

Mastering Office 365 Teams Deployment and Administration

Learn via: **Classroom/AFA**

Duration: **3 Day**

Overview

This course covers Office 365 Teams for Administrators. Delegates will learn the following including hands on labs

- Office 365 Teams Features and Functionality
- Office 365 Teams planning and deployment considerations
- Office 365 Teams Administration tools and role models
- Office 365 Teams Meetings functionality and administration
- Office 365 Teams Messaging and Channels
- Office 365 Teams Security and Compliance features
- Office 365 Teams migration, upgrades and co-existence
- Office 365 Teams Reporting
- Office 365 Teams calling features and administration

Prerequisites

Delegates should have a basic understanding of what Office 365 is and basic computer skills. Note this course is for people involved in Office 365 Teams Administration, not end users.

Whilst this is not a powershell course, as powershell is one of the core administrative tools within Microsoft 365 products - there will be powershell steps referenced within the course and used in the labs. Where powershell is used in the labs Students can either copy and paste the instructions, or in most exercises use a GUI alternative method (though sometimes a GUI alternative is not available). A high level understanding of what powershell is would be very beneficial, but not absolutely essential for this course.

Outline

Module 1 – Overview of Microsoft Teams Functionality

An Overview of Microsoft Teams from a user perspective

- The Microsoft Teams Application
- Microsoft Teams, Office 365 Groups and Yammer
- Overview of Teams and Channels in Microsoft Teams
- Overview of the Microsoft Teams Interface
- Getting Started with Microsoft Teams
- Get Teams Up and Running
- Creating Teams
- Adding Channels to a Team
- Joining a Team
- Adding and Using Tabs in Channels
- Adding Connectors to a Channel
- Chatting and Sharing Files
- Formatting and Enhancing Conversations and Chat
- Attaching Files and Working Collaboratively in Conversations and Chat
- @Mentioning and Searching
- Making Calls from Chat
- Using Meet Now
- Scheduling Meetings
- Filtering an Activity Feed
- The Difference Between Microsoft Teams and Skype for Business

An Overview of Microsoft Teams for Administrators

- Team Concepts
- Assign Team Members and Owners
- Best Practices for Organizing Teams
- Best Practices for Channels

- Create an 'Org-wide' Team in Microsoft Teams
- Best Practices for Org-wide Teams
- Presence in Teams
- Presence States

Module 2 – Planning and Verifying an Environment is Ready for Microsoft Teams

Teams Architecture

- High-Level Architecture
- Logical Architecture for Conversations
- How Teams Interact with Exchange
- How Teams Interact with SharePoint and OneDrive for Business
- How Teams Interact with Office 365 Groups
- Office 365 Groups and Microsoft Teams
- Deleting an Office 365 Group

Teams Membership Management

- How Office 365 Groups Can Be 'Converted' to Teams
- Restoring Deleted Teams and Office 365 Groups
- Restoring Deleted Channels in Microsoft Teams

Prepare Your Organization's Network for Teams

- Traffic Types Used by Teams
- Preparing Your Network for Microsoft Teams
- Bandwidth Requirements
- Network Connectivity Requirements for Teams
- Virtual Private Networks (VPNs)
- Wi-Fi Networks
- Firewall Requirements
- Proxy Requirements
- Other Network Considerations
- Media Quality and Network Connectivity Performance in Teams

Factors that impact Microsoft Teams Media Quality

- Devices
- Environment
- Network

Teams Limits and Specifications

Teams and Channels

Meetings and Calls

Storage

Messaging

Browsers

Teams Network Assessment Tool

Network Performance Tests

Network Connectivity Tests

Module 3 – Deployment of Microsoft Teams

Managing Teams

- Manage Teams at the Office 365 Tenant Level
- Manage User Access to Microsoft Teams
- Manage Teams User-Level Licensing with the Office 365 Admin Center
- Manage Teams User-Level Licensing with PowerShell
- Control Teams Creation via AzureAD PowerShell

Teams and Skype Admin Overview

- Teams & Skype Admin Center Overview
- Dashboard
- Teams>Manage teams
- Locations
- Users
- Meetings
- Messaging Policies
- Org-wide Settings

Other Portals

Teams PowerShell Overview

- Skype for Business PowerShell
- Managing Policies with Skype for Business PowerShell

- Managing Teams Configurations with Skype for Business PowerShell
- Azure AD Preview PowerShell

Teams Admin Roles and Capabilities

Cmdlets for Admin Roles

Adding Users to Teams Admin Roles

Clients for Microsoft Teams

- Desktop Client
- Mac Desktop Client
- Windows Desktop Client
- Web Client
- Mobile Client

Hardware Requirements for the Teams App

Installing Teams Using the MSI

- How the Microsoft Teams MSI Package Works
- Target Computer Requirements
- Clean up and Redeployment Procedure
- Disable Auto Launch for the MSI Installer

