

Office 365 Administration and Troubleshooting

Learn via: **Classroom/Virtual**

Duration: **3 Days**

Overview

This is a three-day Instructor Led Training (ILT) course that targets the needs of information technology (IT) professionals who take part in administering, configuring, troubleshooting, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to administer and troubleshoot Office 365 tenant and key services of Office 365, such as Exchange Online, SharePoint Online and Teams. It also covers security and compliance features of Office 365.

Target Audience

This course is intended for IT professionals and system administrators who want to learn about administration and troubleshooting techniques in Office 365. These professionals should have at least three years of experience working in their respective fields—typically in the areas of system administration, network administration, and messaging.

Prerequisites

Before attending this course, students must have:

- A minimum of two years of experience administering the Windows Server operating system, including Windows Server 2012 or newer.
- A minimum of one year of experience working with Active Directory Domain Services (AD DS).
- A minimum of one year of experience working with name resolution, including DNS.
- Experience working with certificates, including public key infrastructure (PKI) certificates.
- Experience working with Windows PowerShell.
- Experience working with Exchange Server 2013 or newer, Lync 2013 Server or Skype for Business 2015 Server, and SharePoint Server 2013 or newer is beneficial but not required.

An understanding of the following concepts as they relate to Office 365:

- Understanding of Microsoft cloud services.
- Understanding of the Office 365 platform.

Due to the significant level of cross-over of subject matter this course is not suitable for delegates who have already attended the M20347 'Enabling and Managing Office 365' or MS030 'Office 365 Administration' courses.

The 10997 is an extremely high paced course aimed at delegates wanting an initial exposure to Office365 concepts and technologies. Due to the breadth of subject matter covered in the course there is potentially limited opportunity for practical exercises during the 3 days but lab access is provided free of charge post course for a minimum of 30 days in order for students to complete.

Delegates who are completely new to Office365 or who are not comfortable with an extremely high paced delivery should instead consider attending either the 20347 which covers 90% same material but over 5 days or an appropriate 365 Mastering course which cover the individual Office 365 technologies introduced within the 10997 in depth:

What You Will Learn

After completing this course, students will be able to:

- Describe Office 365 services.
- Administer Office 365 by using graphical user interface (GUI) and Windows PowerShell.
- Administer and troubleshoot directory synchronization and directory objects.
- Administer and troubleshoot Microsoft Teams.
- Administer and troubleshoot SharePoint Online.
- Administer and troubleshoot Office 365 ProPlus.
- Administer and troubleshoot compliance and security in Office 365.

Outline

Module 1: Office 365 services overview

This module describes Office 365 services, licensing, tenant, and clients.

Lessons

- Overview of Office 365 services
- Office 365 licensing overview
- Office 365 tenant configuration
- Office 365 clients

Lab : Office 365 services overview

- Setting up Office 365 lab environment
- Office 365 Domain Name System (DNS) management
- Office 365 service configuration

Module 2: Office 365 administration, tools, and techniques

This module describes the tools used for Office 365 administration.

Lessons

- Managing Office 365 with administrative portals
- Managing Office 365 with Windows PowerShell
- Managing administrative access in Office 365
- Troubleshooting administration in Office 365

Lab : Administering Office 365

- Using administrative portals
- Administering Office 365 with Windows PowerShell
- Configuring delegated administrators
- Troubleshooting administrative access in Office 365

Module 3: Administering and troubleshooting directory synchronization and directory objects

This module describes how to administer and troubleshoot directory synchronization with Azure AD Connect, and how to administer user and group objects in Office 365.

Lessons

- Directory synchronization and federation overview
- Azure AD Connect management
- Managing users and groups objects in Office 365
- Troubleshooting objects and directory synchronization in Office 365

Lab : Administering directory synchronization, users, and groups in Office 365

- Configuring Azure AD Connect
- Managing Office 365 users and groups by using the Office 365 admin center
- Managing Office 365 password policies
- Troubleshooting users and directory synchronization

Module 4: Administering and troubleshooting Microsoft Exchange Online

This module describes how to administer and troubleshoot Exchange Online service in Office 365.

Lessons

- Overview of Exchange Online management
- Administering Exchange Online recipients

- Administering client access policies in Exchange Online
- Troubleshooting Exchange Online

Lab : Administering and troubleshooting Exchange Online

- Configuring and administering Exchange Online recipients
- Configuring delegated administration
- Configuring client access policies
- Troubleshoot Exchange Online

Module 5: Administering and troubleshooting Microsoft Teams

This module describes how to administer and troubleshoot Microsoft Teams in Office 365.

Lessons

- Microsoft Teams management overview
- Administering users and connectivity in Microsoft Teams
- Troubleshooting Microsoft Teams

Lab : Administering Skype for Business Online

- Configuring Microsoft Teams organization settings
- Configuring Microsoft Teams user settings
- Troubleshooting Microsoft Teams

Module 6: Administering and troubleshooting SharePoint Online

This module describes how to administer and troubleshoot SharePoint Online service in Office 365.

Lessons

- SharePoint Online management overview
- Administering SharePoint Online site collections
- Administering external users in SharePoint Online
- Configuring OneDrive for Business
- Troubleshooting SharePoint Online

Lab : Configuring and administering SharePoint Online

- Configuring SharePoint Online settings
- Creating and configuring a SharePoint site collection
- Configuring and verifying external user sharing
- Configuring OneDrive for Business
- Troubleshooting SharePoint Online

Module 7: Planning and deploying Office 365 ProPlus

This module describes how to plan and implement the deployment of Office 365 ProPlus.

Lessons

- Overview of Office 365 ProPlus
- Managing user-driven Office 365 ProPlus deployments
- Troubleshooting Office 365 ProPlus deployments

Lab : Managing Office 365 ProPlus installations

- Preparing Office 365 ProPlus installations
- Managing user-driven Office 365 ProPlus installations
- Managing centralized Office 365 ProPlus installations
- Troubleshooting Office 365 ProPlus deployments

This module describes how to administer and troubleshoot compliance and security features in Office 365.

Lessons

- **Overview of compliance features in Office 365**
- **Administering Azure Rights Management in Office 365**
- **Administering compliance features in Office 365**
- **Configuring and administering email security in Office 365**
- **Troubleshooting Office 365 compliance and protection**

Lab : Configuring and troubleshooting compliance and security

- **Configuring Rights Management in Office 365**
- **Configuring compliance features**
- **Configuring email protection**
- **Troubleshooting security and compliance**