and risk mitigation policies. • Implement workload identities and enterprise application integration. • Plan and automate identity governance and entitlement management. • Monitor identity health, security events, and activity logs. • Apply privileged identity management and least-privilege access controls. Who Should Enroll: • Security Engineer • Cloud Infrastructure Administrator Pre-requisites: • Understanding of basic networking and cloud services concepts • Familiarity with directory services and authentication principles • Practical exposure to Microsoft cloud platforms	Course Outline: This intermediate course builds skills to plan and implement information security for sensitive data using Microsoft Purview and related services. You will learn data classification and protection, data loss prevention and retention, insider risk management, security alert monitoring, and safeguarding data used by AI services to strengthen organisational information security posture. Learning Objectives • Implement and manage data classification and information protection policies. • Configure and enforce data loss prevention and retention strategies. • Apply sensitivity labels and protection controls across collaboration environments. • Manage insider risk and related alert workflows. • Monitor and respond to security alerts and activities. • Protect data used by AI workloads and cloud services. • Analyse and remediate information security risks and incidents. • Integrate information security controls with organisational risk management practices. Who Should Enroll: • Information Security Administrator • Data Protection Officer • Security Compliance Specialist • Cybersecurity Engineer Pre-requisites: • Foundational understanding of cybersecurity and data protection • Familiarity with Microsoft 365 services and cloud concepts • Experience with security policy implementation and monitoring tools	Course Outline: This course equips security engineers with the skills to design, implement, and manage end-to-end security controls across Microsoft Azure and Microsoft 365 environments, including AI workloads and autonomous agents. Learners gain practical experience securing identities, networks, storage, compute, and cloud infrastructure using Microsoft security technologies, Defender solutions, and compliance controls in hybrid and multi-cloud environments. Learning Objectives • Implement identity and access security using Microsoft Entra ID • Secure Azure and hybrid cloud infrastructure environments • Protect networks, storage, databases, and virtual machines • Configure Microsoft Defender security solutions • Implement compliance and governance controls • Monitor and improve organizational security posture • Detect and respond to cloud-based threats • Secure AI workloads and autonomous agent environments Who Should Enroll: • Security Engineers • Cloud Security Administrators • Azure Administrators • SOC Analysts and Security Operations teams • Microsoft 365 Security Professionals • Infrastructure and Network Security Specialists Pre-requisites: • Basic to intermediate knowledge of Microsoft Azure • Familiarity with Microsoft 365 administration • Understanding of networking, identity, and cloud concepts • Experience with security operations or infrastructure management is recommended • Familiarity with Microsoft Entra ID is beneficial



Workforce Mobility

Collaboration and productivity solutions are central to every modern enterprise, connecting employees, customers, and partners to drive efficiency and deliver seamless experiences. Learn how Microsoft 365 and Teams enable effective communication, streamlined workflows, and enhanced collaboration across the organisation.

These training resources help professionals explore and master Microsoft Modern Work solutions. Through hands-on learning, participants build skills in team collaboration, communication, workflow automation, and productivity management to optimise operations, strengthen engagement, and deliver measurable business impact.

Modern Work Certifications

	Microsoft 365 Administrator (MS-102)	Microsoft 365 Endpoint Administrator (MD-102)
	Duration 5 Days Delivery ILT / VILT / Self-paced Exam MS-102 Course Outline: This course assists you to develop practical skills to administer Microsoft 365 environments, including tenant configuration, identity and access management, threat protection, and compliance operations. Learn to deploy and manage services, secure user access, monitor health and adoption, and implement governance policies to support enterprise productivity, resilience, and regulatory requirements in cloud and hybrid landscapes. Learning Objectives: • Configure and manage Microsoft 365 tenants, domains, and organisational settings. • Administer users, groups, licenses, and administrative roles. • Implement and manage identity synchronisation and authentication methods. • Plan and enforce secure access using multifactor authentication and conditional access. • Monitor and respond to security threats using Defender XDR tools. • Configure email, collaboration, and endpoint protection policies. • Apply data governance, retention, and information protection with Purview. • Interpret service health, usage analytics, and operational reports. Who Should Enroll: • Systems Engineer / Administrator Pre-requisites: • Fundamental understanding of cloud services and enterprise IT operations • Experience with identity services and access management • Familiarity with networking, directory services, and administrative portals	Duration 5 Days Delivery ILT / VILT / Self-paced Exam MD-102 Course Outline: By completing this course you will acquire practical skills to plan, deploy, secure, manage, and monitor endpoints within Microsoft 365 using modern tools and cloud technologies. Learn endpoint management with Intune, Entra ID, Autopilot, and Defender to streamline device lifecycle operations, protect data and access, deploy applications, and enforce compliance across diverse device environments. Learning Objectives: • Prepare and configure infrastructure for endpoint deployment. • Enroll, authenticate, and manage devices across Windows, iOS, Android, and macOS platforms. • Create and apply configuration profiles and compliance policies to enforce security standards. • Deploy, update, and manage applications across device fleets. • Secure endpoints through identity, access, and threat-protection controls. • Monitor device health, performance, and compliance using analytics and reporting tools. • Implement and administer lifecycle maintenance for diverse devices. • Integrate cloud-native management practices to support hybrid enterprise environments. Who Should Enroll: • Systems Engineer / Administrator Pre-requisites: • Working knowledge of Windows client operating systems • Familiarity with identity and access management concepts • Experience with cloud-based device management tools and enterprise IT environments

