

Google Workspace Administrator

Duration: 5 days (40 hours)

Prerequisites: Idea of Cloud, User, Roles and IT Administration

Day 1 – User & Resource Management (Foundation)

Topics

- Introduction to Google Workspace Admin Role
- Admin Console Overview
- Domain setup & verification (conceptual)
- Organizational Units (OU) design
- User lifecycle management:
 - Create, update, suspend, delete users
- Groups & access management
- Roles & Admin privileges

Labs

- Create trial Google Workspace account
- Create users manually & bulk upload
- Configure Organizational Units (OU)
- Assign admin roles (delegated admin)
- Create and manage Google Groups

Day 2 – Core Services (Gmail, Drive, Meet, Calendar)

Topics

- Gmail administration:
 - Routing, spam, compliance
- Google Drive:
 - Sharing policies, shared drives
- Google Meet & Chat configuration
- Google Calendar resource management
- Service enable/disable & access control

Labs

- Configure Gmail routing rules
- Create shared drives & manage permissions

- Set Drive sharing restrictions
- Configure Meet policies (recording, external access)
- Create Calendar resources (rooms/devices)

Day 3 – Data Governance & Compliance

Topics

- Data governance concepts
- Data Loss Prevention (DLP):
 - Gmail & Drive
- Google Vault:
 - Retention rules
 - Legal holds
- Auditing & compliance requirements

Labs

- Create DLP rule for Gmail
- Configure Drive DLP policy
- Set retention policy in Google Vault
- Perform eDiscovery search in Vault
- Export audit data

Day 4 – Security & Access Management

Topics

- Identity & Access Management in Workspace
- 2-Step Verification (2SV)
- SSO & authentication methods
- Endpoint & device management (basic)
- Security dashboard & investigation tool
- Threat protection & alerts

Labs

- Enforce 2-Step Verification
- Configure password policies
- Use Security Investigation Tool
- Analyze login activity
- Configure endpoint/device policies

Day 5 – Troubleshooting + Exam Readiness

Topics

- Troubleshooting methodology
- Common issues:
 - Gmail delivery issues
 - Drive access issues
 - Calendar sync issues
- Logs & reporting:
 - Audit logs
 - Admin reports
- Best practices for admin operations
- Certification exam overview & tips

Labs

- Troubleshoot Gmail delivery failure
- Analyze Drive sharing issue
- Use audit logs to trace user activity
- Generate reports (usage, security)
- Mock troubleshooting scenarios