

# M55408A - Office 365 Administration and Troubleshooting

## DURATION

**3 Days**

## LEVEL

**200 - Intermediate**

## VENDOR

**Microsoft, Office 365**

## LEGACY MOC CODE

**M10997C**

## COURSE OVERVIEW

This three-day instructor-led course is aimed at information technology (IT) professionals that administer Microsoft 365 services. In addition to learning about Microsoft 365 administration, the course focuses on skills required to troubleshoot your Microsoft 365 subscription, Azure AD tenant, and the important services of Microsoft 365, including Exchange Online, SharePoint Online, Teams, and OneDrive.

Labs available from go deploy.

## AUDIENCE PROFILE

This course is aimed at IT professionals and system administrators that have some experience administering and configuring Microsoft 365, but want to gain an insight into troubleshooting Microsoft 365. IT pros considering this course require good working experience with Microsoft 365 services.

This is student material. Instructors, please contact the publisher at <https://cmlink.sc/InstructorAccess>.

## COURSE OUTLINE

### **Module 1: Overview of Microsoft 365**

This module explains how to approach troubleshooting problems in Microsoft 365. It also describes the fundamental services included in Microsoft 365 and discusses licensing.

#### Lessons

- Overview of the Microsoft 365 services

- Microsoft 365 licensing overview
- Microsoft 365 tenant configuration
- Microsoft 365 clients
- Overview of the Microsoft 365 troubleshooting role

Lab: Provision and configure your tenant

- Configure an Office 365 Tenant
- Configure a custom Domain

## **Module 2: Administering Microsoft 365**

This module explains how to administer Microsoft 365. Students learn to use the various administrative portals together with Windows PowerShell).

Lessons

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

Lab: Administer Microsoft 365

- Using the Microsoft 365 admin center.
- Administering Microsoft 365 using Windows PowerShell.
- Configuring role-based administration.
- Troubleshooting administrative issues.

## **Module 3: Administering and troubleshooting directory synchronization and directory objects**

This module discusses Azure AD, including how to synchronize on-premises security principles with Azure AD.

Lessons

- Overview of Azure AD
- Azure AD Connect management
- Overview of directory synchronization and federation
- Managing user and group objects in Microsoft 365
- Troubleshooting objects and directory synchronization in Microsoft 365

Lab: Administer and troubleshoot directory synchronization and directory objects

- Configuring Azure AD Connect.
- Managing Microsoft 365 users and groups.
- Managing Microsoft 365 password policies.

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

This module explains Exchange Online features and functions. Students will learn how to administer and troubleshoot recipients, mail flow, and client access policies.

Lessons

- Exchange Online Management overview
- Administering Exchange Online recipients
- Managing mail flow
- Administering client access policies in Exchange Online
- Troubleshooting Exchange Online

Lab: Administer and troubleshoot Exchange Online

- Configuring and administering Exchange Online recipients.
- Delegating administrative permissions.
- Configuring client access policies.
- Troubleshooting Exchange Online recipient issues.

#### **Module 5: Administering and troubleshooting Microsoft Teams**

This module describes how to administer and troubleshoot Microsoft Teams.

Lessons

- Microsoft Teams overview
- Administering and managing Microsoft Teams
- Create and manage teams in Microsoft Teams
- Troubleshooting Microsoft Teams

Lab: Administer and troubleshoot Microsoft Teams

- Configuring Teams organization settings.
- Configuring Teams user settings.
- Creating and managing teams in Teams.

- Troubleshooting Teams client issues.

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

This module provides guidance on how to administer and troubleshoot 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: Administer and troubleshoot SharePoint Online

- Configuring SharePoint Online settings.
- Creating and configuring SharePoint Online site collections.
- Configuring and verifying external user sharing.
- Configuring OneDrive for Business.
- Troubleshooting SharePoint Online and OneDrive for Business

## **Module 7: Planning and deploying Microsoft 365 Apps for enterprise**

This module describes how to deploy, manage, and troubleshoot Microsoft 365 apps for Enterprise.

### Lessons

- Overview of Microsoft 365 Apps for enterprise
- Managing Microsoft 365 Apps for enterprise deployments
- Troubleshooting Microsoft 365 Apps for enterprise deployments

### Lab: Plan and deploy Microsoft 365 Apps for enterprise

- Preparing Microsoft 365 Apps for enterprise installation
- Managing user-driven Microsoft 365 Apps for enterprise installations
- Managing centralized Microsoft 365 Apps for enterprise installations
- Troubleshooting Microsoft 365 Apps for enterprise deployments

## **Module 8: Administering and troubleshooting compliance and security in Microsoft 365**

This module explains how to administer and troubleshoot compliance and security in Microsoft 365.

## Lessons

- Overview of compliance features in Microsoft 365
- Administering information protection in Microsoft 365
- Administering compliance features in Microsoft 365
- Configuring and administering email security in Microsoft 365
- Troubleshooting Microsoft 365 compliance and protection

## Lab: Administer and troubleshoot compliance and security in Microsoft 365

- Configuring rights management in Office 365.
- Configuring compliance features.
- Configuring email protection.