10997: Office 365® Administration and Troubleshooting

Duration: 3 Days
Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

This course focuses on skills required to administer and troubleshoot Office 365 tenant and key services of Office 365, such as Exchange Online, SharePoint® Online and Skype® for Business. It also covers security and compliance features of Office 365.

Target Audience

This course is intended for:

- Both novice and experienced programmers who have a minimum of three months of programming experience and have basic Windows® navigation skills.
- IT professionals and system administrators who want to learn about administration and troubleshooting techniques in Office 365.

Prerequisites

To attend this course, candidates must have:

- A minimum of two years of experience administering the Windows Server® operating system, including Windows Server 2012 or newer.
- A minimum of one year of experience working with Active Directory® Domain Services (AD DS).
- A minimum of one year of experience working with name resolution, including DNS.
- Experience working with certificates, including Public Key Infrastructure (PKI) certificates.
- Experience working with Windows PowerShell®.
- Experience working with Exchange Server 2013 or newer, Lync® 2013 Server or Skype for Business 2015 Server, and SharePoint Server 2013 or newer is beneficial but not required.
- An understanding of the following concepts as they relate to Office 365:
  o Understanding of Microsoft cloud services.
  o Understanding of the Office 365 platform.

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Describe Office 365 services.
- Administer Office 365 by using a graphical user interface (GUI) and Windows PowerShell.
- Administer and troubleshoot directory synchronization and directory objects.
- Administer and troubleshoot Skype for Business.
- Administer and troubleshoot SharePoint Online.
- Administer and troubleshoot Office 365 ProPlus.
- Administer and troubleshoot compliance and security in Office 365.

Course Topics

Module 1: Office 365 Services Overview

- Overview of Office 365 Services
- Office 365 Licensing Overview
- Office 365 Tenant Configuration
- Office 365 Clients

Module 2: Office 365 Administration, Tools, and Techniques

- Managing Office 365 with Administrative Portals
- Managing Office 365 with Windows PowerShell
- Managing Administrative Access in Office 365
- Troubleshooting Administration in Office 365

Module 3: Administering and Troubleshooting Directory Synchronization and Directory Objects

- 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

Module 4: Administering and Troubleshooting Microsoft Exchange Online

- Overview of Exchange Online Management
- Administering Exchange Online Recipients
- Administering Client Access Policies in Exchange Online
- Troubleshooting Exchange Online

Module 5: Administering and Troubleshooting Skype for Business

- Skype for Business Management Overview
- Administering Users and Connectivity in Skype for Business
- Troubleshooting Skype for Business

Course Topics *Continued*

Module 6: Administering and Troubleshooting SharePoint Online

- SharePoint Online Management Overview
- Administering SharePoint Online Site Collections
- Administering External Users in SharePoint Online
- Configuring OneDrive® for Business
- Troubleshooting SharePoint Online

Module 7: Planning and Deploying Office 365 ProPlus

- Overview of Office 365 ProPlus
- Managing User-Driven Office 365 ProPlus Deployments
- Troubleshooting Office 365 ProPlus Deployments

Module 8: Administering and Troubleshooting Compliance and Security in Office 365

- Overview of Compliance Features in Office 365
- Administering Azure Rights Management in Office 365
- Administering Compliance Features in Office 365
- Configuring and Administering Email Security in Office 365
- Troubleshooting Office 365 Compliance and Protection

LABS INCLUDED