



MFE-IT
Mes Formations d'Expertise

Reference: PATH-M365-INTUNE-SUP

Certified Path — Microsoft 365, Intune & IT Support

Duration: **11 days** | Total hours: **76 h**

Remote or on-site • Sessions guaranteed from a single registrant • 60% hands-on

From Microsoft 365 user support to Intune endpoint management and Windows 11 troubleshooting

Path overview

Modern IT support is built around Microsoft 365, Intune and Windows 11. This certified path takes support and administration teams from the fundamentals of Microsoft 365 administration to mastery of endpoint management with Intune, including expert Windows 11 troubleshooting. In 11 days, the participant becomes a reference able to deliver level 1 and 2 user support on the modern Microsoft environment. Upskilling is recognised by the official Microsoft MD-102 certification and by several MFE-IT certificates of attainment.

Learning objectives

By the end of the path, the participant will be able to:

- Master the fundamentals of Microsoft 365 administration for IT teams (licensing, Entra ID, Exchange Online, SharePoint, Teams, security and compliance).
- Administer Windows and mobile endpoints with Microsoft Intune and prepare for the MD-102 certification.
- Set up day-to-day user support workflows on Intune: escalation, remote troubleshooting, incident management.
- Become an expert in Windows 11 troubleshooting in a professional environment: advanced diagnostics, resolution of complex incidents, optimisation.

- Validate upskilling with the Microsoft MD-102 certification and several MFE-IT certificates.

Target audience

- IT support technicians.
- Junior or intermediate Microsoft 365 administrators.
- IT asset managers and workstation engineers.
- Deployment consultants.
- Professionals retraining towards IT support.

Prerequisites

This path is aimed at IT technicians already in post or retraining. The recommended prerequisites are:

- General knowledge of a Windows operating system (Windows 10 or 11).
- Basic networking notions (TCP/IP, DNS, DHCP).
- Practice of level 1 user support appreciated.
- No specific Microsoft 365 prerequisite: the path starts from the fundamentals.

Detailed programme — the 4 modules

The path alternates theoretical input and hands-on work (around 60% of the time), in the form of guided labs and practical scenarios based on real business use cases.

Module 1 — Microsoft 365 Training Course

4 days (28 h) • MFE-IT certificate of attainment

- Microsoft 365 ecosystem for IT teams and licensing model.
- Identity management with Entra ID.
- Exchange Online, SharePoint Online and Teams.
- Security and compliance: basic best practices.

Module 2 — Microsoft 365 Endpoint / Intune Administrator (MD-102)

4 days (28 h) • Official Microsoft MD-102 exam (voucher included)

- In-depth administration of Microsoft Intune.
- Device configuration policies.
- Application deployment and update management.
- Compliance, data protection and conditional access.

Module 3 — Microsoft 365 Advanced Support

1 day (6 h) · MFE-IT certificate of attainment

- User support workflows on Intune.
- Escalation and incident management.
- Remote endpoint troubleshooting.

Module 4 — Windows 11 Troubleshooting

2 days (14 h) · MFE-IT certificate of attainment

- Advanced Windows 11 diagnostics.
- Resolution of complex incidents.
- Optimisation and hardening of workstations.

MFE-IT educational format

- Mini-group of 1 to 3 participants, guaranteed from a single registrant.
- 60% hands-on: guided labs on a demo Microsoft 365 tenant, mini-projects, personalised corrections.
- On-site at your premises or synchronous remote, with individualised support throughout the path.
- Microsoft MD-102 exam voucher included.
- Solidar-IT: €30 per participant donated to our partner associations (SPA, Restos du Cœur).

On-site delivery can take place directly at your premises, and remote delivery can be recorded on request so that you can review the key passages.

Pricing and funding

The full path is offered on a quotation basis. The service covers:

- The 4 training courses in the path (Microsoft 365 Fundamentals, MD-102, Intune for the IT support team, Windows 11 Support).
- One Microsoft MD-102 exam voucher (official certification).
- Several MFE-IT mock exams integrated throughout the path.
- The full educational materials and access to the guided labs.
- A global MFE-IT certificate of attainment at the end of the path.

The MD-102 module is validated by an official Microsoft exam (voucher included); the three other modules by MFE-IT certificates. The path is not eligible for the French CPF: MFE-IT has chosen not to seek Qualiopi certification in order to preserve consistent educational quality and an ultra-personalised format in groups of 1 to 3 participants. To receive a tailored quotation and a personalised path, contact us at contact@mfe-it.com.

Training methods

Format and delivery

The path is delivered remotely through an interactive virtual classroom. It can also be run on the client's premises, with content tailored to the goals of the professional project. The theory-to-practice split is roughly 40% / 60%. The programme combines theoretical input, demonstrations, hands-on labs and discussion between the participant and the trainer.

