Mastering Exchange Online Administration Training

Duration: **3 Day**

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This three-day technical course on Exchange Online provides delegates with in-depth knowledge and practical experience to effectively manage and secure Microsoft's cloud-based email and collaboration system.

Delegates begin with an overview of Microsoft 365 and Exchange Online, learning about service limits, subscription plans, and basic user setup. They also explore essential management tools, including the Exchange Online Admin Center and PowerShell, to perform administrative tasks such as creating users and configuring mailbox permissions.

Delegates then dive into advanced administrative tasks, such as managing different types of recipients, configuring mail flow, and implementing security protocols. The course covers how to set up Microsoft 365 groups, manage shared and resource mailboxes, apply role-based access control (RBAC), and configure mail flow settings and learn how to create distribution lists, setting up calendar sharing, and trace messages.

Finally, students learn about compliance and security features vital for organizational data protection, including Data Loss Prevention (DLP), Exchange Online Protection (EOP), and Defender for Office 365. Through modules on troubleshooting, monitoring, and using the Microsoft 365 Defender Portal, students gain tools to ensure smooth and secure Exchange Online operation. By the end, attendees will be equipped to manage Exchange Online environments effectively and troubleshoot potential issues.

Labs and hands-on exercises provide experience with practical skills for each module. Each student receives a free 30 day Microsoft 365 Enterprise environment provided as part of the course

Prerequisites

Important This course may require the use of Multifactor Authentication (MFA). Please read this page and download the Microsoft Authenticator app (or similar app) prior to attending the course:

https://www.qa.com/resources/faqs/mfa-requirements/

Please see the below Microsoft article for further information on reasons for the MFA requirement:

https://learn.microsoft.com/en-us/entra/identity/authentication/concept-mandatory-multifactor-authentication

- Basic understanding of 'cloud' concepts
- Experience with Office 365 core components such as user IDs
- Familiarity with Exchange and Outlook use
- Experience with PowerShell
- Experience with traditional collaboration methods such as email and file sharing

Whilst this is not a powershell course, as powershell is one of the core administrative tools within

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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.

What You Will Learn

By the end of this course, delegates will have the skills and knowledge to manage, configure, and secure Exchange Online environments within Microsoft 365. They will be proficient in using the Exchange Online Admin Center and PowerShell for user and group management, configuring mail flow, setting up security controls, and applying compliance features. Delegates will also gain hands-on experience with troubleshooting tools and monitoring techniques, equipping them to optimize email and collaboration workflows while maintaining data security and compliance in a cloud-based environment.