Modern Work Certifications

Manage Collaboration and Communication with Microsoft Teams (MS-700)	Plan, Configure, and Manage Collaboration Communications with Microsoft Teams (MS-721)
Duration4 Days	Duration5 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamMS-700	ExamMS-721
Course Outline: This course teaches advanced skills to plan, configure, and manage Microsoft Teams environments for enterprise collaboration. Learn to govern teams and channels, secure communications, administer meetings and calling services, integrate apps, and monitor performance. Gain operational expertise to support seamless user experiences, external collaboration, and robust reporting for modern hybrid workplaces. Learning Objectives: • Configure and manage Microsoft Teams network, security, and governance settings. • Create and manage teams, channels, messaging, and app policies. • Plan and implement external collaboration and guest access. • Deploy and manage meetings, webinars, and Teams Phone features. • Administer Teams devices, clients, and lifecycle configurations. • Monitor usage, quality, and service health across the Teams environment. • Troubleshoot communications, client issues, and configuration problems. • Integrate Teams with wider Microsoft 365 services for unified operations. Who Should Enroll: • Collaboration Services Engineer • Unified Communications Specialist Pre-requisites: • Working knowledge of Microsoft 365 services and administration • Experience with enterprise collaboration technologies and governance • Familiarity with networking fundamentals and security practices	Course Outline: This course assists you to acquire the advanced skills to plan, design, deploy, configure, and manage Microsoft Teams, including voice, meetings, and device solutions. Learn to optimise telephony features, meeting and webinar experiences, certified devices, and network performance to support secure, high-quality communication across hybrid and enterprise environments. Learning Objectives: • Plan and design Teams collaboration and communications systems tailored to business needs. • Configure and manage Teams meetings, webinars, town halls, and audio conferencing experiences. • Implement and administer Teams Phone features, policies, and PSTN connectivity. • Create and manage auto attendants, call queues, and voice routing solutions. • Deploy, configure, and maintain Teams Rooms and certified devices. • Optimise network performance and quality of service. • Monitor system health, call quality, and communications analytics. • Troubleshoot voice, meeting, and device issues using administrative tools and dashboards. Who Should Enroll: • Collaboration Engineer • Unified Communications Specialist • Microsoft 365 Administrator Pre-requisites: • Experience of Microsoft Teams administration • Familiarity with telephony concepts and PSTN connectivity • Understanding of networking, identity, and access management

Data Analytics & AI

Data and AI are becoming integral to every modern enterprise; turning information into insights that drive smarter decisions. Learn how Microsoft data and AI solutions enable organisations to harness analytics, build intelligent models, and unlock business value from complex datasets.

These training resources help professionals explore and master Microsoft technologies and solutions for data analytics and AI. Through practical, hands-on learning, participants develop skills in data modelling, advanced analytics, AI solution development, and machine learning deployment to innovate business processes and deliver measurable impact.



AI

Introduction to AI in Azure (AI-901)	Develop AI apps and agents on Azure (AI-103)	Develop AI cloud solutions on Azure (AI-200)
Duration1 Day	Duration4 Days	Duration5 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamAI-901	ExamAI-103	ExamAI-200
Course Outline: Develop a foundational understanding of artificial intelligence principles, machine learning concepts, and core AI workloads. Participants will explore computer vision, natural language processing, and generative AI capabilities within cloud platforms, enabling them to recognise how intelligent solutions can be applied responsibly to deliver business insights and value. Learning Objectives: • Explain key AI concepts and common AI solution patterns. • Identify foundational machine learning principles and scenarios. • Recognise features of computer vision solutions. • Describe natural language processing tasks and capabilities. • Understand generative AI use cases and behaviours. • Identify appropriate cloud AI services for business needs. • Apply ethical and responsible AI considerations. • Interpret how AI workloads support organisational objectives. Who Should Enroll • Cloud Engineer • AI Engineer • Project Manager (AI Initiatives) Prerequisites • Basic understanding of cloud computing fundamentals • General awareness of software application behaviours	Course Outline: Acquire skills to design, implement, and integrate advanced AI applications using cloud AI services. This course covers planning complete AI solutions, generative AI, computer vision, language processing, knowledge mining, and responsible implementation to support business outcomes through automated intelligence, data insights, and intelligent application behaviour. Learning Objectives: • Plan and architect scalable AI solutions for enterprise needs. • Implement generative AI capabilities in application contexts. • Build computer vision solutions for image and video analysis. • Develop natural language processing and speech capabilities. • Integrate knowledge mining and information extraction workflows. • Manage and monitor deployed AI services securely. • Apply responsible AI design and governance practices. • Optimise solution performance and operational reliability. Who Should Enroll • AI Engineer • Cloud Solution Architect • Software Developer (AI) • Data Engineer Prerequisites • Proficiency in a programming language such as Python or C# • Understanding of REST APIs and software development practices • Foundational knowledge of cloud services and AI concepts	Course Outline: This course equips developers with the skills to build, deploy, monitor, and troubleshoot AI-driven cloud solutions on Microsoft Azure. Learners gain practical experience with containerized applications, Azure Functions, event-driven architectures, AI data services, vector databases, caching, and secure application integration to create scalable, observable, and enterprise-ready AI solutions in modern cloud environments. Learning Objectives: • Build AI-enabled applications on Microsoft Azure • Implement containerized and serverless compute solutions • Develop event-driven and message-based architectures • Integrate Azure Functions, Service Bus, and Event Grid • Design AI data solutions using Cosmos DB and PostgreSQL • Implement vector search and caching capabilities • Secure, monitor, and troubleshoot AI applications • Orchestrate scalable AI workflows across Azure services Who Should Enroll • Azure Developers • AI Application Developers • Cloud Solution Developers • Backend and API Developers • DevOps and Platform Engineers • Software Engineers building AI-driven applications Prerequisites • Experience developing applications with Python, C#, or JavaScript • Foundational knowledge of Microsoft Azure services • Understanding of APIs, containers, and serverless computing • Familiarity with databases, networking, and cloud architecture • Basic understanding of AI and modern application development concepts recommended

AI

Operationalise machine learning and generative AI solutions (AI-300)

Duration	4 Day
Delivery	ILT / VILT / Self-paced
Exam	AI-300

Course Outline:

This course equips learners to design, implement, and operationalise Machine Learning Operations (MLOps) and Generative AI Operations (GenAIOps) solutions on Azure. Participants gain hands-on experience building scalable AI infrastructure, automating ML lifecycles, deploying generative AI applications, and implementing observability, CI/CD, and infrastructure-as-code practices using Azure Machine Learning, Microsoft Foundry, GitHub Actions, Azure CLI, and Bicep.

Learning Objectives:

- Design and implement MLOps and GenAIOps solutions
- Build scalable and secure AI infrastructure on Azure
- Manage the machine learning model lifecycle using Azure Machine Learning
- Deploy, monitor, and optimise generative AI applications and agents
- Implement CI/CD pipelines for AI workloads
- Use GitHub Actions, Azure CLI, and Bicep for automation
- Apply infrastructure-as-code and observability practices
- Collaborate effectively across AI, DevOps, and data science teams

Who Should Enroll

- AI & Machine Learning Engineers
- Data Scientists
- DevOps Engineers supporting AI platforms
- Cloud Engineers implementing AI operations

Prerequisites

- Experience with Python programming
- Foundational understanding of machine learning concepts
- Basic knowledge of Azure services and cloud computing
- Familiarity with source control, CI/CD, and DevOps practices
- Experience with command-line tools and automation concepts recommended

AI / Modern Work

Introduction to Microsoft 365 and AI Administration (AB-900)

Duration	1 Day
Delivery	ILT / VILT / Self-paced
Exam	AB-900

Course Outline:

This training is designed to help you to Develop foundational skills to manage and secure Microsoft 365 services, understand core system objects, and apply governance and data protection practices. You will learn the essentials of Copilot and AI agent administration, identity and access controls, security principles, and basic operational tasks to support modern productivity and compliance in cloud-enabled workplaces.

