Microsoft 365 Administration Course outline

About this course

This course examines the Microsoft 365 platform and includes lessons and lab exercises on the key skills you'll need for deploying, configuring, and managing a Microsoft 365 environment. You'll learn how to plan, deploy, and manage a Microsoft 365 tenant by using the Microsoft 365 admin portal, Microsoft Entra admin center, and Windows PowerShell. You'll also learn how to provision and configure a new Microsoft 365 tenant, create new identities or connect to an existing identity infrastructure, and monitor and support a Microsoft 365 tenant.

By completing this course, you'll achieve the knowledge and skills to:

- Provision a new Microsoft 365 tenant and configure general tenant options and settings.
- Create and manage the most commonly used objects in Microsoft 365, such as users, groups, and teams.
- Configure role delegation and use Microsoft Defender and Microsoft Purview to improve security and compliance in Microsoft 365 services.
- Manage objects, object settings, and authentication in Microsoft Entra ID, and integrate Entra ID with AD DS.
- Use monitoring and reporting capabilities in Microsoft 365 and Entra ID and troubleshoot typical issues in Microsoft 365.

Target audience

This course is intended for IT professionals who are responsible for deploying, configuring, and managing a Microsoft 365 environment. Students who attend this course are expected to have an understanding of technologies such as cloud services, Active Directory Domain Services (AD DS) and Domain Name System (DNS).

To some extent, this course also can serve as preparation material for people who are looking to take the MS-900 (Microsoft 365 Fundamentals) exam and as a foundation for IT pros looking to take the MS-102 (Microsoft 365 Administrator) exam.

Recommended prerequisites

- Basic experience with on-premises Windows Active Directory
- Basic experience with business email systems such as Microsoft Exchange
- Basic experience with Domain Name System (DNS)
- Basic understanding of cloud services

Course outline

Lab description

The labs in this course begin with the provisioning and configuration of a Microsoft 365 tenant. You'll then add and configure users, and create and manage user, resource, and group objects. You'll also manage roles and permissions, review usage reports, health information, and logs to monitor the Microsoft 365 environment.

Module 1 Provisioning and configuring Microsoft 365

In this module, you'll learn how to provision a new Microsoft 365 tenant and configure general tenant options and settings. Also, you'll learn the basics about end-user experience when using Microsoft 365 services.

Lesson 1 Introducing and provisioning Microsoft 365

- Overview of Microsoft 365 workloads
- Microsoft 365 subscriptions for personal or home use
- Microsoft 365 subscriptions for business use
- Microsoft 365 subscriptions for enterprise use
- Initial Microsoft 365 tenant provisioning
- Adding products and licenses to your tenant
- Managing payments and billing accounts

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe the Microsoft 365 workloads.
- Identify Microsoft 365 subscriptions for personal or home use.
- Identify Microsoft 365 subscriptions for business use.
- Identify Microsoft 365 subscriptions for enterprise organizations.
- Complete initial Microsoft 365 provisioning and configuration.
- Add products and licenses to your subscription.
- Manage billing and payments.

Lesson 2 Configuring your Microsoft 365 tenant

- Adding and configuring a custom domain
- Configuring organizational settings
- Managing integrated apps
- Managing partner relationships
- Configuring Microsoft 365 app installation options

By completing this lesson, you'll achieve the knowledge and skills to:

- Manage default and custom domains.
- Configuring organizational settings.
- Manage integrated apps.
- Manage partner relationships.
- Configure Microsoft 365 Apps for Enterprise install options.

Lesson 3 Microsoft 365 for end-users

- Overview of the Microsoft 365 end-user portal
- Installing Microsoft 365 apps
- Overview of Microsoft 365 end-user account management

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe the end-user experience of the Microsoft 365 portal.
- Install Microsoft 365 apps.
- Describe Microsoft 365 end-user account management options.

