

KOENIG SOLUTIONS • COURSE OUTLINE

Administering Office 365

Learn to plan, deploy and administer Office 365 services, users, security and compliance across an organisation.

9

MODULES

66

TOPICS

39

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course covers planning and provisioning an Office 365 tenant, then managing users, groups and directory synchronisation. It continues with deploying Office tools and applications, and administering Exchange Online, SharePoint Online, Microsoft Teams and other Office 365 services such as Yammer, Planner and Power Platform. The course then addresses security and compliance features, including data loss prevention, sensitivity labels and multi-factor authentication, before finishing with reporting, monitoring and troubleshooting across these services.

WHO THIS COURSE IS FOR

Office 365 Administrators

IT Administrators

Systems Administrators

Messaging Administrators

Security and Compliance Administrators

LEARNING OBJECTIVES

- Plan and provision an Office 365 tenant and custom domains
- Manage users, groups and directory synchronisation with PowerShell
- Deploy and configure Office tools, applications and add-ins
- Configure Exchange Online mailboxes, permissions and mail flow
- Configure SharePoint Online site collections and external sharing
- Configure Microsoft Teams policies and guest access
- Apply security and compliance controls such as retention and DLP policies
- Troubleshoot Exchange Online, SharePoint Online and Microsoft Teams issues

9 Modules, 66 Topics

01

2 Activities

Planning and Provisioning Office 365

TOPICS

- Overview of Office 365
- Core Services of Office 365
- Requirements for an Office 365 Tenant
- Planning a Pilot and Deployment
- Creating an Office 365 Tenant
- Adding Custom Domains and Managing DNS Settings

02

8 Activities

3 Activities

Managing Users and Groups in Office 365

TOPICS

- Managing User Accounts and Licences
- Managing Passwords and Authentication
- Create and Managing the Different Types of Groups in Office 365
- Managing Users and Groups with PowerShell
- Managing Users and Groups in the Azure AD Admin Center
- Role Based Access and Administrative Roles
- Planning and Configuring Directory Synchronization

03

3 Activities

Deploying and Configuring Tools and Applications for Office 365

TOPICS

- Planning Network Configuration for Office 365 Tools and Applications
- Using the Office Configuration Tool
- Click to Run Installation Use and Control
- Managing Centralized Deployment of Tools, Applications and Add-ins
- Reporting

04**3 Activities**

Planning and Managing Exchange Online

TOPICS

- What is Exchange Online
- Managing Exchange Online Mailboxes
- Managing Office 365 Groups in Exchange Online
- Configuring Exchange Online Permissions
- Managing Exchange Online using PowerShell
- Plan and Configure Mail Flow
- Plan and Configure Email Protection

05**3 Activities**

Planning and Managing SharePoint Online

TOPICS

- What is SharePoint Online
- Understanding the relationship between SharePoint, OneDrive, Teams, and Office 365 Groups
- SharePoint Online Architecture
- Configure SharePoint Online
- Configure and Control External Sharing
- Managing SharePoint Online Site Collections
- Managing SharePoint Online using PowerShell

06**4 Activities**

Planning and Managing Microsoft Teams

TOPICS

- What is Microsoft Teams
- How Microsoft Teams integrates with other Office 365 Services
- Create and Manage Organization Wide Settings
- Create, Manage and Assign Microsoft Teams Policies
- Plan and Configure External and Guest Access
- Managing Microsoft Teams using PowerShell

Planning and Managing Other Office 365 Services

TOPICS

- Yammer
- Planner
- Visio
- Bookings
- Delve
- Forms
- Power Platform
- Stream
- Sway
- Viva
- Scheduler
- Add-ins, including Find Time and Junk Reporter

Security and Compliance in Office 365

TOPICS

- Overview of Security and Compliance Features in Office 365
- Extending Security and Compliance Features with Additional Licences
- Using the Microsoft Defender Portal and Secure Score
- Using the Office 365 Compliance Portal and Compliance Score
- Plan and Configure Retention Labels and Policies
- Plan and Configure Data Loss Prevention Policies
- Create and Assign Sensitivity Labels
- Configure Safe Attachments and Safe Links Policies
- Plan and Configure Multi Factor Authentication

Reporting, Monitoring and Troubleshooting Office 365

TOPICS

- Monitoring Office 365 Service Health
- Troubleshooting Administrative Access in Office 365
- Troubleshoot Directory Synchronization
- Troubleshooting Exchange Online
- Troubleshooting SharePoint Online
- Troubleshooting Microsoft Teams
- Troubleshooting Office 365 Security and Compliance

Practise What You Learn

#	MODULE	ACTIVITY
01	Planning and Provisioning Office 365	LAB: PROVISIONING OFFICE 365 ■ Configure an Office 365 Tenant ■ Configure a custom Domain
02	Managing Users and Groups in Office 365	LAB 1: MANAGING USERS AND GROUPS IN OFFICE 365 ■ Create and Update User Accounts ■ Assign a Licence to a User ■ Manage Office 365 Password Policies ■ Create and Manage Microsoft 365 Groups ■ Create and Manage Security Groups ■ Create Users and Groups with PowerShell ■ Assigning Service Administration Roles ■ Creating Administrative Units LAB 2: PLANNING AND CONFIGURING DIRECTORY SYNCHRONISATION ■ Preparing for Directory Synchronization ■ Configuring Directory Synchronization ■ Managing Active Directory Users and Groups
03	Deploying and Configuring Tools and Applications for Office 365	LAB: DEPLOYING AND CONFIGURING TOOLS AND APPLICATIONS FOR OFFICE 365 ■ Running the Microsoft 365 Network Connectivity Test ■ Create a Custom Configuration for Click to Run ■ Create a Custom Configuration for Centralized Deployment
04	Planning and Managing Exchange Online	LAB: PLANNING AND MANAGING EXCHANGE ONLINE ■ Configuring Exchange Online Recipients ■ Configuring Exchange Online Resource Mailboxes ■ Configure Email Protection
05	Planning and Managing SharePoint Online	LAB: PLANNING AND MANAGING SHAREPOINT ONLINE ■ Configuring SharePoint Online Settings ■ Create a SharePoint Intranet ■ Verify External User Sharing
06	Planning and Managing Microsoft Teams	LAB: PLANNING AND MANAGING MICROSOFT TEAMS ■ Configure Organization Wide Settings ■ Working with Teams Policies ■ Configure External and Guest Access ■ Create a Team
07	Planning and Managing Other Office 365 Services	LAB: PLANNING AND MANAGING OFFICE 365 SERVICES ■ Configure and Manage Planner ■ Configure and Manage Bookings ■ Configure Power Platform Data Policy

#	MODULE	ACTIVITY
08	Security and Compliance in Office 365	LAB: CONFIGURE SECURITY AND COMPLIANCE IN OFFICE 365 ■ Review Secure Score ■ Configure Threat Protection ■ Configure Sensitivity Labels ■ Configure Retention for Microsoft Teams ■ Configure Multi Factor Authentication
09	Reporting, Monitoring and Troubleshooting Office 365	LAB: REPORTING, MONITORING AND TROUBLESHOOTING IN OFFICE 365 ■ Troubleshooting synchronization issues with user objects in Office 365 ■ Troubleshooting Exchange Online ■ Troubleshoot SharePoint Online ■ Troubleshoot Microsoft Teams ■ Troubleshoot Sensitivity Labels

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

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

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