Learning Objectives:

- Explain core Microsoft 365 service features, objects, and structures.
- Describe foundational security concepts including authentication, authorisation, and Zero Trust.
- Apply basic identity and access management.
- Understand data protection and governance capabilities in Microsoft Purview.
- Identify how Copilot accesses and uses data securely within Microsoft 365.
- Perform foundational administrative tasks for Copilot service settings and usage monitoring.
- Create and manage AI agents and monitor their lifecycle.
- Recognise common compliance risks and responses using governance tools.

Who Should Enroll:

- IT Operations Manager
- Systems Administrator

Pre-requisites:

- Familiarity with Microsoft 365 services and administrative portals
- Understanding of cloud productivity tools and user management
- General awareness of security and compliance concepts

Transform Business Workflows with Generative AI (AB-730)

Duration	1 Day
Delivery	ILT / VILT / Self-paced
Exam	AB-730

Course Outline:

This course assists you to build practical skills to leverage generative AI tools within Microsoft 365 for business productivity. You will learn foundational AI concepts, effective prompt and conversation management, Copilot agent configuration, and techniques for drafting and analysing business content, understanding how AI enhances communication, collaboration, and decision-making in modern workplaces.

Learning Objectives:

- Explain core generative AI concepts and how AI integrates with Microsoft 365 productivity experiences.
- Manage prompts and conversations effectively using AI tools.
- Configure and share Copilot agents with team members.
- Draft and refine business documents using AI-assisted techniques.
- Analyse business content and extract actionable insights.
- Navigate AI-enhanced collaboration workflows, including meetings and shared workspaces.
- Apply responsible AI and data protection practices in everyday tasks.
- Identify risks and verify outputs for quality and relevance.

Who Should Enroll:

- Business Analyst
- Collaboration Manager
- AI Engineer / Manager

Pre-requisites:

- Basic proficiency with Microsoft 365 core applications
- Familiarity with fundamental business processes and workflows

Drive AI Transformation in your Organisation (AB-731)

Duration	1 Day
Delivery	ILT / VILT / Self-paced
Exam	AB-731

Course Outline:

By completing this course you will develop strategic insight into generative AI and its business impact using Microsoft technologies. You will also learn to evaluate AI opportunities, map AI capabilities to organisational needs, plan responsible adoption, and align AI initiatives with enterprise goals. The focus is on value creation, governance, use case identification, and transformation leadership for modern workplaces.

Learning Objectives:

- Describe foundational GenAI concepts and differences from traditional AI.
- Identify business value drivers for generative AI adoption.
- Map organisational processes to AI use cases and solutions.
- Evaluate capabilities of Microsoft 365 Copilot, Azure AI services, and related tools.
- Align AI initiatives with strategic business goals and ROI considerations.
- Plan implementation and adoption strategies for AI across teams and functions.
- Establish governance, risk, and responsible AI practices.
- Anticipate challenges and create mitigation strategies for AI deployments.

Who Should Enroll:

- AI Strategy Leader
- Digital Transformation Manager

Pre-requisites:

- Understanding of core business operations and digital transformation objectives
- Familiarity with cloud services and productivity platforms
- Awareness of AI concepts and enterprise technology trends

AI / Business Applications

Architecting agentic AI business solutions (AB-100)	Accelerate sales pipelines with AI in Dynamics 365 (AB-210)	Transform contact center experiences with AI in Dynamics 365 (AB-250)
Duration3 Days	Duration3 Days	Duration3 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamAB-100	ExamAB-210	ExamAB-250
Course Outline: This course equips solution architects and AI leaders with the skills to design enterprise-scale agentic AI business solutions using Microsoft technologies. Learners explore AI-powered business transformation, multi-agent architectures, governance, security, integration strategies, and responsible AI practices to deliver scalable, intelligent business solutions aligned to organizational objectives. Learning Objectives: - Design enterprise AI and agentic AI solution architectures - Align AI initiatives with business transformation goals - Integrate Microsoft AI, Power Platform, and Azure services - Implement governance, security, and responsible AI controls - Design scalable multi-agent business solutions - Evaluate AI solution requirements and architecture patterns - Support enterprise automation and intelligent workflows - Lead AI adoption and solution strategy initiatives Who Should Enroll: - Solution Architects - Enterprise Architects - AI Transformation Leads - Power Platform Architects - Dynamics 365 Consultants - Azure AI Professionals - Senior Technical Decision Makers Pre-requisites - Strong understanding of Microsoft cloud technologies - Experience with solution architecture and enterprise systems - Familiarity with AI, Copilot, and automation concepts - Knowledge of Azure, Power Platform, or Dynamics 365 recommended - Prior associate-level Microsoft certification beneficial	Course Outline: This course teaches learners how to design, configure, and govern AI-enhanced sales solutions using Dynamics 365 Sales, Microsoft Copilot, and AI agents. Participants learn to build AI-driven lead-to-cash workflows that improve seller productivity, forecasting accuracy, customer engagement, and decision-making while supporting governance and responsible AI practices. Learning Objectives: - Configure AI-powered sales workflows in Dynamics 365 - Implement Microsoft Copilot for sales productivity - Manage leads, opportunities, and forecasting processes - Design AI-assisted seller experiences - Improve pipeline visibility and sales analytics - Apply governance and responsible AI controls - Automate sales and customer engagement processes - Translate business requirements into AI sales solutions Who Should Enroll: - Dynamics 365 Functional Consultants - Sales Operations Professionals - Business Analysts - CRM Administrators - AI Solution Consultants - Sales Enablement Teams Pre-requisites: - Basic understanding of sales processes - Familiarity with Dynamics 365 Sales beneficial - General knowledge of Microsoft business applications - Understanding of business workflows and reporting concepts recommended	Course Outline: This course equips learners to configure and manage intelligent contact center solutions using Dynamics 365 Customer Service and integrated AI capabilities. Participants learn to deploy AI-enhanced customer engagement environments, connect CCaaS platforms, configure routing and channels, and enable Copilot-driven experiences that improve operational efficiency, agent productivity, and customer satisfaction. Learning Objectives: - Configure intelligent contact center environments - Implement AI-assisted customer service capabilities - Integrate CCaaS and external data sources - Configure routing, channels, and work distribution - Enable Copilot and AI agent experiences - Manage users, security, and governance controls - Improve customer engagement and agent productivity - Deploy scalable omni-channel customer service solutions Who Should Enroll: - Contact Center Administrators - Dynamics 365 Customer Service Consultants - Functional Consultants - Platform Engineers - Customer Experience Professionals - Business Analysts supporting service operations Pre-requisites - Understanding of customer service and contact center concepts - Familiarity with Dynamics 365 beneficial - Basic knowledge of workflows, security, and routing strategies - Experience with customer engagement systems recommended