MFE-IT ultra-personalised format

Each session brings together 1 to 3 participants, ensuring very close individual follow-up. A preliminary interview is used to tailor the content to each profile: level, objectives, professional context and challenges. Inter-company sessions **are guaranteed from a single registrant** (no risk of postponement except in cases of force majeure).

Technical resources

The path can be accessed from any workstation with a high-speed Internet connection. Before the start, our logistics team contacts each participant to validate the technical environment and present the platform. Throughout the path, the participant benefits from technical and educational support by e-mail, with a response time not exceeding 24 working hours.

Assessment of learning

Throughout the path, the trainer assesses each participant's progress through quizzes, practical scenarios and hands-on work. The small number of participants per session makes individual validation possible at the end of each module. The MD-102 module is sanctioned by an official Microsoft exam (voucher included); the three other modules by an MFE-IT certificate of attainment. At the end of the path, a global certificate is also issued to each participant.

Accessibility and disability

MFE-IT is attentive to welcoming people with disabilities. For any request for adjustments, a discussion with our disability officer makes it possible to identify specific needs and adapt the training arrangements. Contact: contact@mfe-it.com.

Post-training support

During the month following the end of the path, each participant may call on MFE-IT trainers for help with applying the knowledge acquired. A reply is provided by e-mail or telephone within 48 working hours.

Practical information

Consideration of disability

MFE-IT pays particular attention to the inclusion of people with disabilities. So that the training runs in the best possible conditions, we invite participants concerned to contact us beforehand, by e-mail (contact@mfe-it.com) or via the form on our site. A discussion with our disability officer will make it possible to identify together the specific needs and useful adjustments for the success of the path.

Educational and technical arrangements

The educational approach combines theoretical input, guided demonstrations, hands-on labs and discussion time between the participant and the trainer, with a split of roughly 40% theory and 60% practice. The path is accessible remotely from any location with a high-speed Internet connection. Before the sessions, our teams contact each participant to carry out a technical check and present the working environment. Throughout the action, the participant benefits from technical and educational support by e-mail, with a response time of under 24 working hours. An individual educational appointment with a trainer can also be arranged to explore a specific point in depth. The stated duration is an estimate that may vary depending on the participant's profile and expectations, in particular for preparing the targeted certifications.

Resources provided by the trainer

- Demonstrations structured into modules and fine-grained learning sequences, aligned with the detailed programme.
- Hands-on lab statements and solutions, to be completed throughout the path.
- A ready-to-use technical environment for carrying out the practical workshops.
- Validation by the trainer of the knowledge acquired at the end of each module.
- One or more digital materials serving as reference documents.

Validation and certification of the training

At the end of the path, a certificate is sent by e-mail to the participant. It states the objectives, nature and duration of the action as well as the results of the assessment of learning. Modules sanctioned by an official exam lead to the corresponding certification. A completion certificate can also be provided on request.

Type of training

Professionalising training action, aimed at improving and broadening the participants' skills.

Monitoring of the action

Participant attendance is verified by the signing of an attendance sheet for each half-day, countersigned by the trainer.

Assessment arrangements

Participants put the course content into practice through hands-on work on an individual workstation. Validation of learning is carried out by the trainer at the end of each module. The very small number of participants per session (1 to 3) makes individualised follow-up possible. At the end of the path, the participant has reached the educational objectives set by the programme.

Guidance support

For each major theme in our catalogue, our experts offer a telephone or video interview to help those who wish to choose the programme or training path best suited to their profile and objectives.

Practical aspects

As soon as registration is confirmed, our teams contact participants to check the quality of the Internet connection available at the location where they wish to train, as well as the suitability of the equipment (laptop, webcam, headset). Before the start, participants receive a link to the virtual classroom together with their personal

credentials. Help with getting started with the video-conferencing solution is also provided. On the day of the training, participants join the virtual room from their browser. They can see and hear the trainer and the other participants, and can interact at any time. Workshops run in conditions close to a physical classroom, with the option for the trainer to take remote control to support or check a lab.

Benefits for participants

- Train from their workplace or home, with no travel.
- Benefit from a trainer who is an expert consultant on the topics delivered.
- Enjoy an ultra-personalised format (1 to 3 participants) that encourages discussion and practice.
- Keep training even in the event of professional or personal contingencies.

Benefits for the company

- Optimise the training budget by limiting travel and accommodation costs.
- Offer quality training to all employees, wherever they are located.
- Reduce time away from work linked to travel.
- Broaden the range of training offered to less mobile employees.
- Support the upskilling of teams in all contexts.