

KOENIG SOLUTIONS • COURSE OUTLINE

10997-D Office 365 Administration and Troubleshooting

Learn to administer, configure and troubleshoot Office 365 services including Exchange Online, SharePoint Online, Teams and security compliance.

3 Days

24 HOURS

8

MODULES

66

TOPICS

32

HANDS-ON ACTIVITIES

COURSE OVERVIEW

The 10997-D Office 365 Administration and Troubleshooting course is designed for IT professionals who are involved in the administration, configuration, and troubleshooting of Microsoft Office 365 services. This course offers comprehensive Office 365 implementation training to help learners understand how to manage and maintain the Office 365 environment effectively. Through a series of modules, participants will learn Office 365 administration and become adept at using various tools and techniques to solve common issues. Each module focuses on different aspects of Office 365, from understanding the services and licensing to in-depth administration of Exchange Online, SharePoint Online, Teams, and security compliance features. Practical lab exercises reinforce learning, ensuring that attendees gain hands-on experience. By the end of the course, participants will have the necessary skills to ensure smooth and efficient operation of their organization's Office 365 implementation.

Who Should Attend

The 10997-D Office 365 Administration and Troubleshooting course is designed for IT professionals seeking expertise in Microsoft 365 services management. Target Audience:

IT Administrators responsible for managing Office 365 environments

Systems Administrators seeking to expand their skills in cloud-based solutions

Network Administrators aiming to oversee Office 365 deployments and troubleshooting

Technical Support Engineers focusing on resolving Office 365 service issues

Help Desk Technicians who provide end-user support for Microsoft 365 Apps

IT Professionals looking to understand Office 365 licensing and tenant configurations

Security Administrators responsible for Office 365 security and compliance features

Exchange and SharePoint Administrators transitioning to cloud services

Microsoft 365 Managed Service Providers (MSPs) offering administration and support

Professionals preparing for Microsoft certification exams related to Office 365

IT Consultants who design and implement Office 365 solutions for clients

IT Managers overseeing teams that administer Office 365 environments

Solutions Architects involved in planning Office 365 deployments

Office 365 Power Users who need deeper insights into administration and troubleshooting

LEARNING OBJECTIVES

- Describe Office 365 services, licensing and tenant configuration
- Manage Office 365 using administrative portals and Windows PowerShell
- Manage directory synchronization and Azure AD Connect
- Administer Exchange Online recipients and client access policies
- Administer and manage Teams and troubleshoot Teams issues
- Configure SharePoint Online site collections and external access
- Plan and manage Microsoft 365 Apps for enterprise deployments
- Administer information protection and email security compliance

8 Modules, 66 Topics

01

2 Activities

Office 365 Services

This module describes the features of Office 365 and identifies recent improvements to the service. It also identifies licensing options, describes the process of Office 365 tenant configuration, and lists appropriate Office 365 client options.

LESSONS

- Overview of the Office 365 services
- Overview of Microsoft 365 and Office 365 licensing
- Microsoft 365 tenant configuration
- Office 365 clients

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Describe Microsoft 365 and Office 365 services
- Explain Microsoft 365 and Office 365 licensing options
- Describe Microsoft 365 tenant configuration
- Describe the available Office 365 clients

02

4 Activities

Office 365 Administration, Tools, and Techniques

This module describes how to manage Office 365 by using the administrative portals and Windows PowerShell. It also explains how to manage administrative access and troubleshoot administration in Microsoft 365.

LESSONS

- Managing Office 365 with the administrative portals
- Managing Office 365 with Windows PowerShell
- Managing administrative access in Microsoft 365
- Troubleshooting administration in Office 365

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Manage Office 365 by using the administrative portals
- Manage Office 365 by using Windows PowerShell
- Manage administrative access in Microsoft 365
- Troubleshoot administration in Office 365

Administering and Troubleshooting Directory Synchronization and Directory Objects

This module describes directory synchronization and federation. The module explains how to manage Microsoft Azure Active Directory Connect (Azure AD Connect) and user and group objects in Office 365. Additionally, it describes how to troubleshoot objects and directory synchronization in Office 365.

LESSONS

- Overview of directory synchronization and federation
- Azure AD Connect management
- Managing user and group objects in Microsoft 365
- Troubleshooting objects and directory synchronization in Office 365

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Describe directory synchronization and federation
- Manage Azure AD Connect
- Manage user and group objects in Office 365
- Troubleshoot objects and directory synchronization in Office 365

Administering and Troubleshooting Exchange Online

This module describes the subscription options and roles in Exchange Online. It explains how to administer Exchange Online recipients and client access policies in Exchange Online and how to troubleshoot Exchange Online.