AI / Business Applications

Build intelligent applications (AB-410)		Design and build integrated AI agent solutions in Copilot Studio (AB-620)	
Duration	3 Days	Duration	3 Days
Delivery	ILT / VILT / Self-paced	Delivery	ILT / VILT / Self-paced
Exam	AB-410	Exam	AB-620
Course Outline: This training course teaches learners how to design and build intelligent applications on Microsoft Power Platform using AI, copilots, and agents. Participants explore Power Apps, Power Automate, Power Pages, Copilot Studio, and AI-enabled capabilities to create agent-first business solutions that enhance productivity, automation, decision-making, and user experiences.		Course Outline: This course provides advanced skills to design, build, and manage enterprise-grade AI agent solutions using Microsoft Copilot Studio. Learners gain practical experience integrating agents with enterprise systems, APIs, Azure AI services, and business workflows while implementing governance, security, automation, orchestration, and responsible AI practices for production-ready deployments.	
Learning Objectives • Build AI-enhanced applications using Power Platform • Design intelligent workflows with Power Automate • Create AI-powered experiences with Copilot Studio • Develop agent-first business applications • Integrate Power Apps, Power Pages, and AI services • Improve automation and decision-making processes • Apply governance and responsible AI principles • Analyse business requirements for intelligent solutions		Learning Objectives • Design enterprise AI agent solutions in Copilot Studio • Integrate agents with APIs, connectors, and enterprise systems • Implement multi-agent orchestration and workflows • Configure AI search and knowledge integrations • Apply governance, identity, and security controls • Build automation using human-in-the-loop workflows • Monitor, test, and manage production AI agents • Implement responsible AI and enterprise deployment practices	
Who Should Enroll • App Makers • Functional Consultants • Business Analysts • Power Platform Developers • Citizen Developers • Professionals building AI-enabled business applications		Who Should Enroll • AI Developers • Power Platform Developers • Copilot Studio Developers • Solution Architects • App Makers • Integration Specialists • Enterprise Automation Professionals	
Pre-requisites • Basic understanding of business applications or workflows • Familiarity with Microsoft Power Platform beneficial • General understanding of app development concepts • Interest in AI, copilots, and automation technologies recommended		Pre-requisites • Hands-on experience with Copilot Studio • Intermediate understanding of generative AI concepts • Familiarity with REST APIs and integrations • Knowledge of Microsoft cloud technologies and Power Platform • Experience with automation and workflow design recommended	

Data Analytics & AI

Introduction to Microsoft Azure Data (DP-900)

Duration	1 Day
Delivery	ILT / VILT / Self-paced
Exam	DP-900

Course Outline:

Build foundational expertise in modern data concepts, cloud data services, and analytics workflows using Microsoft platforms. This course develops your ability to understand relational and non-relational data, data storage options, analytical processing, and real-world data handling patterns to support data-driven decision making in cloud environments.

Learning Objectives:

- Explain core data representations and roles within cloud data ecosystems.
- Differentiate between relational and non-relational data structures and use cases.
- Identify appropriate cloud storage options for diverse data types.
- Summarise transactional versus analytical workloads and their business impact.
- Describe key features of cloud database services for structured data.
- Outline capabilities of non-relational services including distributed data solutions.
- Illustrate core elements of analytical processing pipelines and data ingestion.
- Recognise principles of data visualisation and tools for insight generation.

Who Should Enroll

- Data Analyst
- Cloud Data Engineer
- Business Intelligence Developer
- Database Administrator

Prerequisites

- Familiarity with basic computing and data concepts
- Understanding of cloud environments

Implement Scalable Database Solutions using Azure SQL (DP-300)

Duration	4 Days
Delivery	ILT / VILT / Self-paced
Exam	DP-300

Course Outline:

This course will teach you to administer, secure, optimise, and scale relational databases using cloud and hybrid SQL solutions. This course equips professionals with operational skills to manage Azure SQL environments, implement automation, monitor performance, enforce security, and plan high availability and disaster recovery strategies that support resilient business systems.

Learning Objectives:

- Plan and deploy scalable SQL database platform resources.
- Secure database environments with authentication, encryption, and compliance controls.
- Monitor performance and optimise SQL workloads and queries.
- Configure and manage automation for routine and administrative tasks.
- Design and implement high availability and disaster recovery solutions.
- Manage operational aspects of cloud and hybrid relational databases.
- Evaluate and troubleshoot database performance and security issues.
- Apply effective backup, restore, and migration practices.

Who Should Enroll:

- Database Administrator
- SQL Administrator

Pre-requisites:

- Working knowledge of relational databases and SQL
- Understanding of cloud computing fundamentals and database administration concepts

Design and Implement Cloud-native Applications with Microsoft Azure Cosmos DB (DP-420)

Duration	4 Days
Delivery	ILT / VILT / Self-paced
Exam	DP-420

Course Outline:

Acquire practical skills to design, implement, optimise, and maintain cloud-native data solutions using Azure Cosmos DB. This course covers non-relational data modelling, global distribution strategies, integration with other cloud services, performance tuning, and operational best practices to build resilient, scalable, data-driven applications in modern enterprise environments.

Learning Objectives:

- Design efficient non-relational data models tailored to access patterns.
- Implement effective partitioning and global distribution strategies.
- Integrate Cosmos DB solutions with cloud services and analytics platforms.
- Optimise query performance and indexing for high-throughput applications.
- Develop data movement and change-feed processing workflows.
- Monitor, troubleshoot, and maintain operational health of Cosmos DB systems.
- Apply security, backup, and disaster recovery practices.
- Establish DevOps practices for deployment, scaling, and lifecycle automation.