Lab Provisioning and configuring a Microsoft 365 tenant

- Exercise 1: Provisioning a Microsoft 365 trial tenant
- Exercise 2: Adding products and licenses to a Microsoft 365 tenant
- Exercise 3: Configuring Org Settings for the Microsoft 365 tenant
- Exercise 4: Configuring integrated apps and Microsoft 365 app installation options

By completing this lab, you'll achieve the knowledge and skills to:

- Create a trial Office 365 E5 subscription.
- Add products and licenses to a Microsoft 365 tenant.
- Configure Organization profile settings, Microsoft 365 services, Security & privacy settings, and Security Defaults.
- Configure integrated apps and Microsoft 365 app installation options.

Module 2 Managing users, groups, teams, devices, and resources in Microsoft 365

In this module, you'll learn how to create and manage the most commonly used objects in Microsoft 365, such as users, groups, and teams. You'll also learn about resources and devices from the perspective of Microsoft 365.

Lesson 1 Administering Microsoft 365

- Overview of administrative consoles for Microsoft 365
- Connecting Windows PowerShell to Microsoft 365

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe the various graphical administration tools.
- Connect Windows PowerShell to Microsoft 365.

Lesson 2 Managing users

- Adding and managing user accounts
- Adding and managing guest users
- Adding and managing contacts
- Synchronizing on-premises identities

By completing this lesson, you'll achieve the knowledge and skills to:

- Administer user accounts.
- Administer guest accounts.
- Administer contacts.
- Describe identity synchronization.

Lesson 3 Managing groups

- Overview of group types and teams
- Adding and managing groups
- Policies for groups and teams

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe groups and teams.
- Add and manage groups.
- Implement policies for groups and teams.

Lesson 4 Managing email and collaboration services

- Configuring email services
- Overview of shared mailboxes
- Overview of rooms and equipment
- Overview of mail users
- Managing sites in Microsoft 365
- Using Outlook as a tool for email and collaboration

By completing this lesson, you'll achieve the knowledge and skills to:

- Configure email services.
- Describe shared mailboxes.
- Manage rooms and equipment.
- Manage mail users.
- Manage sites.
- Use Outlook as a tool for email and collaboration.

Lab Managing user, resource, and group objects in Microsoft 365

- Exercise 1: Adding and configuring a new user
- Exercise 2: Creating a user template
- Exercise 3: Creating and managing groups
- Exercise 4: Creating and managing email and collaboration in Microsoft 365

By completing this lab, you'll achieve the knowledge and skills to:

- Add and configure a new user by using the Microsoft 365 admin center and Windows PowerShell.
- Create a user template and a new user.
- Create and manage groups.
- Create and manage email and collaboration in Microsoft 365 and configure a SharePoint team site.

Module 3 Managing role delegation, security, and compliance in Microsoft 365

In this module, you'll learn how to configure role delegation to maintain administrative tasks and how to use administrative units in Microsoft 365 to delegate administration. You'll also learn about the Microsoft Defender and Microsoft Purview platforms and how you can use them to provide security and compliance to Microsoft 365 services.

Lesson 1 Roles and role assignments

- Roles and role groups
- Managing role assignments
- Applying the least privilege concept

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe roles and role groups.
- Manage role assignments.
- Apply the principle of least privilege.

Lesson 2 Administrative units

- Overview of administrative units
- Creating and managing administrative units
- Managing role assignments on administrative units

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe administrative units.
- Create and manage administrative units.
- Delegate role assignments on administrative units.

Lesson 3 Security and compliance

- Overview of the Microsoft 365 Defender platform
- What is Secure Score?
- Overview of Microsoft Purview
- Information governance

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe Microsoft 365 Defender.
- Review Secure Score for your organization.
- Describe compliance in Microsoft Purview.
- Explain Microsoft 365 information governance.

Lab Managing roles and permissions in Microsoft 365

- Exercise 1: Configuring roles and role assignments
- Exercise 2: Configuring administrative units
- Exercise 3: Reviewing Microsoft Secure Score and Information Governance

By completing this lab, you'll achieve the knowledge and skills to:

- Configure roles and role assignments by using the Microsoft 365 admin center.
- Add and configure administrative units.
- Review Microsoft Secure Score and Information Governance.

