

M56102A - Microsoft 365 Administration

Course Outline

Module 1: Planning and Provisioning

- Introduction and Service Overview
- Subscription and Licensing Options
- Deployment Planning
- Tenant Management
- Administration Portals
- Custom Domain Configuration
- DNS Management
- Service Health Monitoring

Lab

- Configure a Tenant
- Configure a Custom Domain
- Monitor Service Health

Module 2: Managing Users, Groups, and Licenses

- Identity Management Overview
- Creating and Managing Users
- Managing Groups
- Security Groups and Distribution Lists
- Guest User Management
- License Assignment and Management
- Authentication Methods
- Self-Service Password Reset (SSPR)
- Password Protection
- Hybrid Identity
- Directory Synchronization
- Cloud Synchronization
- Synchronization Monitoring
- Administrative Role Delegation

Lab A

- Create and Update User Accounts
- Assign User Licenses
- Configure Password Policies
- Manage Groups
- Create Users and Groups with PowerShell
- Assign Administrative Roles
- Create Administrative Units

Lab B

- Prepare Directory Synchronization
- Configure Directory Synchronization
- Manage Active Directory Users and Groups

Module 3: Managing Productivity Applications

- Application Deployment Overview
- Deploy Applications
- Update Channel Management
- Application Configuration
- Activation and Licensing
- Office Deployment Tool

Lab

- Deploy Applications
- Configure Update Channels
- Configure Application Preferences

Module 4: Managing Email Services

- Email Administration
- Mailbox and Recipient Management
- Mail Flow Management
- Permission Management
- Email Protection
- PowerShell Administration

Lab

- Configure Recipients
- Configure Resource Mailboxes
- Configure Email Protection

Module 5: Managing Collaboration Sites

- Collaboration Platform Overview
- Site Management
- Sharing Configuration
- Storage and Site Collection Management
- External Sharing Planning
- PowerShell Administration

Lab

- Configure Collaboration Settings
-

- Create an Intranet Site
- Verify External User Sharing

Module 6: Managing Team Collaboration

- Team Collaboration Overview
- Integration with Productivity Services
- Organization-Wide Settings
- Policy Management
- External and Guest Access
- PowerShell Administration

Lab

- Configure Organization Settings
- Manage Collaboration Policies
- Configure Guest Access
- Create a Team

Module 7: Managing Additional Productivity Services

- Enterprise Social Collaboration
- Task Management
- Diagramming Tools
- Online Booking Services
- Digital Forms
- Low-Code Development Platform
- Video Editing
- Digital Presentations
- Employee Experience Platform
- AI Assistant Features
- Collaborative Workspaces
- Integrated Applications
- Cloud File Storage

Lab A

- Configure Task Management
- Configure Booking Services
- Configure Data Policies

Lab B

- Enable Cloud File Synchronization
- Synchronize Files

Module 8: Managing Compliance and Data Protection

- Compliance Center Overview
- Sensitivity Labels
- Retention Labels and Policies
- Data Loss Prevention
- Auditing and eDiscovery
- Compliance Monitoring

Lab

- Create Sensitivity Labels
- Configure Retention Policies
- Create Data Loss Prevention Policies
- Search Audit Logs
- Perform eDiscovery

Module 9: Managing Extended Detection and Response (XDR)

- Email Protection
- Advanced Email Security
- Safe Attachments
- Threat Intelligence
- Cloud Application Protection
- Endpoint Protection
- Threat Protection

Lab

- Configure Safe Attachments
- Configure Safe Links
- Implement Threat Intelligence

Module 10: Implementing Security Solutions

- Threat Intelligence
- Cloud Application Security
- Endpoint Security
- Email Security
- Security Policy Configuration
- Threat Investigation and Response
- Security Posture Improvement

Lab

- Implement Threat Intelligence
-

Module 11: Reporting, Monitoring, and Troubleshooting

- Service Health Monitoring
- Administrative Access Troubleshooting
- Directory Synchronization Troubleshooting
- Email Service Troubleshooting
- Collaboration Site Troubleshooting
- Team Collaboration Troubleshooting
- Security and Compliance Troubleshooting

Lab

- Troubleshoot Directory Synchronization
- Troubleshoot Email Services
- Troubleshoot Collaboration Sites
- Troubleshoot Team Collaboration
- Troubleshoot Sensitivity Labels