Who Should Enroll

- Cloud Data Engineer
- Database Developer
- Azure Solutions Architect
- Application Developer

Prerequisites

- Familiarity with non-relational databases and JSON models
- Understanding of cloud platform fundamentals
- Working knowledge of programming languages such as JavaScript, C#, or Python
- Awareness of REST APIs and SDK-based integration

Data Analytics & AI

Microsoft Fabric Analytics Engineer (DP-600)	Implement Data Engineering Solutions Using Microsoft Fabric (DP-700)	Implement data engineering solutions using Azure Databricks (DP-750)
Duration4 Days	Duration4 Days	Duration4 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamDP-600	ExamDP-700	ExamDP-750
Course Outline: Gain practical skills to design, prepare, transform, and secure analytics assets in cloud environments. This course develops your ability to manage data workflows, implement semantic models, optimise analytical solutions, and support enterprise reporting and insights that drive informed business decisions. Learning Objectives: • Maintain analytics solutions with governance and lifecycle practices. • Prepare and ingest data into analytical stores. • Transform and enrich datasets for analysis. • Implement star schemas and data modelling patterns. • Build and manage semantic models for analytics. • Apply access control and security within analytical assets. • Deploy and configure analytical assets for enterprise use. • Optimise semantic models and query performance. Who Should Enroll • Analytics Engineer • Business Intelligence Developer • Data Analyst Prerequisites • Familiarity with SQL, KQL, or DAX for data querying • Understanding of data modelling and analytics concepts • Experience with cloud data tools or BI platforms	Course Outline: Prepare to implement end-to-end data engineering solutions using modern cloud data services. This course builds skills in ingesting, transforming, monitoring, and optimising data for analytics workloads, enabling resilient data pipelines and scalable data architectures to support real-time and batch processing across enterprise environments. Learning Objectives: • Implement and manage analytics solution architecture. • Ingest and transform batch and streaming data efficiently. • Configure security and governance of data pipelines. • Orchestrate data workflows and automation. • Monitor operational health and performance. • Identify and resolve pipeline and query errors. • Optimise analytics processes for scale and cost. • Integrate varied data transformation languages and tools. Who Should Enroll: • Data Engineer • Analytics Engineer • Cloud Data Platform Specialist Pre-requisites: • Solid SQL knowledge and data transformation experience • Familiarity with Spark, PySpark, or KQL for processing • Understanding of cloud data store concepts and workflow orchestration	Course Outline: Gain practical skills to build, secure, govern, and optimize enterprise-scale data engineering solutions using Azure Databricks and Unity Catalog. Learners gain hands-on experience developing ingestion pipelines, managing lakehouse architectures, implementing governance and security controls, and deploying scalable data workloads integrated with Azure services and modern DevOps practices. Learning Objectives: • Configure and manage Azure Databricks environments • Implement secure governance using Unity Catalog • Build scalable data ingestion and transformation pipelines • Optimise Delta Lake performance and data quality • Deploy and maintain production data workloads • Implement CI/CD and Git-based DevOps practices • Monitor and troubleshoot Databricks workloads • Design enterprise lakehouse data architectures Who Should Enroll • Data Engineers • Azure Data Professionals • Analytics Engineers • Cloud Data Architects • Databricks Administrators • Professionals preparing for the Azure Databricks Data Engineer Associate certification Pre-requisites • Foundational knowledge of data engineering concepts • Experience with SQL and Python notebooks • Familiarity with Azure Databricks and Unity Catalog • Understanding of cloud storage and data lake concepts • Basic knowledge of Azure security and Microsoft Entra ID • Familiarity with Git version control recommended

Data Analytics & AI

Develop AI-enabled database solutions (DP-800)

Duration	4 Days
Delivery	ILT / VILT / Self-paced
Exam	DP-800

Course Outline:

This course teaches professionals how to design and develop AI-enabled database solutions across SQL Server, Azure SQL, and Microsoft Fabric environments. Participants learn to integrate structured and semi-structured data with AI capabilities such as vector search, embeddings, and Retrieval-Augmented Generation (RAG) to build scalable, intelligent, and modern enterprise data applications.

Learning Objectives:

- Design AI-enabled database architectures
- Develop solutions using SQL Server and Azure SQL
- Implement vector search and embeddings in databases
- Integrate AI capabilities into enterprise applications
- Manage structured and semi-structured data solutions
- Optimize database security and performance
- Implement scalable database deployment strategies
- Support intelligent applications using Microsoft Fabric

Who Should Enroll

- Database Developers
- Data Engineers
- Database Administrators
- Data Scientists
- AI Application Developers
- SQL Professionals integrating AI into data platforms

Pre-requisites

- Intermediate SQL and T-SQL knowledge
- Familiarity with SQL Server or Azure SQL environments
- Understanding of database development principles
- Basic knowledge of AI and modern data applications
- Experience with cloud-based data services recommended
- Familiarity with Microsoft Fabric beneficial



Software, Development & Intelligent Automation

This technology area focuses on building modern software solutions and automating business processes across cloud, network, and application platforms. It emphasises developer-centric practices, API-driven integration, and low-code and pro-code approaches to accelerate application delivery and operational efficiency.

Training equips professionals to design, build, and integrate applications that connect systems, data, and workflows. Learners develop skills in automation, extensibility, and lifecycle management, enabling faster innovation, improved scalability, and more resilient digital services across enterprise environments.

Digital and App Innovation

GitHub Foundations (GH-900)	GitHub Fundamentals – Administration Basics and Product Features (GH-100)	Automate Workflow with GitHub Actions (GH-200)
Duration1 Day	Duration1 Day	Duration1 Day
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamGH-900	ExamGH-100	ExamGH-200
Course Outline: Explore foundational Git and GitHub skills to confidently collaborate on software projects. Participants learn core version control concepts, repository navigation, collaboration workflows, project management tools, and essential security practices on GitHub. This training equips professionals to contribute effectively to team-based development and modern DevOps practices Learning Objectives: • Explain core Git and version control concepts • Navigate and manage GitHub repositories • Perform basic branching and merging workflows • Collaborate using pull requests and code reviews • Track work using issues, milestones, and boards • Apply basic repository security and permissions • Contribute to team and open-source projects • Use GitHub to support modern DevOps workflows Who Should Enroll • Software Developer • Junior DevOps Engineer Prerequisites • Basic understanding of software development concepts	Course Outline: Develop the skills to administer GitHub in an enterprise environment. This course covers user and access management, organizational structures, security controls, policy enforcement, automation governance, and artefact management. Participants learn to operate GitHub securely at scale while supporting compliance, collaboration, and development efficiency. Learning Objectives: • Manage users, teams, and organisational structures • Configure authentication and access controls • Apply repository and enterprise security policies • Support governance and compliance requirements • Administer GitHub APIs and integrations • Oversee GitHub Actions usage and runners • Manage packages and development artefacts • Support enterprise-wide GitHub operations Who Should Enroll • GitHub Administrator • DevOps Engineer • Site Reliability Engineer Prerequisites • Experience using GitHub repositories and collaboration features • Familiarity with enterprise IT or platform operations.	Course Outline: Learn to automate software delivery using GitHub Actions. This course focuses on building, managing, and governing CI/CD workflows, handling secrets securely, creating custom actions, and managing runners. Participants gain practical skills to accelerate delivery, improve reliability, and standardise automation across development teams. Learning Objectives: • Design and configure automated workflows • Define triggers, jobs, and workflow steps • Secure workflows using secrets and variables • Interpret workflow logs and results • Create and maintain custom actions • Optimise workflows using artefacts and caching • Apply automation standards and governance • Manage runners for performance and security Who Should Enroll • DevOps Engineer • CI/CD Specialist • Software Automation Engineer Prerequisites • Working knowledge of GitHub repositories and development workflows • Basic understanding of scripting or automation concepts.

