Administrating Office 365

Length: 5 days
Format: Classroom
Time: Day

About This Course

Office 365 is part of Microsoft 365. You can license Office 365 alone or as part of a Microsoft 365 subscription.

Microsoft 365 includes additional Security and compliance features as well as Windows licenses on top of Office 365. Whilst this course focuses on the features in the Office 365 component, it is also applicable to organizations deploying and administering Microsoft 365.

This five-day course describes how to set up, configure and manage an Office 365 tenant including identities, and the core services of Microsoft 365. In this five-day course, you will learn how to plan the configuration of an Office 365 tenant including integration with existing user identities; plan, configure and manage core services; and report on key metrics.

Although this course and the associated labs are written for Office 365 with Windows 11, the skills taught will also be backwards compatible with Windows 10. This course is based on the features available in the Office 365 E3 license as these are the core features in Office 365 and Microsoft 365 plans.

Required Exams

Audience Profile

This course is intended for IT professionals who are responsible for planning, configuring, and managing an Office 365 environment. Students who attend this course are expected to have a fairly broad understanding of several on-premises technologies such as Domain Name System (DNS) and Active Directory Domain Services (AD DS).

In addition, they should have a general understanding of Microsoft Exchange Server, Microsoft Teams, and Microsoft SharePoint.

Course Objectives

* Plan and provision Office 365
* Manage Users and Groups in Office 365

* Deploy and Configure Tools and Applications for Office 365
* Plan and Manage Exchange Online
* Plan and Manage SharePoint Online
* Plan and Manage Microsoft Teams
* Plan and Manage other Office 365 Services
* Implement Security and Compliance in Office 365
* Report, Monitor and Troubleshoot Office 365

Outline

Module 1: Planning and Provisioning Office 365 In this module, you will learn about setting up an Office 365 tenant for a trial or for a full deployment including the key technical decision points in both pilot and deployment phases. This module introduces the core services of Office 365 and how to configure DNS settings to add custom/vanity domains for use with all Office 365 services.

Lessons for module 1 * Overview of Office 365
* Core Services of Office 365
* Requirements for an Office 365 Tenant
* Planning a Pilot and Deployment
* Creating an Office 365 Tenant
* Adding Custom Domains and Managing DNS Settings

Lab 1: Provisioning Office 365 * Configure an Office 365 Tenant
* Configure a custom Domain

After completing module 1, students will be able to: * Describe the features and benefits of Office 365
* Provision a New Tenant
* Plan a pilot deployment of Office 365
* Add a custom domain to an Office 365 tenant

Module 2: Managing Users and Groups in Office 365 After setting up your Office 365 tenant, the next stage is to give access to users. In this module, you will learn how to create, manage and license users in Office 365, via PowerShell and using synchronization with on-premises directory services. This module also introduces the different types of groups available in Office 365 and how they are used.

You will then learn how to manage administrative access using Role Based Access Control (RBAC).

Lessons for module 2 * Managing User Accounts and Licenses
* Managing Passwords and Authentication
* Create and Managing the Different Types of Groups in Office 365
* Managing Users and Groups with PowerShell
* Managing Users and Groups in the Azure AD Admin Center
* Role Based Access and Administrative Roles

* Planning and Configuring Directory Synchronization

Lab 1: Managing Users and Groups in Office 365 * Create and Update User Accounts
* Assign a License to a User
* Manage Office 365 Password Policies
* Create and Manage Microsoft 365 Groups
* Create and Manage Security Groups
* Create Users and Groups with PowerShell
* Assigning Service Administration Roles
* Creating Administrative Units

Lab 2: Planning and Configuring Directory Synchronization * Preparing for Directory Synchronization
* Configuring Directory Synchronization
* Managing Active Directory Users and Groups

After completing module 2, students will be able to: * Manage User Accounts and Licenses in the Cloud
* Configure Office 365 Password Policies
* Manage Security Groups and Microsoft 365 Groups in the Cloud
* Manage Users and Groups via PowerShell
* Configure Administrative Access
* Plan and Prepare for Directory Synchronization
* Implement Directory Synchronization using Azure Active Directory Connect
* Manage User and Groups in Office 365 using Directory Synchronization

Module 5: Planning and Managing SharePoint Online This module introduces SharePoint Online and its role in providing other Office 365 services such as Microsoft Teams and OneDrive. In this module, you will learn how to plan and configure SharePoint Online including controlling External Sharing.

