



# 10997- Office 365 Administration and Troubleshooting

## Duration- 3 days

### Course Overview

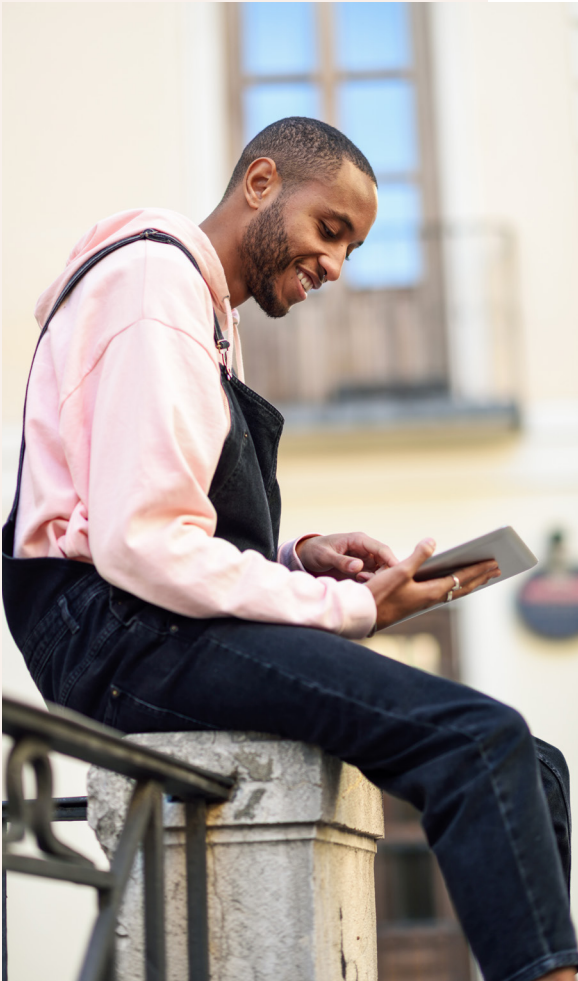
This course will explain how to administer, configure, troubleshoot, and operate Office 365 services, including O365 identities, dependencies, requirements, and supporting technologies.



### What you will learn.

This course will teach you how to:

- Describe Office 365 services
- Administer Office 365 by using graphical user interface (GUI) and Windows PowerShell
- Administer and troubleshoot directory synchronization and directory objects
- Administer and troubleshoot Exchange Online
- Administer and troubleshoot Skype for Business Online and Microsoft Teams
- Administer and trouble-



learn about administration and troubleshooting techniques in Office 365.

### Requirement

Student should have:

- Minimum of two years of experience administering the Windows Server operating system.
- Knowledge on working with Active Directory Domain Services (AD DS).
- Minimum of one year experience working with name resolution, including DNS.

shoot SharePoint Online

- Administer and troubleshoot Office 365 ProPlus
- Administer and troubleshoot compliance and security Office 365

### Who is this course for?

The audience for this course are IT professionals and system administrators who want to

### Module 1: Office 365 services overview

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 Office 365 ser-

vices

- Office 365 licensing overview
- Office 365 tenant configuration
- Office 365 clients

