



10997 Office 365 Administration

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 programming experience and have basic Windows navigation skills.

This course is intended for IT professionals and system administrators who want to learn about administration and troubleshooting techniques in Office 365. These professionals should have at least three years of experience working in their respective fields—typically in the areas of system administration, network administration, and messaging.

Course Objectives

After completing this course, students will be able 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 Skype for Business.
- Administer and troubleshoot SharePoint Online.
- Administer and troubleshoot Office 365 ProPlus.
- Administer and troubleshoot compliance and security in Office 365.

Course Outline

1 - Office 365 services overview

Overview of Office 365 services

Office 365 licensing overview

Office 365 tenant configuration

Office 365 clients

Lab : Office 365 services overview

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

Lab : Administering Office 365

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

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

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

Lab : Administering and troubleshooting Exchange Online

5 - Administering and troubleshooting Skype for Business

Skype for Business management overview

Administering users and connectivity in Skype for Business

Troubleshooting Skype for Business

Lab : Administering Skype for Business Online

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

Lab : Configuring and administering SharePoint Online

7 - Planning and deploying Office 365 ProPlus

Overview of Office 365 ProPlus

Managing user-driven Office 365 ProPlus deployments

Troubleshooting Office 365 ProPlus deployments

Lab : Managing Office 365 ProPlus installations

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

Lab : Configuring and troubleshooting compliance and security