Lessons for module 5 * What is SharePoint Online
* Understanding the relationship between SharePoint, OneDrive, Teams, and Office 365 Groups
* SharePoint Online Architecture
* Configure SharePoint Online
* Configure and Control External Sharing
* Managing SharePoint Online Site Collections
* Managing SharePoint Online using PowerShell

Lab 1: Planning and Managing SharePoint Online * Configuring SharePoint Online Settings
* Create a SharePoint Intranet
* Verify External User Sharing

After completing module 5, students will be able to: * Describe SharePoint Online
* Manage SharePoint Online Settings
* Create SharePoint Online Site Collections

* Plan and Configure External User Sharing

Module 6: Planning and Managing Microsoft Teams This module explains how to plan and configure Microsoft Teams for communication and collaboration within your organization and how to control external communications. You will learn to use Microsoft Teams policies to configure Teams user settings.

Lessons for module 6 * What is Microsoft Teams
* How Microsoft Teams integrates with other Office 365 Services
* Create and Manage Organization Wide Settings
* Create, Manage and Assign Microsoft Teams Policies
* Plan and Configure External and Guest Access
* Managing Microsoft Teams using PowerShell

Lab 1: Planning and Managing Microsoft Teams * Configure Organization Wide Settings
* Working with Teams Policies
* Configure External and Guest Access
* Create a Team

After completing module 6, students will be able to: * Plan and Configure Microsoft Teams Organization Wide Settings
* Manage and Assign Microsoft Teams Policies
* Create a Microsoft Teams Team

Module 7: Planning and Managing Other Office 365 Services In this module, you will learn about the other Office 365 services including their purpose, and an introduction to the use and administration of each service. You will then learn about selected Add-ins to extend Office 365.

Lessons for module 7 * Yammer
* Planner
* Visio
* Bookings
* Delve
* Forms
* Power Platform
* Stream
* Sway
* Viva
* Scheduler
* Add-ins, including Find Time and Junk Reporter

Lab 1: Planning and Managing Office 365 Services * Configure and Manage Planner
* Configure and Manage Bookings
* Configure Power Platform Data Policy

After completing module 7, students will be able to: * Describe Office 365 Services (for example Yammer, Steam and Viva)
* Plan and Configure Office 365 Services (for example Planner and Bookings)
* Configure Power Platform Data Policies

Module 8: Security and Compliance in Office 365 This module introduces the Security and Compliance features in Office 365. Whilst Microsoft 365 plans include extended security and compliance features, this module will focus on those products available in the core plans without the extended licensing.

Lessons for module 8 * Overview of Security and Compliance Features in Office 365
* Extending Security and compliance Features with Additional Licenses
* Using the Microsoft Defender Portal and Secure Score
* Using the Office 365 Compliance Portal and Compliance Score
* Plan and Configure Retention Labels and Policies
* Plan and Configure Data Loss Prevention Policies
* Create and Assign Sensitivity Labels
* Configure Safe Attachments and Safe Links Policies
* Plan and Configure Multi Factor Authentication

Lab 1: Configure Security and Compliance in Office 365 * Review Secure Score
* Configure Threat Protection
* Configure Sensitivity Labels
* Configure Retention for Microsoft Teams
* Configure Multi Factor Authentication

After completing module 8, students will be able to: * Describe the Security and Compliance Features in Office 365
* Review License Requirements for Security and Compliance Features in Microsoft 365
* Configure Information Protection in Office 365
* Configure Information Governance in Office 365

Module 9: Reporting, Monitoring and Troubleshooting Office 365 This module looks at techniques for troubleshooting issues with Office 365 focusing on the core services. You will also learn about the reporting and monitoring tools and features available.

Lessons for module 9 * Monitoring Office 365 Service Health
* Troubleshooting Administrative Access in Office 365
* Troubleshoot Directory Synchronization
* Troubleshooting Exchange Online
* Troubleshooting SharePoint Online
* Troubleshooting Microsoft Teams
* Troubleshooting Office 365 Security and Compliance

Lab 1: Reporting, Monitoring and Troubleshooting in Office 365 * Troubleshooting synchronization issues with user objects in Office 365

* Troubleshooting Exchange Online
* Troubleshoot SharePoint Online
* Troubleshoot Microsoft Teams
* Troubleshoot Sensitivity Labels

After completing module 9, students will be able to: * Monitor Office 365 Service Health

* Troubleshoot Office 365 Connectivity and Service Issues