Mastering Microsoft 365 core services and identity administration Training

Duration: **5 Day**

BILGINC IT Academy
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This five-day course provides IT professionals with essential technical knowledge to confidently manage and support Microsoft 365 environments.

Delegates learn how to manage the Microsoft 365 tenancy, and build skills across Microsoft 365 core services including Entra ID, Exchange Online, SharePoint, Microsoft Teams, and Microsoft Purview Compliance.

Each learner receives a 30-day enterprise tenancy to complete guided labs, practising key administrative tasks in the core Microsoft 365 services.

The course covers the foundational elements of Microsoft 365, from licensing and setup of the tenancy, through to advanced configuration, ensuring participants are well-prepared to manage and troubleshoot essential aspects of the Microsoft 365 environment.

Prerequisites

Before attending this course, learners should have:

- A working knowledge of core IT concepts including DNS, networking, user identities, and accounts

Note: This course requires Multi-Factor Authentication (MFA) for lab access. Please install the Microsoft Authenticator app before attending. Additional guidance is available on QA's MFA information page: **https://www.qa.com/resources/faqs/mfa-requirements/**

Target audience

This course is intended for:

- IT professionals who will need to manage Microsoft 365 and its key services
- IT professionals who are already managing Microsoft 365 but need to broaden and deepen their knowledge
- Technical support staff who need to support Microsoft 365 users and troubleshoot problems

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What You Will Learn

By the end of the course, participants will be able to:

- Administer the Microsoft 365 tenancy and its core services using both graphical tools and PowerShell.
- Create and manage users, groups, and licenses in both cloud-only and hybrid identity models. This includes synchronisation of accounts from Active Directory to Entra ID.
- Configure the deployment, updating and monitoring of Microsoft 365 Apps for enterprise.
- Administer Exchange Online using the Exchange admin center and PowerShell, and assign appropriate Exchange administrator roles. Manage Exchange recipients, including mailboxes, mail users and mail contacts. Configure mail flow and Exchange Online security features.
- Administer Teams using admin centers and PowerShell, and assign appropriate Teams administrator roles. Create and manage different types of Teams and channels, and configure guest access to them. Manage meetings in Teams.
- Administer SharePoint using the SharePoint admin center and PowerShell. Understand, create and configure different types of SharePoint sites, as well as hubs. Control access to sites, including by external users. Design navigation for the SharePoint environment.
- Use Microsoft Purview for data loss prevention, content search, retention, and audit logging
- Monitor Microsoft 365 service health and troubleshoot common issues using admin tools