KOENIG SOLUTIONS · COURSE OUTLINE

# ManageEngine M365 Manager Plus – Microsoft 365 Administration, Reporting & Compliance

Learn to manage licenses, reporting, auditing and compliance across Exchange Online, Entra ID, Teams, OneDrive and SharePoint using M365 Manager Plus.

**12**
MODULES

**54**
TOPICS

## COURSE OVERVIEW

This course offers Microsoft 365 admins, security personnel, and auditors an end-to-end understanding of ManageEngine M365 Manager Plus. Participants will learn how to leverage the tool for comprehensive Microsoft 365 license management, detailed reporting, auditing, compliance tracking, and service monitoring across Exchange Online, Entra ID, Teams, OneDrive, and SharePoint. The course spans configuration, automation, alerting, delegation, and advanced content search to empower efficient and secure Microsoft 365 environment management.

## WHO THIS COURSE IS FOR

- **Microsoft 365 Administrators and Security Teams**
- **IT Auditors and Compliance Officers**
- **Helpdesk and Support Professionals**
- **Microsoft 365 Service Managers**

## PREREQUISITES

- Basic knowledge of Microsoft 365 environment and services
- Familiarity with IT administration and reporting fundamentals
- Understanding of Microsoft 365 security and compliance requirements

LEARNING OBJECTIVES

# What You Will Learn

By the end of this course, learners will be able to:

- Perform comprehensive license, tenant, and user management for Microsoft 365
- Generate and customize detailed activity, audit, and usage reports across Microsoft 365 services
- Monitor service health and set up automation and alerting for critical events
- Manage Exchange Online mailboxes, shared mailboxes, and mailbox auditing
- Administer Entra ID including user provisioning, auditing, and delegation
- Manage Microsoft Teams, OneDrive for Business, and SharePoint Online with targeted reporting and auditing
- Implement compliance reporting for HIPAA, PCI-DSS, GLBA, FISMA, SOX, and other standards
- Configure content search, delegation, and alerting for advanced monitoring
- Administer Helpdesk roles and bulk management functionalities

COURSE SYLLABUS

# 12 Modules, 54 Topics

01

## Microsoft 365 License and Tenant Management

**TOPICS**

Microsoft 365 License Management · Microsoft 365 Tenant and User Management · Microsoft 365 Delegation and Helpdesk Roles

02

## Microsoft 365 Reporting & Auditing

**TOPICS**

- Microsoft 365 Activity Reports
- Microsoft 365 Auditing and Compliance Reporting
- Customizable Report Templates and Scheduling
- Microsoft 365 Monitoring and Alerting
- Service Health Monitoring

03

## Exchange Online Management & Reporting

TOPICS

- Exchange Online Management Overview
- Shared Mailbox Management
- Mailbox Usage and Size Reports
- Exchange Online Auditing & Mailbox Auditing
- Mail Traffic Reports
- Non-owner Mailbox Access Reports
- Public Folder and OWA Reports
- Mailbox Content Reports
- Exchange Online Delegation

04

## Entra ID (Azure AD) Administration & Reporting

TOPICS

- Entra ID Management and User Provisioning
- Entra ID Auditing and Logon Auditing
- Contact, Security Group, and Distribution Group Reports
- User and Inactive Exchange User Reports
- Entra ID Delegation Controls
- License Usage Reporting

05

## Microsoft Teams Management & Reporting

TOPICS

Microsoft Teams Management · Microsoft Teams Auditing and Reports

06

## OneDrive for Business Administration

TOPICS

- OneDrive for Business Reports
- File Operations, Accessed and Modified Files Reports
- OneDrive for Business Auditing
- OneDrive Delegation

07

## SharePoint Online Management & Reporting

**TOPICS**

SharePoint Online Management Overview · SharePoint Online Auditing Tool · SharePoint Online Monitoring Tool · SharePoint Online Reports

08

## Microsoft 365 Security and Compliance

**TOPICS**

HIPAA Compliance Reports · PCI-DSS Compliance Reports · GLBA Compliance Reports · FISMA Compliance Reports · SOX Compliance Reports · Overall Security and Compliance Reporting

09

## Automation, Alerting, and Content Search

**TOPICS**

Microsoft 365 Automation Setup · Configuring Microsoft 365 Alerting · Content Search Profiles · Advanced Alerting and Scheduling

10

## Helpdesk Delegation and Bulk Management

**TOPICS**

Bulk User, License, and Mailbox Management · Helpdesk Role Setup and Delegation Practices

11

## Installation, Configuration, and Maintenance

**TOPICS**

Installation and Initial Configuration · SSL Certificate Setup · Tenant Migration Guides · Database and Backup Management · Troubleshooting and Support Resources

12

## Case Studies, PowerShell Scripts & Supporting Documents

**TOPICS**

- Case Study Reviews
- PowerShell Scripts for Microsoft 365 Management
- Accessing Knowledge Base and How-To Guides
- Compliance Whitepapers and IT Compliance Insights

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

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

### Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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