

M55354A : Administering Office 365

Course 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 full deployment, including key technical decision points during the pilot and deployment phases. It introduces core Office 365 services and covers configuring DNS settings to add custom domains for use with all Office 365 services.

Lessons:

- 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

Module 2: Managing Users and Groups in Office 365

After setting up your Office 365 tenant, this module teaches you to create, manage, and license users via PowerShell and directory synchronization. It also covers types of groups available in Office 365 and managing administrative access using Role-Based Access Control (RBAC).

Lessons:

- Managing User Accounts and Licenses
- Managing Passwords and Authentication
- Creating and Managing 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

Module 3: Deploying and Configuring Tools and Applications for Office 365

This module discusses tools and client applications for connecting to Office 365. You'll learn to configure and deploy Apps for Microsoft 365 across various platforms like web, Windows, Mac, and mobile.

Lessons:

- Planning Network Configuration for Office 365 Tools and Applications
- Using the Office Configuration Tool
- Click-to-Run Installation and Control
- Managing Centralized Deployment of Tools, Applications, and Add-ins
- Reporting

Module 4: Planning and Managing Exchange Online

Learn to create and manage various mailbox types, configure Exchange Online permissions, and set up Mail Flow rules with email protection features like anti-spam and anti-malware.

Lessons:

- What is Exchange Online
- Managing Exchange Online Mailboxes
- Managing Office 365 Groups in Exchange Online
- Configuring Exchange Online Permissions
- Managing Exchange Online using PowerShell
- Planning and Configuring Mail Flow
- Planning and Configuring Email Protection

Module 5: Planning and Managing SharePoint Online

This module introduces SharePoint Online, its integration with Teams and OneDrive, and planning its configuration, including controlling external sharing.

Lessons:

- What is SharePoint Online
- SharePoint, OneDrive, Teams, and Office 365 Groups Integration
- SharePoint Online Architecture
- Configuring SharePoint Online
- Configuring and Controlling External Sharing
- Managing SharePoint Online Site Collections
- Managing SharePoint Online using PowerShell

Module 6: Planning and Managing Microsoft Teams

This module explains configuring Microsoft Teams for communication and collaboration, managing user settings with policies, and controlling external communications.

Lessons:

- What is Microsoft Teams
- Microsoft Teams Integration with Office 365 Services
- Creating and Managing Organization-Wide Settings
- Creating, Managing, and Assigning Microsoft Teams Policies
- Planning and Configuring External and Guest Access
- Managing Microsoft Teams using PowerShell

Module 7: Planning and Managing Other Office 365 Services

Discover additional Office 365 services, their purposes, and basic administration techniques, including an introduction to selected Add-ins.

Lessons:

- Yammer
- Planner
- Visio
- Bookings
- Delve
- Forms
- Power Platform
- Stream
- Sway
- Viva
- Scheduler
- Add-ins like Find Time and Junk Reporter

Module 8: Security and Compliance in Office 365

This module focuses on Office 365 security and compliance features available in core plans, including configuration of multi-factor authentication, sensitivity labels, and data loss prevention policies.

Lessons:

- Overview of Security and Compliance Features in Office 365
- Extending Features with Additional Licenses
- Microsoft Defender Portal and Secure Score
- Office 365 Compliance Portal and Compliance Score
- Planning and Configuring Retention Labels and Policies
- Planning and Configuring Data Loss Prevention Policies
- Creating and Assigning Sensitivity Labels
- Configuring Safe Attachments and Safe Links Policies
- Planning and Configuring Multi-Factor Authentication

Module 9: Reporting, Monitoring, and Troubleshooting Office 365

Learn troubleshooting techniques for Office 365 core services and explore tools for reporting and monitoring.

Lessons:

- Monitoring Office 365 Service Health
- Troubleshooting Administrative Access in Office 365
- Troubleshooting Directory Synchronization
- Troubleshooting Exchange Online
- Troubleshooting SharePoint Online
- Troubleshooting Microsoft Teams
- Troubleshooting Office 365 Security and Compliance