### Lab : Office 365 services overview

- Setting up Office 365 lab en-

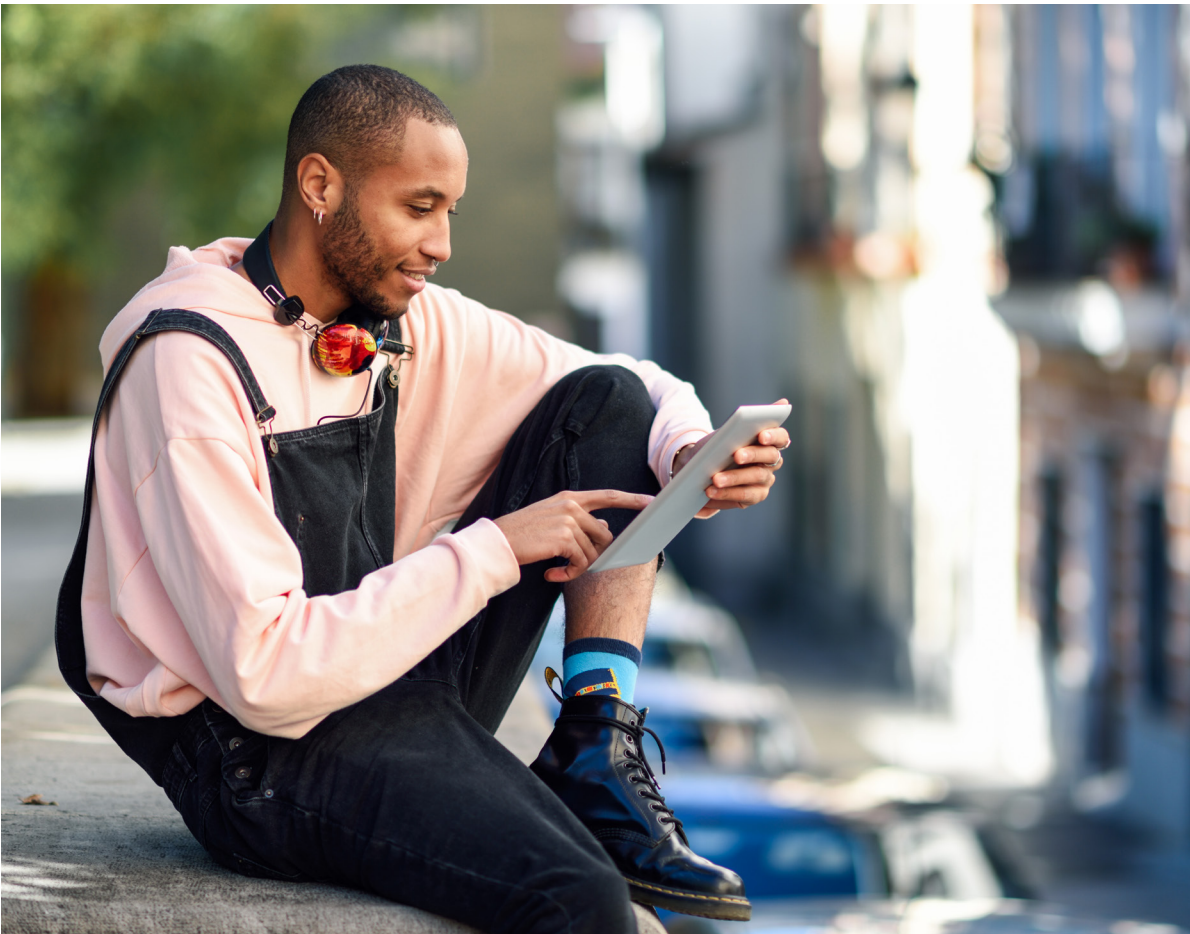
vironment

- Configuring Office 365 Services

After completing this module, students will be able to:

- Describe Office 365 services.
- Explain Office 365 licensing options.

- Describe Office 365 tenant configuration.
- Describe the available Office 365 clients.





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**Module 2:** Office 365 administration, tools, and techniques

### Lessons

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

### Lab : Administering Office 365

- Using administrative portal
- Administering Office 365 with Windows PowerShell
- Configuring role-based administration
- Troubleshooting administrative access in Office 365

After completing this module, students will be able to:

- Manage Office 365 with administrative portals.
- Manage Office 365 by using Windows PowerShell.
- Manage administrative access in Office 365.
- Troubleshoot administration in Office 365.

**Module 3:** Administering and

troubleshooting directory synchronization and directory objects

### Lessons

- Overview of directory synchronization and federation overview
- Azure AD Connect management
- Managing users and groups objects in Office 365
- Troubleshooting objects and directory synchronization in Office 365

### Lab: Administering directory synchronization, users, and groups in Office 365

- Configuring Azure AD Connect
- Managing Office 365 users and groups by using the Office 365 admin center
- Managing Office 365 password policies
- Troubleshooting synchronization issues with user objects in Office 365

After completing this module, students will be able to:

- Describe directory synchro-



nization and federation

- Explain Azure AD Connect
- Manage users and group objects in Office 365
- Troubleshoot objects and directory synchronization in Office 365

**Module 4:** Administering and troubleshooting Microsoft Exchange Online

Lessons

- Exchange Online management overview
- Administering Exchange Online recipients
- Administering client access policies in Exchange Online
- Troubleshooting Exchange Online

**Lab :** Administering and troubleshooting Exchange Online

- Configuring and administering Exchange Online recipients
- Configuring delegated administration
- Configuring client access policies
- Troubleshoot 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

**Module 5:** Administering and troubleshooting Skype for Business Online and Teams

Lessons

- Skype for Business Online and Teams overview
- Administering and managing Skype for Business Online and Teams
- Troubleshooting Skype for Business Online and Teams

**Lab :** Administering Skype for Business Online and Teams

- Configuring Skype for Business Online and Teams organization settings
- Configuring Skype for Business Online and Teams user settings



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- Troubleshooting Skype for Business Online

After completing this module, students will be able to:

- Describe Skype for Business Online and Teams
- Administer and manager Skype for Business Online and Teams
- Troubleshoot Skype for Business Online and Teams

**Module 6:** Administering and troubleshooting SharePoint Online

### Lessons

- SharePoint Online management overview
- Administering SharePoint Online site collections
- Administering external users in SharePoint Online
- Configuring OneDrive for Business
- 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

After completing this module, students will be able to:

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

**Module 7:** Planning and deploying Office 365 ProPlus

### Lessons

- Overview of Office 365 ProPlus
- Managing user-driven Office 365 ProPlus deployments
- Troubleshooting Office 365 ProPlus deployments

**Lab :** Managing Office 365



### ProPlus Installations

- Preparing Office 365 ProPlus installations
- Managing user-driven Office 365 ProPlus installations
- Managing centralized Office 365 ProPlus installations
- Troubleshooting Office 365 ProPlus deployments

After completing this module, students will be able to:

- Describe Office 365 ProPlus
- Plan and manage user-driven Office 365 ProPlus deployments
- Troubleshoot Office 365 ProPlus deployments

**Module 8:** Administering and troubleshooting compliance and security in Office 365

### 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

### Lab : Configuring and troubleshooting compliance and security

- Configuring Rights Management in Office 365
- Configuring compliance features
- Configuring email protection
- Troubleshooting security and compliance

After completing this module, students will be able to:

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