

Slack for Administrators

The Slack Admin course is designed to equip administrators with the knowledge and skills needed to effectively manage and optimize Slack for their organization. This course covers the essential tools and features available to Slack admins, ensuring smooth communication, collaboration, and productivity within the team.

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Module 1 Fundamentals

Lesson:

- Summarize the key privileges and responsibilities of each Slack user role.
- Identify the unique features of each Slack paid plan.
- Identify the common responsibilities of Slack admin and owner roles.
- Identify workspace and org-level settings and dashboards.

Module 2 Workspace administration

Lesson:

- Determine when to create a workspace to meet the needs of an organization.
- Manage the workspace creation and approval process.
- Choose a workspace visibility setting that meets the needs of members and/or an organization.
- Prepare an Enterprise Grid design that meets the needs of the members and organization.
- Recommend how to consolidate workspaces.

Module 3 Channel and user group administration

Lesson:

- Set up and administer Slack channels.
- Recommend when to use a channel, a direct message (DM) or a group direct message.
- Recommend when to use a public or private channel.
- Recommend when to use multi-workspace channels.
- Administer channel posting permissions.
- Given a business case, recommend when to share a channel with an outside organization.
- Demonstrate how to manage connections, channels and direct messages (DMs) with outside organizations.

- Establish channel-naming guidelines and set recommended prefixes to meet the needs of an organization.
- Administer policies to manage the status or state of channels (for example: delete, archive, convert).
- Recognize when to use and how to set up Slack user groups.

Module 4 User lifecycle management

Lesson:

- Implement the best authentication option based on the Slack plan and an organization's requirements.
- Recommend a process for new account creation for different use cases.
- Recommend when to use SCIM (system for cross-domain identity management) versus JIT (just-in-time) to provision users.
- Recommend a process for getting new users into the right workspace(s) and channels.
- Demonstrate the two ways full member accounts can be deactivated (manual deactivation versus SCIM deprovisioning).
- Create a guest user request and approval process.

Module 5 App administration

Lesson:

- Summarize the value of interoperability for decision makers and end users.
- Use Workflow Builder to automate routine tasks and manual business processes.
- Understand the App installation process.
- Set up and manage an app-approval process.

Module 6 Security

Lesson:

- Identify Slack product security features and settings to meet an organization's security needs.
- Describe how Slack prioritizes security governance, risk management and compliance and identify examples of each.
- Describe product features that manage access and mobile devices to meet specific business needs.
- Recommend product features that protect and manage sensitive data to meet specific business needs.
- Recommend product features that govern information to meet specific business needs.
- Recommend when to audit user activity in Slack.

Module 7 Enabling Slack success

Lesson:

- Develop a vision and identify goals for Slack at an organization.
- Use the analytics dashboard to track Slack usage.
- Make recommendations based on analytics data (for example: channel archival, work with Slack Champions, publish a Slack etiquette guide).
- Build a Slack team to maintain a workspace or org based on best practices.
- Enable admins to promote Slack as the Digital HQ for their organization.
- Promote ongoing member enablement and engagement with specific programs and resources.