Digital and App Innovation

GitHub Copilot (GH-300)	GitHub Advanced Security (GH-500)	
Duration1 Day	Duration1 Day	
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	
ExamGH-300	ExamGH-500	
Course Outline: Learn to harness GitHub Copilot for more productive software development while applying ethical and responsible AI practices. This course teaches prompt crafting, AI-assisted coding workflows, data handling fundamentals, productivity use cases, and methods to integrate Copilot into real-world development scenarios to improve code quality and team efficiency.	Course Outline: Acquire advanced security capabilities within GitHub to protect code and automate vulnerability management. The course covers security feature sets, secret scanning, code scanning, dependency management, and response workflows. Participants learn to embed security practices into development lifecycles to mitigate risks and strengthen organisational software supply chain resilience.	
Learning Objectives: • Explain responsible and ethical use of AI in development. • Identify GitHub Copilot features and subscription tiers. • Understand how Copilot processes data and generates suggestions. • Craft effective prompts to guide AI outputs. • Assess limitations and risks of AI-generated code. • Apply Copilot to improve developer productivity. • Use Copilot to assist with generating tests and refactoring. • Address privacy and content exclusion controls.	Learning Objectives: • Differentiate GitHub Advanced Security features and use cases. • Configure and interpret secret scanning tools. • Implement code scanning and dependency vulnerability detection. • Prioritise and remediate security findings effectively. • Integrate security alerts into development workflows. • Apply push protection and access policies. • Use Dependabot to manage secure dependencies. • Analyse security feedback to reduce exposure.	
Who Should Enroll • Software Developer • AI/ML Engineer • DevOps Engineer	Who Should Enroll • Security Engineer • DevSecOps Specialist • Application Security Analyst	
Prerequisites • Basic experience with GitHub and version control • Familiarity with a programming language.	Prerequisites • Experience with GitHub repository workflows and basic security concepts.	

Intelligent IT Operations & Services

A woman with blonde hair, wearing a light-colored blazer over a white top, is smiling and holding a dark laptop. She is positioned on the left side of the image, with her body angled towards the right but her head turned to look at the camera.

This technology area focuses on modernising how organisations design, deliver, and manage IT services across complex, hybrid environments. It emphasises service-centric operating models, data-driven insight, and workflow automation to improve reliability, responsiveness, and alignment with business outcomes.

Training equips IT professionals to standardise service processes, integrate operational data, and automate routine activities across infrastructure, applications, and digital workplaces. The result is improved service visibility, faster issue resolution, stronger cross-team collaboration, and scalable, customer-focused IT services that adapt as organisational needs evolve.

Business Applications

Implement customer service solutions using Microsoft Dynamics 365 Customer Service (MB-230)

Duration	4 Days
Delivery	ILT / VILT / Self-paced
Exam	MB-230

Course Outline:

Build the skills to configure and optimise modern customer service operations. This course focuses on case management, knowledge sharing, collaboration tools, service automation, and intelligent assistance to improve agent productivity, service consistency, and customer experience across digital service channels.

Learning Objectives:

- Configure core customer service components and security roles
- Manage end-to-end case lifecycle and resolution processes
- Implement and maintain knowledge management solutions
- Enable collaboration and agent productivity tools
- Define service level agreements and performance rules
- Apply intelligent assistance to support service agents
- Configure queues, routing, and workload management
- Extend service capabilities using low-code customisation

Who Should Enroll

- Support Operations Lead
- Service Delivery Analyst
- CRM Functional Specialist

Prerequisites

- Understanding of customer service operations and workflows
- Familiarity with cloud-based business applications
- Basic knowledge of data models and user security concepts

Implement field service solutions using Microsoft Dynamics 365 Field Service (MB-240)

Duration	4 Days
Delivery	ILT / VILT / Self-paced
Exam	MB-240

Course Outline:

Develop practical expertise in delivering efficient field service operations. This course covers work order management, resource scheduling, asset tracking, mobile workforce enablement, and inventory processes to support reliable, cost-effective service delivery in distributed operational environments.

Learning Objectives

- Configure core field service settings and pricing structures
- Manage work orders and service lifecycle processes
- Schedule and dispatch resources effectively
- Administer customer assets and inspections
- Enable mobile experiences for field technicians
- Manage inventory, purchasing, and warehouse functions
- Integrate field service with automation and workflows
- Optimise resource utilisation and service agreements

Who Should Enroll

- Service Delivery Manager
- Technical Operations Specialist
- Operations Systems Analyst

Prerequisites

- Understanding of field service or maintenance operations
- Familiarity with scheduling, assets, or inventory concepts
- Experience using enterprise or cloud-based applications

Manage Financial Operations with Dynamics 365 Finance (MB-310)

Duration	4 Days
Delivery	ILT / VILT / Self-paced
Exam	MB-310

Course Outline:

Gain the skills to implement and manage enterprise financial operations. This course focuses on core financial processes, budgeting, asset management, cash handling, and cost control, enabling accurate financial insight and strong governance aligned to organisational operations.