Module 4 Managing Entra ID as a directory service for Microsoft 365

In this module, you'll learn about Microsoft Entra ID (previously known as Microsoft Azure Active Directory or Azure AD), which is a cloud-based identity and access management solution that provides authentication and authorization when users require access to cloud-based resources, such as Microsoft 365 services or Microsoft Defender. You'll learn how to use the Microsoft 365 admin center to manage Entra ID objects and configure settings and functionalities available in Entra ID..

Lesson 1 Managing Microsoft 365 objects in Entra ID

- Overview of Entra ID
- Managing user objects and user settings
- Managing external user access
- Managing group objects and group settings
- Managing device objects and device settings
- Managing licenses and self-service sign-up products

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe Entra ID.
- Manage user objects and user settings in Entra ID.
- Manage external user access.
- Manage group objects and group settings in Entra ID.
- Manage device objects and device settings in Entra ID.
- Manage licenses and self-service sign-up products in Entra ID.

Lesson 2 Managing authentication and password options in Entra ID

- Managing MFA and conditional access
- Managing authentication methods
- Managing self-service password reset
- Managing password protection

By completing this lesson, you'll achieve the knowledge and skills to:

- Manage MFA and conditional access.
- Manage authentication methods.
- Manage self-service password reset.
- Manage password protection.

Lesson 3 Managing integration between AD DS and Entra ID

- Options to integrate authentication with AD DS and Entra ID
- Overview of Entra Connect
- Entra Connect configuration options
- Entra Connect customized synchronization
- Entra Connect Health
- Overview of Entra Cloud Sync

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe options to integrate authentication with AD DS and Entra ID.
- Describe Entra Connect.
- Describe Entra Connect configuration options.
- Describe Entra Connect customized synchronization.
- Describe Entra Connect Health.
- Describe Entra Cloud Sync.

Lab Managing objects and authentication in Entra ID

- Exercise 1: Managing user, group, and device objects in Microsoft Entra ID
- Exercise 2: Configuring self-password reset
- Exercise 3: Enforcing multifactor authentication by using conditional access policy

By completing this lab, you'll achieve the knowledge and skills to:

- Manage user, group, and device objects in Microsoft Entra ID.

- Configure authentication methods and self-password reset.

- Enforce multifactor authentication by using conditional access policy.

Module 5 Monitoring and troubleshooting Microsoft 365

In this module, you'll learn how to use monitoring and reporting capabilities in Microsoft 365 and Entra ID. You'll also learn how to troubleshoot typical issues in Microsoft 365 and determine what help and support options are available.

Lesson 1 Monitoring and reporting in Microsoft 365

- Overview of Adoption Score

- Usage reports in the Microsoft 365 admin portal

- Health monitoring in the Microsoft 365 admin portal

By completing this lesson, you'll achieve the knowledge and skills to:

- Review and interpret a Microsoft 365 Adoption Score.
- Review Microsoft 365 usage reports.
- Review Microsoft 365 service health.

Lesson 2 Monitoring and health in Entra ID

- Reviewing Entra ID sign-in logs

- Reviewing Entra ID audit logs

- Integrating Log Analytics

By completing this lesson, you'll achieve the knowledge and skills to:

- Review Entra ID sign-in logs.

- Review Entra ID audit logs.

- Establish a link between Microsoft 365 and a Log Analytics workspace in Azure.

Lesson 3 Troubleshooting Microsoft 365 services

- Overview of typical issues and troubleshooting methods

- Implementing Help & support options

- Managing service requests in Microsoft 365

By completing this lesson, you'll achieve the knowledge and skills to:

- Describe typical Microsoft 365 issues and troubleshooting methods.
- Implement Microsoft 365 Help & support options.
- Manage Microsoft 365 service requests.

Lab Monitoring and reporting in Microsoft 365 and Microsoft Entra ID

- Exercise 1: Reviewing usage reports and health by using the Microsoft 365 admin portal
- Exercise 2: Reviewing logs by using the Microsoft Entra admin center

By completing this lab, you'll achieve the knowledge and skills to:

- Review usage reports and health by using the Microsoft 365 admin portal.
- Review sign-in and audit logs by using the Microsoft Entra admin center