LESSONS

- Overview of Exchange Online management
- Administering Exchange Online recipients
- Administering client access policies in Exchange Online
- Troubleshooting Exchange Online

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Describe the subscription options and roles in Exchange Online
- Administer Exchange Online recipients
- Administer client access policies in Exchange Online
- Troubleshoot Exchange Online

Administering and Troubleshooting Teams

This module describes Teams and explains how to administer, manage, and troubleshoot Teams.

LESSONS

Overview of Teams · Administering and managing Teams · Creating and managing teams in Teams · Troubleshooting Teams

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

Describe Teams · Administer and manage Teams · Create and manage teams · Troubleshoot problems with Teams

Administering and Troubleshooting SharePoint Online

This module describes how to configure SharePoint Online settings and site collections and external user access to SharePoint Online. It also explains how to manage Microsoft OneDrive for Business synchronization and how to troubleshoot SharePoint Online.

LESSONS

- Overview of SharePoint Online management
- Administering SharePoint Online site collections
- Administering external users in SharePoint Online
- Configuring OneDrive for Business
- Troubleshooting SharePoint Online and OneDrive for Business

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Manage SharePoint Online
- Configure SharePoint Online site collections
- Configure external user access to SharePoint Online
- Manage OneDrive for Business synchronization
- Troubleshoot SharePoint Online and OneDrive for Business

Planning and Deploying Microsoft 365 Apps for Enterprise

This module describes Microsoft 365 Apps for enterprise. It also explains how to plan and manage user-driven Microsoft 365 Apps for enterprise deployments and how to troubleshoot the deployments.

LESSONS

- Overview of Microsoft 365 Apps for enterprise
- Managing Microsoft 365 Apps for enterprise deployments
- Troubleshooting Microsoft 365 apps deployments

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Describe Microsoft 365 Apps for enterprise
- Plan and manage user-driven Microsoft 365 Apps for enterprise deployments
- Troubleshoot Microsoft 365 Apps for enterprise deployments

Administering and Troubleshooting Office 365 Compliance and Security

This module describes the compliance features in Office 365. It explains how to administer Azure Information Protection and the compliance features in Office 365, how to configure and administer email security in Office 365, and how to troubleshoot Office 365 compliance and protection.

LESSONS

- Overview of compliance features in Office 365
- Administering information protection in Office 365
- Administering compliance features in Office 365
- Configuring and administering email security in Office 365
- Troubleshooting Office 365 compliance and protection

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Describe the compliance features in Office 365
- Administer Azure Information Protection in Office 365
- Administer the compliance features in Office 365
- Configure and administer email security in Office 365
- Troubleshoot Office 365 compliance and protection

Practise What You Learn

#	MODULE	ACTIVITY
01	Office 365 Services	LAB: SETTING UP AND CONFIGURING OFFICE 365 SERVICES ■ Setting up a Microsoft 365 lab environment ■ Configuring Office 365 Services
02	Office 365 Administration, Tools, and Techniques	LAB: ADMINISTERING OFFICE 365 ■ Using the Microsoft 365 admin center ■ Administering Office 365 with Windows PowerShell ■ Configuring role-based administration ■ Troubleshooting administrative issues in Office 365
03	Administering and Troubleshooting Directory Synchronization and Directory Objects	LAB: ADMINISTERING DIRECTORY SYNCHRONIZATION, USERS, AND GROUPS IN MICROSOFT 365 ■ Configuring Azure AD Connect ■ Administer Office 365 by using the Microsoft 365 admin center and Office 365 services admin centers ■ Administer Office 365 by using Windows PowerShell ■ Managing password policies in Microsoft 365 ■ Troubleshooting synchronization issues with user objects in Microsoft 365
04	Administering and Troubleshooting Exchange Online	LAB: ADMINISTERING AND TROUBLESHOOTING EXCHANGE ONLINE ■ Configuring and administering Exchange Online recipients ■ Configuring delegated administration ■ Configuring client access policies ■ Troubleshooting Exchange Online
05	Administering and Troubleshooting Teams	LAB: ADMINISTERING TEAMS ■ Configuring Teams organization settings ■ Configuring Teams user settings ■ Creating and managing teams ■ Troubleshooting Teams client issues
06	Administering and 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 and OneDrive for Business
07	Planning and Deploying Microsoft 365 Apps for Enterprise	LAB: MANAGING MICROSOFT 365 APPS FOR ENTERPRISE INSTALLATIONS ■ Preparing Microsoft 365 Apps for enterprise installations ■ Managing user-driven Microsoft 365 Apps for enterprise installations ■ Managing centralized Microsoft 365 Apps for enterprise installations ■ Troubleshooting Microsoft 365 Apps for enterprise deployments

#	MODULE	ACTIVITY
08	Administering and Troubleshooting Office 365 Compliance and Security	LAB: CONFIGURING AND TROUBLESHOOTING COMPLIANCE AND SECURITY ■ Configuring and verifying Azure Information Protection in Office 365 ■ Configuring compliance features ■ Configuring email protection ■ Troubleshooting security and compliance

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

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