Learning Objectives:

- Configure general ledger and core finance structures
- Manage accounts receivable and credit processes
- Implement accounts payable and expense workflows
- Establish budgeting and financial planning controls
- Configure and manage fixed and leased assets
- Apply cash and bank management practices
- Implement cost accounting and cost management models
- Integrate financial operations with wider business processes

Who Should Enroll

- Finance Systems Analyst
- Business Finance Consultant
- Financial Operations Specialist
- ERP Functional Consultant

Prerequisites

- Understanding of core finance and accounting principles
- Familiarity with financial processes and reporting concepts
- Experience with enterprise financial or ERP systems

Business Applications

Conceptualize Supply Chain Management in Microsoft Dynamics 365 (MB-330)	Augment advance level Supply Chain Management solutions with Microsoft Dynamics 365 (MB-335)	Microsoft Dynamics 365: Finance and Operations Apps Developer (MB-500)
Duration5 Days	Duration5 Days	Duration5 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamMB-330	ExamMB-335	ExamMB-500
Course Outline: Acquire foundational skills to configure and manage core supply chain processes including product information, inventory control, procurement, sales, quality, warehouse and transportation operations, and planning. This course supports efficient operational workflows and strengthens organisational responsiveness to supply and demand dynamics. Learning Objectives: • Configure product data and item structures • Manage inventory and asset tracking processes • Implement procurement and sales process flows • Apply quality management controls • Set up warehouse operations and location hierarchies • Enable transportation planning and execution • Configure master planning parameters • Optimise supply chain workflows for operational efficiency Who Should Enroll • Supply Chain Functional Consultant • Operations Analyst • Inventory & Logistics Specialist • Warehouse Systems Coordinator Prerequisites • Basic understanding of supply chain principles • Familiarity with enterprise business applications • Experience with inventory or operations processes	Course Outline: Develop advanced expertise in complex supply chain and manufacturing scenarios, including production methods (discrete, process, lean), engineering change governance, scheduling, and advanced planning. Learners will extend foundational skills to design and implement scalable supply chain solutions for sophisticated operational challenges. Learning Objectives • Configure advanced product and batch attributes • Implement engineering change and lifecycle controls • Build discrete, process, and lean production models • Manage production order lifecycle and scheduling • Apply subcontracting and execution controls • Configure capacity planning and resource calendars • Integrate advanced master planning techniques • Implement advanced supply chain features including rebates and forecasts Who Should Enroll • Senior Supply Chain Consultant • Manufacturing Systems Analyst • Production Operations Lead • ERP Solution Architect Prerequisites • Strong understanding of core supply chain management • Experience with manufacturing and production planning • Practical exposure to enterprise supply chain processes	Course Outline: Build development skills for extending, customising and integrating enterprise finance and operations applications. Focus areas include application lifecycle management, coding extensibility, UI and data model enhancements, reporting, integration patterns, and performance optimisation to support complex business requirements. Learning Objectives: • Plan architecture and application design • Apply developer tools and source control practices • Create and extend UI elements and data models • Develop, test, and debug X++ code • Implement reports and data visualisations • Integrate data solutions and APIs • Implement security and performance optimisation • Support DevOps workflows and ALM processes Who Should Enroll • ERP Developer • Enterprise Application Engineer • Technical Solutions Consultant • Systems Integration Specialist Prerequisites • Proficiency in object-oriented development concepts • Experience with Visual Studio and source control systems • Familiarity with enterprise application frameworks and data models

Business Applications

Microsoft Dynamics 365: Finance and Operations Apps Solution Architect (MB-700)	Manage business solutions with Microsoft Dynamics 365 Business Central (MB-800)	Develop solutions with Dynamics 365 Business Central (MB-820)
Duration5 Days	Duration5 Days	Duration5 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamMB-700	ExamMB-800	ExamMB-820
Course Outline: Develop the capability to design, document, and govern end-to-end enterprise solutions. The course addresses requirements analysis, solution blueprinting, integration and security architecture, deployment approaches, testing strategies, and business intelligence frameworks to ensure scalable, secure, and maintainable digital systems. Learning Objectives: • Translate business requirements into solution components • Create high-level solution blueprints and implementation plans • Define integration patterns and security frameworks • Establish data strategy including migration and reporting architecture • Evaluate deployment and lifecycle approaches for enterprise applications • Document performance, scalability, and governance considerations • Define testing strategies spanning automated and manual methods • Align enterprise architecture with compliance and stakeholder expectations Who Should Enroll • Enterprise Solution Architect • IT Strategy Consultant • Technical Program Lead • Digital Transformation Director Prerequisites • Experience in solution architecture or enterprise application delivery • Understanding of integration, security, and data strategies • Familiarity with business process analysis and governance	Course Outline: Build core functional expertise in implementing and configuring business and financial operations for medium and large organisations. The course covers company setup, financial management, sales and purchasing processes, operational workflows, analytics, and ongoing system administration to support end-to-end business operations. Learning Objectives • Configure company setup and core operational structures • Establish financial management including accounts and posting groups • Implement sales and purchasing workflows • Manage inventory and fixed asset processes • Define user roles, permissions, and operational security • Perform essential business operations and data maintenance • Apply reporting and analytics tools for decision support • Integrate operational modules with productivity platforms Who Should Enroll • Business Functional Consultant • Operations Manager • Finance Systems Analyst • ERP Business Analyst Prerequisites • Foundational knowledge of business operations and finance processes • Familiarity with enterprise business systems • Understanding of operational data and reporting needs	Course Outline: Gain practical skills in extending, customising, and integrating business applications. This course focuses on development environments, application objects, coding patterns, tools for building and debugging solutions, and connecting services through APIs and modern integration techniques to support adaptive and extensible enterprise systems. Learning Objectives: • Set up and configure the development environment • Build and extend core application objects and modules • Write, debug, and deploy custom code safely • Implement UI customisation and workflow enhancements • Use testing and telemetry tools for quality assurance • Integrate applications with external systems and services • Apply source control and DevOps practices • Optimise performance and security in custom solutions Who Should Enroll • Application Developer • Technical Consultant • Integration Engineer • Solution Customisation Specialist Prerequisites • Proficiency in a modern development environment • Familiarity with application programming concepts • Understanding of APIs and integration principles

Business Applications

Configure Dynamics 365 customer experience model-driven apps (MB280T01)

Duration	5 Days
Delivery	ILT / VILT / Self-paced

Course Overview

Learn to configure model-driven applications that support customer engagement and sales processes. Focus on Dataverse data structures, business logic, UI configuration, and app optimisation to deliver intuitive, role-based user experiences.

Learning Objectives:

- Configure Dataverse tables and relationships
- Apply business rules and calculations
- Customise forms, views, and navigation
- Configure command bars and app modules
- Manage data import and visualisation
- Optimise user experience design

The learning outcomes align to the skill domains assessed in the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam.

Who should enroll:

- Business Analyst
- CRM Solution Specialist

Prerequisites:

- Familiarity with Power Apps
- Understanding of business data concepts

Configure Dynamics 365 customer experience model-driven apps (MB280T02)

Duration	5 Days
Delivery	ILT / VILT / Self-paced

Course Overview

Learn to configure model-driven applications that support customer engagement and sales processes. Focus on Dataverse data structures, business logic, UI configuration, and app optimisation to deliver intuitive, role-based user experiences.

Learning Objectives:

- Configure Dataverse tables and relationships
- Apply business rules and calculations
- Customise forms, views, and navigation
- Configure command bars and app modules
- Manage data import and visualisation
- Optimise user experience design

The learning outcomes align to the skill domains assessed in the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam.

