

Office 365 Administration and Troubleshooting (MS-10997)

Modality: Virtual Classroom

Duration: 3 Days

SATV Value: 3

About this course:

The Office 365 Administration and Troubleshooting course are based on 3 days ILT (Instructor Led Training). This course focuses on the requirements of IT professionals who are involved in operating, troubleshooting, configuring and administering Office 365 services, compromising its supporting technologies, requirements, dependencies, and identities. This course provides the skills and expertise needed to troubleshoot and administer Office 365 tenant and its key services, like Skype for business, SharePoint Online, and Exchange Online. Additionally, it covers the compliance and security features of Office 365.

The MS Office 365 Administrator can earn an average salary of \$61,711 per year.

Course Objective:

Candidates have an ability of following, after completion of this course:

- Define Office 365 services
- Troubleshooting and administration of SharePoint Online
- Troubleshooting and administration of directory objects and directory synchronization
- Troubleshooting and administration of Office 365 ProPlus
- Troubleshooting and administration of security and compliance in Office 365
- Troubleshooting and administration of Skype for Business
- Use Window PowerShell and GUI (Graphical User Interface) for administering Office 365

Audience:

- The Office 365 Administration and Troubleshooting course is presented for both experienced and novice programmers who have at least 3 months of programming involvement and have fundamental skills of Windows navigation.
- The system administrators and Information Technology professionals who wish to study about troubleshooting and administration techniques in Microsoft Office 365. The individuals required to have a minimum of 3 years of working experience in the relevant areas, generally in the field of

messaging, network administration, and system administration.

Prerequisite:

Candidates required to have the following, before appearing in this course:

- . At least 1 year of working experience with ADDS (Active Directory Domain Services)
- . Working involvement with Windows PowerShell
- . At least 1 year of working experience with name resolution, incorporating Domain Name System (DNS)
- . Working involvement with certificates, incorporating PKI (Public Key Infrastructure) certificates
- . Working involvement with Exchange Server 2013 or latest, Skype for Business (2015) Server or Lync (2013) Server, and SharePoint Server (2013) or latest is helpful but not compulsory.
- . At least 2 years of administering experience the Windows Server OS, incorporating Windows Server 2012 or the latest.
- A Knowledge of the below concepts as they connect to Microsoft Office 365:
- . Knowledge of Office 365 platform
- . Knowledge of MS cloud services

Course 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

After completing this module, students will be able to:

- Describe Office 365 services.
- Explain Office 365 licensing.
- Configure an Office 365 tenant.
- Describe Office 365 clients.

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

After completing this module, students will be able to:

- Manage Office 365 with administrative portals.
- Manage Office 365 with Windows PowerShell.
- Manage administrative access in Office 365.
- Troubleshoot administration 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

After completing this module, students will be able to:

- Describe directory synchronization and federation overview.
- Explain Azure AD Connect management.
- Manage users and group objects in Office 365.
- Troubleshoot objects and directory synchronization in Office 365.

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

After completing this module, students will be able to:

- Describe Exchange Online management.
- Administer Exchange Online recipients.
- Administer client access policies in Exchange Online.
- Troubleshoot Exchange Online.

Module 5: Administering and troubleshooting Skype for Business

This module describes how to administer and troubleshoot Skype for Business service in Office 365.

Lessons

- Skype for Business management overview
- Administering users and connectivity in Skype for Business
- Troubleshooting Skype for Business

Lab : Administering Skype for Business Online

- Configuring Skype for Business Online organization settings
- Configuring Skype for Business Online user settings
- Troubleshooting Skype for Business Online

After completing this module, students will be able to:

- Describe Skype for Business management.
- Administer users and connectivity in Skype for Business Office 365 tenant configuration.
- Troubleshoot Skype for Business.

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

After completing this module, students will be able to:

- Describe SharePoint Online management.
- Administer SharePoint Online site collections.
- Administer external users in SharePoint Online.
- Plan and configure OneDrive for Business.
- Troubleshoot 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

After completing this module, students will be able to:

- Describe Office 365 ProPlus.

- Manage user-driven Office 365 ProPlus deployments.
- Troubleshoot Office 365 ProPlus deployments.

Module 8: Administering and troubleshooting compliance and security in Office 365

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

After completing this module, students will be able to:

- Describe compliance features in Office 365.
- Administer Azure Rights Management in Office 365.
- Administer compliance features in Office 365.
- Configure and administer email security in Office 365.
- Troubleshoot Office 365 compliance and protection.