

10997: Office 365 Administration and Troubleshooting

Course Details

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**
- Setting up Office 365 lab environment
- Office 365 Domain Name System (DNS) management
- Office 365 service configuration

○ 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**
- Using administrative portals
- Administering Office 365 with Windows PowerShell
- Configuring delegated administrators
- Troubleshooting administrative access in Office 365

2. 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**
- Configuring Azure AD Connect

- Managing Office 365 users and groups by using the Office 365 admin center
- Managing Office 365 password policies
- Troubleshooting users and directory synchronization

3. 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**
- Configuring and administering Exchange Online recipients
- Configuring delegated administration
- Configuring client access policies
- Troubleshoot Exchange Online

4. 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**
- Configuring Skype for Business Online organization settings
- Configuring Skype for Business Online user settings
- Troubleshooting Skype for Business Online

5. 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**
- Configuring SharePoint Online settings
- Creating and configuring a SharePoint site collection
- Configuring and verifying external user sharing
- Configuring OneDrive for Business

- Troubleshooting SharePoint Online

6. 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**
- Preparing Office 365 ProPlus installations
- Managing user-driven Office 365 ProPlus installations
- Managing centralized Office 365 ProPlus installations
- Troubleshooting Office 365 ProPlus deployments

7. 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**
- Configuring Rights Management in Office 365
- Configuring compliance features
- Configuring email protection
- Troubleshooting security and compliance