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TECHNOLOGY TRAINING & SOLUTIONS  
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# 55370: SharePoint® Online Management and Administration

**Duration: 4 Days**

**Method: Instructor-Led Training (ILT) | Live Online Training**

## Course Description

In this course, participants will learn about SharePoint Online Administration. SharePoint Online is part of Microsoft 365 and underpins all the file experiences in Microsoft 365™.

### NOTES:

- *This course is equivalent to the retired Microsoft® Course 20331: Administering SharePoint Online.*
- *Although this course and the associated labs are written for Office 365™ with Windows® 11, the skills taught are also backwards compatible with Windows 10.*
- *This course is based on the features available in the Office 365 E3 license as these are the core features in Office 365 and Microsoft 365 plans.*

## Target Audience

This course is intended for:

- Existing SharePoint On-Premises Administrators
- IT Professionals New to SharePoint Administration.

## Prerequisites

To attend this course, candidates should have:

- General understanding of the purpose and operation of Microsoft 365, Microsoft Teams®, and Microsoft SharePoint.



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## Course Objectives

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

- Understand what Office/Microsoft 365 and SharePoint Online are.
- Configure SharePoint Policies Settings.
- Work with Site Collections and Sites.
- Understand how SharePoint Online integrates with Microsoft Teams.
- Understand Viva Connections and Viva Topics.
- Work with User Profiles.
- Create Managed Metadata and Content Types.
- Implement and manage Microsoft Search.
- Implement security and compliance in Office/Microsoft 365.
- Troubleshoot SharePoint Online.

## Course Topics

### Module 1: Introduction to Office 365 and SharePoint Online

- Create an Office 365 Tenant for Personal Skills Development
- Overview of Office 365
- Overview of SharePoint Online
- Accessing Administration Portals in Office 365
- Managing SharePoint Online with PowerShell®

### Module 2: Configuring SharePoint Policies Settings

- External Access in Office 365
- SharePoint Access Controls
- SharePoint Settings
- OneDrive Settings

### Module 3: Working with Site Collections

- Creating Site Collections
- Using Site Templates
- Define Site Collection Administrators and Site Owners
- Configure External Sharing Settings at Site Collection Level
- Delete and Restore Site Collections
- Working with Hub Sites
- Managing Site Collections with PowerShell

### Module 4: Working with Sites

- Apps, Lists and Libraries
- Pages and News
- Site Permissions
- Navigation





## Course Topics *Continued*

### Module 5: SharePoint and Microsoft Teams

- What is Microsoft Teams?
- How Microsoft Teams Integrates with SharePoint Online?
- Permissions with Microsoft Teams
- Private and Shared Channels

### Module 6: Viva Connections

- Home Site
- Global Navigation
- Viva Connections Dashboard
- Adaptive Cards
- Deploy the Viva Connections App

### Module 7: User Profiles

- User Profiles in SharePoint Online
- Using Delve to Customise a Profile

### Module 8: Managed Metadata and Content Types

- Site Columns
- Using the Term Store
- Managed Metadata Columns
- Site Content Types and Tenant Content Types
- Content Types for Lists
- Content Types for Libraries

### Module 9: Microsoft Search

- What is Microsoft Search?
- Configure Integrations
- Configure Answers
- Review Insights and Usage Statistics

### Module 10: Viva Topics

- What is Viva Topics?
- Configure Viva Topics
- Manage Topics and Topic Pages
- Integrate with Managed Metadata

### Module 11: Security and Compliance in Office 365

- 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

### Module 12: Troubleshooting SharePoint Online

- Monitor Office 365 Service Health
- Troubleshoot Office 365 Connectivity and Service Issues
- Troubleshooting SharePoint Online
- Reporting and Monitoring SharePoint Online Usage

## LABS INCLUDED