Who should enroll:

- Business Analyst
- CRM Solution Specialist

Prerequisites:

- Understanding of sales processes
- Customer engagement application experience

Design and deliver powerful customer experiences with Dynamics 365 Customer Insights (MB280T03)

Duration	5 Days
Delivery	ILT / VILT / Self-paced

Learn to unify customer data and design personalised engagement experiences. This course covers data ingestion, profile unification, segmentation, and journey orchestration to support targeted, data-driven customer interactions.

Learning Objectives:

- Ingest and unify customer data
- Build customer profiles and segments
- Define attributes and targeting rules
- Design personalised journeys
- Automate engagement triggers
- Analyse engagement performance

The learning outcomes align to the skill domains assessed in the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam..

Who should enroll:

- Business Analyst
- Customer Experience Specialist

Prerequisites:

- Understanding of customer data concepts
- Familiarity with customer experience tools

Configure a Dynamics 365 customer experience solution (MB280T04)

Duration	5 Days
Delivery	ILT / VILT / Self-paced

Apply configuration skills in a hands-on workshop to build an integrated customer experience solution. Participants configure sales processes, customer data, and engagement journeys to deliver an end-to-end, unified scenario.

Learning Objectives:

- Integrate sales and insights components
- Configure lead and opportunity lifecycles
- Apply segmentation and engagement logic
- Customise UI and workflows
- Validate solutions against requirements
- Present and refine solution designs

The learning outcomes align to the skill domains assessed in the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam.

Who should enroll:

- Customer Experience Analyst
- Solutions Lead

Prerequisites:

- Model-driven app configuration experience
- Basic sales and customer data knowledge

Business Applications

Introduction to Microsoft Power Platform (PL-900)	Microsoft Power Platform Functional Consultant (PL-200)	Microsoft Power Platform Developer (PL-400)
Duration1 Day	Duration5 Days	Duration5 Days
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamPL-900	ExamPL-200	ExamPL-400
Course Outline: Gain a foundational understanding of a low-code platform for building business solutions, connecting data, automating workflows, and creating web experiences. Learn how to articulate platform value, manage environments, and use key components to support digital productivity and problem solving across organisational functions. Learning Objectives • Explain platform value and core capabilities • Describe environment structure and governance • Use data tables and relationships effectively • Build basic canvas applications • Build model-driven applications • Author automated workflows • Create simple web experiences • Employ tools to support user productivity Who Should Enroll • Business Analyst • Digital Transformation Specialist Prerequisites • General understanding of business processes • Familiarity with cloud tools and productivity applications • Interest in low-code solution design	Course Outline: Develop functional skills to design and implement business applications and automation using a low-code platform. Focus areas include data structure configuration, application building, workflow automation, environment management, and solution lifecycle practices to support scalable, efficient organisational processes. Learning Objectives • Configure business data architecture • Create structured business applications • Design and implement automated process logic • Integrate business pages and web components • Manage environments and lifecycle artefacts • Implement security and access controls • Build end-to-end solutions to requirements • Apply quality and testing practices Who Should Enroll • Business Solution Architect • Enterprise Application Specialist • IT Business Analyst Prerequisites • Experience in business process analysis • Familiarity with data modelling • Competency with low-code tooling	Course Outline: Acquire development skills to extend and integrate business applications on the Power Platform. This course covers technical design, building advanced solutions, custom logic, user interface extension, integrations, and managing application lifecycle and deployment workflows for robust, scalable enterprise solutions. Learning Objectives • Plan and design technical solution architecture • Build advanced Power Apps solutions with code components • Implement custom business logic and client scripting • Develop and consume integrations with external systems • Extend platform capabilities using APIs and plug-ins • Configure automated workflows with Power Automate • Apply DevOps and lifecycle management practices • Optimise performance and security in custom solutions Who Should Enroll • Power Platform Developer • Integration Engineer • Enterprise Application Engineer • Technical Solutions Consultant Prerequisites • Strong development experience (JavaScript, TypeScript, C#) • Familiarity with APIs and integration concepts • Understanding of application lifecycle and DevOps workflows

Business Applications

Design and manage analytics solutions using Power BI (PL-300)	Microsoft Power Automate RPA Developer (PL-500)	Microsoft Power Platform Solution Architect (PL-600)
Duration3 Days	Duration5 Days	Duration4 Day
DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced	DeliveryILT / VILT / Self-paced
ExamPL-300	ExamPL-500	ExamPL-600
Course Outline: Gain a foundational understanding of a low-code platform for building business solutions, connecting data, automating workflows, and creating web experiences. Learn how to articulate platform value, manage environments, and use key components to support digital productivity and problem solving across organisational functions. Learning Objectives • Explain platform value and core capabilities • Describe environment structure and governance • Use data tables and relationships effectively • Build basic canvas applications • Build model-driven applications • Author automated workflows • Create simple web experiences • Employ tools to support user productivity Who Should Enroll • Business Analyst • Digital Transformation Specialist Prerequisites • General understanding of business processes • Familiarity with cloud tools and productivity applications • Interest in low-code solution design	Course Outline: Gain a foundational understanding of a low-code platform for building business solutions, connecting data, automating workflows, and creating web experiences. Learn how to articulate platform value, manage environments, and use key components to support digital productivity and problem solving across organisational functions. Learning Objectives • Explain platform value and core capabilities • Describe environment structure and governance • Use data tables and relationships effectively • Build basic canvas applications • Build model-driven applications • Author automated workflows • Create simple web experiences • Employ tools to support user productivity Who Should Enroll • Business Analyst • Digital Transformation Specialist Prerequisites • General understanding of business processes • Familiarity with cloud tools and productivity applications • Interest in low-code solution design	Course Outline: Develop functional skills to design and implement business applications and automation using a low-code platform. Focus areas include data structure configuration, application building, workflow automation, environment management, and solution lifecycle practices to support scalable, efficient organisational processes. Learning Objectives • Configure business data architecture • Create structured business applications • Design and implement automated process logic • Integrate business pages and web components • Manage environments and lifecycle artefacts • Implement security and access controls • Build end-to-end solutions to requirements • Apply quality and testing practices Who Should Enroll • Business Solution Architect • Enterprise Application Specialist • IT Business Analyst Prerequisites • Experience in business process analysis • Familiarity with data modelling • Competency with low-code tooling



OUR CONTACT INFO

-  +27 (0)87 086 3550
-  www.nil.co.za
-  salesadmin@nil.co.za
-  NIL Data, Ground Floor, Building 2, The Ingress,
23 Magwa Crescent, Waterfall City, Midrand

