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# Azure AD and Intune Admin Level 1 Training TRAINING PROGRAM

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*Comprehensive Syllabus*

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## Section 2: Azure and Intune Admin – Role & Responsibilities

Azure **Admin** – Manages cloud infrastructure, user identities, security, and resources in Azure AD and Azure services.

1. **Intune Admin** – Oversees device enrolment, compliance policies, app deployment, and endpoint security through Defender.
2. **Shared Responsibility** – Ensures secure access, smooth device management, and supports users while escalating advanced issues to higher tiers.

### Key Responsibilities

- ◆ Azure Administrator
  - Manage **Azure Active Directory (AAD)**: user identities, groups, roles, and conditional access.
  - Configure and monitor **cloud resources** (VMs, storage, networking).
  - Implement **security controls**: MFA, role-based access, compliance policies.
  - Handle **backup, monitoring, and disaster recovery** for Azure services.



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- ◆ Intune Administrator
  - Oversee **device enrollment** (Windows, iOS, Android, macOS).
  - Create and enforce **compliance & configuration policies**.
  - Deploy and manage **applications** (Win32, Store, LOB apps).
  - Run **remote actions** (wipe, lock, sync) and troubleshoot device issues.
  - Integrate Intune with **Defender, Autopilot, and Conditional Access**
  
- ◆ Essential Skills
  - Azure Active Directory (AAD): Identity management, conditional access, MFA.
  - Intune Device Management: Enrollment, compliance, configuration profiles, remote actions.
  - Application Deployment: Win32, Store apps, MAM policies.
  - Endpoint Security: Defender integration, BitLocker, security baselines.
  
- ◆ Analytical & Troubleshooting Skills
  - Diagnosing enrolment failures and compliance issues.
  - Using Intune logs, reporting dashboards, and Azure Monitor.

### ◆ **Section 3: Course Syllabus – Azure & Intune Administrator**

#### **Module 1: Fundamentals**

- Introduction to Microsoft 365 ecosystem
- Role of Azure AD and Intune in modern workplace
- Licensing and prerequisites
- Admin roles and responsibilities (L1, L2, L3)

#### **Module 2: Azure Active Directory**

- User and group management
- Role-based access control (RBAC)
- Conditional Access policies
- MFA setup and troubleshooting
- Identity protection basics

#### **Module 3: Intune Device Enrolment**

- Enrollment methods: Company Portal, Autopilot, Azure AD Join
- Windows, iOS, Android, macOS workflows
- Troubleshooting enrollment failures
- Device lifecycle management (provision, retire, wipe)



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#### **Module 4: Compliance & Configuration**

- Creating compliance policies (password, encryption, OS version)
- Monitoring compliance reports
- Resolving policy conflicts If any

#### **Module 5: Application Management**

- Deploying apps: Win32, MSI, Store apps, LOB apps
- App protection policies (MAM)
- Managed Google Play and Apple VPP integration
- Monitoring app installation and troubleshooting

#### **Module 6: Endpoint Security**

- Security baselines (Windows 10/11, Edge)
- Defender for Endpoint integration
- BitLocker and encryption management

#### **Module 7: Windows Autopilot**

- Deployment scenarios (user-driven, pre-provisioned, self-deploying)
- Creating and assigning deployment profiles
- Troubleshooting Autopilot deployments

#### **Module 8: Reporting & Monitoring**

- Intune reporting dashboards
- Device compliance and configuration reports
- Log analytics integration
- Troubleshooting with Intune logs

#### **Module 9: Advanced Integration**

- Intune with Microsoft Defender for Endpoint
- Intune with Endpoint Configuration Manager (co-management)
- Intune with Azure AD Conditional Access

## **What You Will Achieve**

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Master **Identity & Access Management** – Confidently manage users, groups, and security policies in Azure AD.

1. **Device & App Management Expertise** – Enroll, configure, secure, and troubleshoot devices and applications using Intune.
2. **Implement Endpoint Security** – Apply compliance policies, security baselines, and integrate with Microsoft Defender.
3. **Hands-on Autopilot Deployment** – Automate device provisioning and lifecycle management.
4. **Reporting & Monitoring Skills** – Generate compliance reports, analyze logs, and track device health.
5. **Real-World Troubleshooting** – Resolve common L1/L2 issues and know when to escalate.