ManageEngine ADManager Plus

Course Description:

This comprehensive course provides an in-depth exploration of ADManager Plus, a versatile tool for Active Directory (AD) management, Microsoft 365 administration, and Google Workspace management. Participants will learn how to set up, configure, and utilize the core features of ADManager Plus, including user and group management, reporting, workflow automation, and integration with other enterprise applications. The course also covers advanced topics such as security hardening, high availability, and backup and recovery. By the end of the course, participants will be equipped with the knowledge and skills to effectively manage and automate AD tasks, streamline IT operations, and ensure compliance with organizational policies.

Audience Profile:

This course is designed for IT administrators, system engineers, and support professionals responsible for managing Active Directory, Microsoft 365, and Google Workspace environments. It is also suitable for individuals seeking to automate AD tasks and enhance their organization's IT operations through effective use of ADManager Plus.

Prerequisites:

- Basic understanding of Active Directory concepts

- Familiarity with Microsoft 365 and Google Workspace administration

- Basic knowledge of networking concepts and protocols

Course Objectives:

- Understand the architecture and setup of ADManager Plus

- Configure AD domains, Microsoft 365 tenants, and Google Workspace accounts

- Manage AD objects such as users, groups, computers, and OUs

- Generate, schedule, and customize AD and Microsoft 365 reports

- Implement workflow automation and help desk delegation

- Integrate ADManager Plus with enterprise applications, ITSM, and SIEM tools

- Perform backup and recovery operations for AD, Microsoft 365, and Google Workspace

- Apply security hardening techniques and configure advanced settings for high availability

Module 5: AD Reporting

- Generating AD reports

- Scheduling reports

- Creating custom reports

- Generating compliance reports

- AD risk assessment

Module 6: Microsoft 365 Management and Reporting

- User management

- Group management

- License management

- Contact management

- Exchange Online management

- Generating Microsoft 365 reports

- Scheduling Microsoft 365 reports

Module 7: Google Workspace Management and Reporting

- User management

- Generating user reports

Module 8: Help Desk Delegation

- Creating help desk roles

- Creating help desk technicians

- Auditing technicians' actions

- Auditing admin actions

Module 9: Workflow Automation

- Creating workflow requests

- Creating workflow technicians

- Creating workflows

- Assigning rules

- Creating workflow SLAs

Module 10: Automation

- Scheduling an automation

- Creating an automation policy

- Configuring an event-driven automation

- Building an orchestration template

- Configuring webhooks

- Running access certification campaigns

Module 11: Integration

- Integrating with enterprise applications and databases

- Integration with ITSM and help desk applications

- Integration with SIEM applications and syslog servers

Module 12: Backup and Recovery

- Backing up and recovering AD objects, Microsoft 365 objects, and Google Workspace items

Module 13: General Settings

- Creating custom LDAP attributes

- Creating custom naming formats

- Configuring password policy

- Configuring delete/disable policy

- Configuring notification profiles

- Configuring high availability

- Configuring load balancing

- Configuring data privacy settings

Module 14: Security Hardening Techniques

- Configuring SSL/TLS settings

- Configuring email/SMS, notification, and retention settings

- Scheduling database backups

- Personalizing ADManager Plus