M365 Administration and Troubleshooting

Microsoft 365 Administration and Troubleshooting is designed to provide IT professionals with a comprehensive understanding of Microsoft 365 services, administration, and troubleshooting techniques. The course covers the key components of M365, including Exchange Online, SharePoint Online, Azure Active Directory (AAD/Entra ID), device management, and security through Microsoft Defender and compliance portals. Participants will explore license management, backup options, user and device identities, email flow, site settings, and security policies. The course also delves into monitoring and reporting tools for effective system health checks and policy management.

Course Prerequisites:

- Basic knowledge of Microsoft 365 services.
- Familiarity with Active Directory and Azure AD.
- Experience with Windows Server or IT administration.
- Understanding of email systems and protocols.
- Experience with security policies and compliance tools.

Microsoft 365 Overview
- What is M365?
- Difference between O365 vs M365
- Major Services offered in M365
- License/Subscription
    - Overview of different types of licenses of M365
    - Overview of Azure Subscription and purpose
- Org Settings of M365
- Back Up (Default options provided by MS for M36 Services)

AAD/Entra ID
- Domains
    - Overview
    - Purpose
- Types of Identities
    - Users
    - Groups
    - Devices
- Azure AD Connect
    - Identity Sync using Entra ID Connect
- Health dashboard of M365
- Enterprise Apps
    - Overview

Exchange Online
- Policies Roles
    - Roles Overview
- Mail Flow
    - Configuration with an example

- Connectors
  - Overview
  - Concepts
- Reports
  - Report from EXO admin Centre

SharePoint Online
- Site Settings
  - Overview of Site Settings page of SharePoint Online Site
- Site's backup and restore
  - Default backup and restore process provided and followed by MS
- Link Management
  - Sharing Link Management from SPO admin Centre
- User Management
  - User profile management from SPO admin Centre

Device Management
- Intune Policies
    - Overview of Policies from Intune
- Endpoint Management
    - Overview of Endpoint Management from Defender portal and Intune

Security/Defender
- Rules and Policy
    - Overview
    - Default Policy
    - Overview of Custom Policy for Safe Links and Safe Attachment
- EOP
    - This is a logical component, hence concept will be discussed

Compliance
- Compliance Score
- Data Classification
- Overview of available Solutions under compliance portal