Communicate with Teams in Other Organizations Using External Access

- Managing Guest Access in Microsoft Teams
- Understanding Guests and Guest Access?
- Teams Guest Access vs. Teams External Access
- Areas of management for Office 365 Teams Guest access
- Azure Active Directory Guest access management
- Azure AD Collaboration restrictions
- Control guest access via Office 365 Groups
- Office 365 Groups Guest Powershell
- Microsoft Teams Guest access management
- Enabling Guest Access with Windows PowerShell
- Specific Team Guest Permissions
- Adding Guests to a Team

Module 4 – Meetings in Microsoft Teams

Meetings in the Admin Center

Meeting Settings in the Admin Center

- Participants
- Email Invitation
- Network

Meeting Settings in PowerShell

Meeting Policies in the Admin Center

- Meeting Policies
- Assigning Meeting Policies
- Meeting Policies in PowerShell

Microsoft Teams Live Events

- Teams Live Events
- The Attendee Experience
- Plan for Teams Live Events
- Who Can Create and Schedule Live Events?
- Who Can Watch a Live Event?
- Regional Availability
- Set Up for Teams Live Events
- Create or Edit a Live Events Policy
- Assign a Live Events Policy
- Enable Users to Schedule External Encoder Events
- Configure Teams Live Events
- Teams Live Events vs Skype for Broadcast

Audio Conferencing in Teams

- Audio Conference Bridges
- Setting Up Audio Conferencing

Module 5 – Messaging and Channels in Microsoft Teams

Managing Global Teams Settings

- Email Integration
- Files
- Organization
- Devices
- Search

Managing Conversations and Chat with Messaging Policies

- Teams Messaging Policies
- Messaging Policies in Teams & Skype Admin Center
- Assigning Messaging Policies
- Messaging Policies in PowerShell

Controlling Apps in Teams Using the Office 365 Admin Center

- The Apps Experience for Users

Module 6 – Security & Compliance in Microsoft Teams

Location of Data in Teams

Data Residency

Overview of Security and Compliance in Teams

- Auditing and Reporting
- Compliance Content Search
- eDiscovery
- Legal Hold
- Information Protection Architecture
- Information Protection Capabilities
- eDiscovery Investigation of Content in Teams
- eDiscovery of Guest-to-Guest Chats
- Conduct an eDiscovery Investigation of Content in Teams
- Place a Team or Teams User on Legal Hold

Use Content Search in Teams

- Using Content Search
- Review Content Search Results
- Export Content Search Results

Retention Policies in Teams

Setting Up Office 365 Alerts for Teams

- Managing Alerts using the New Alerts Dashboard
- Dashboard
- View Alerts
- Alert Policies
- Managing Alerts using the Legacy Activity Alerts Page

Module 7 – Migration & Interoperability for Organizations Using Microsoft Teams with Skype for Business

Fundamental Concepts

Coexistence Modes

- Islands Mode
- Skype for Business only Mode
- Teams only Mode

Interoperability of Microsoft Teams and Skype for Business

- Native Interop Experiences
- Limitations of the Native Interop Experience

The TeamsUpgradePolicy Attribute

Teams Upgrade

- Teams Upgrade Settings using Microsoft Teams & Skype for Business Admin Center
- Teams Upgrade Settings using Windows PowerShell

Module 8 – Reporting in Microsoft Teams

Usage and Activity Reports for Teams

- Device Usage
- User Activity

Call Analytics and the Call Quality Dashboard

- Call Analytics

- Setting Up Call Analytics
- Configure Call Analytics Permissions

Add Building, Site, and Tenant Data

Updating Locations Data

Troubleshooting with Call Analytics Data

Call Quality Dashboard

Module 9 – Calling in Microsoft Teams

Calling in Teams

Teams Calling Features

Emergency Services Calling

Phone System in Office 365

Calling Plans

Phone System Services

- Setting Up a Phone System in Your Organization
- Verify that Phone System is available in your country or region
- Purchase Phone System and Calling Plan licenses
- Assign Phone System and Calling Plan licenses
- Get phone numbers for your users
- Get service phone numbers
- Complete setup of your Calling Plan
- Set up Audio Conferencing
- Set up a Phone System call queue
- Set up a Phone System auto attendant
- Assign service phone numbers
- Set up Communications Credits for your organization
- Changing the Default Language for Voicemail Greetings and Emails
- Setting the Phone System Caller ID
- Setting Caller ID Policy Settings
- Setting Up Phone System Voicemail
- Setting Voicemail Policies

Emergency Locations, Addresses, and Call Routing

- Emergency Locations
- Emergency Addresses
- Emergency Call Routing
- Address Validation
- Adding and Validating Emergency Addresses

Dial Plans

- Tenant Dial Plan Scope
- Creating Your New Tenant Dial Plan
- Normalization Rules
- Create and Manage Dials Plans