



Microsoft Office 365 IT Admin Training Agenda

Estimated Time: 3 hrs.

Microsoft Office 365 IT Admin Training

This training course is designed for IT System Administrators and Implementers. This training is an instructor led 3 hour online training course by Cloud Advantage to create awareness of Microsoft Office 365 features, answer questions, suggest useful policies and provide guidance for administration, engineering and support. This course also provides administrative details for organizational management, Exchange Online, Exchange Transport Rules, Content filtering / hygiene, Skype for Business Online, administrative troubleshooting tools and strategies, account administration, ADConnect synchronization, and other features.

Office 365 Admin Center

PART I

Greetings!

Understanding the Dashboard – General Overview

Home Page – users, billing, software, health, reports, key features

- Active Users
 - How does a UPN work?
 - Bulk imports
 - Directory Sync properties with UPN
 - User Names
 - What are the different types of admin roles and how do I grant them?
 - How can I block or lock out an account for a user who has left the company?
 - Disable accounts
 - Assign licenses
 - Manage multi-factor authentication

- Reset passwords
- Export Users
- Deleted Users
 - How can I restore a deleted account?
 - How long are deleted accounts available for restoration?
 - How does Directory Sync impact deleted users
 - Purge accounts thru console, PowerShell cmdlets for deletion and purging.

- Groups
 - Different Types of Office 365 Groups
 - 1. Office 365 Groups
 - 2. Security Groups
 - 3. Mail Enabled Security Groups
 - 4. Exchange Distribution Groups
 - What is the difference between the groups?
 - How can I lock down Office 365 groups?
 - When should I use an Exchange distribution group?
 - How can I modify group purposes, members, email addresses, or owners?
 - How can I delegate the task of managing group members to users?

- Resources
 - Mobile Device Management
 - Overview for MDM
 - Devices – allow, control, wipe.
 - Restrictions
 - Corporate data lock down

- Billing
 - How can I buy licenses in bulk or individual licenses?
 - How to change licenses?
 - View current subscriptions
 - View bills
 - Turn on or off auto-renew
 - How to add or remove users from plans
 - Cancel licenses
 - Trial licenses
 - Billing notifications

- Services - Tenant Settings
 - Manage external sharing with other organizations or partners.
 - Lock down external sharing.
 - Password expiration policy

- Add a domain or sub-domain
- Remove a domain or sub-domain
- Update your organizational profile

- Usage Reports
 - How can I get reports on application usage like Email, OneDrive or Skype?
 - Security Reports
 - Non-owner mailbox access reports
 - Litigation holds
 - How can I see which senders are sending the most email?
 - Spam reports
 - Admin role reports
 - Malware reports

- Checking the health of your cloud services
 - Staying informed - Updates and alerts
 - Notifications
 - Identify when planned maintenance is scheduled

- Reporting problems
 - How to create a Service Request with Microsoft Support
 - Tracking status on existing SRs
 - How to report service difficulties to Microsoft by phone
 - Searching for known or expected Office 365 issues

PART II

- Exchange Online
 - Recipients
 - How are different types of mailboxes used?
 - Regular user mailboxes.
 - Shared mailboxes.
 - Equipment mailboxes.
 - Conference Room mailboxes.
 - What are the licensing requirements for different types of mailboxes?
 - How are server-based contacts used?
 - Sort contacts, mailboxes or distribution groups
 - Filter feature
 - Export filtered list to a CSV file
 - Mailbox delegation
 - Forward mailboxes
 - Different types of Exchange Admin roles?
 - User roles – what are users permitted to change?
 - OWA policies
 - Compliance Management
 - In-place holds
 - Auditing reports
 - How to use Retention Tags & Retention Policies
 - Journal Rules
 - DLP Rules
 - Exchange External Sharing
 - How to share free-busy (Calendar attendee availability) info
 - Federation sharing
 - Hygiene – SPAM, Malware and Content Filtering
 - Malware Filter, Connection Filter and SPAM Filter
 - Releasing messages from quarantine
 - “Tweaking” the filters
 - Mail Flow – Hub Transport configuration
 - Set rules to allow, block, redirect, etc.
 - Track a missing message
 - Accepted email domains
 - Remote domains and connectors
 - Public Folders – Exchange 2016
 - Tools to Troubleshoot Exchange features (free-busy, Autodiscover, client connectivity, routing, track message headers, performance)
- Skype for Business (SFB)
 - Choosing to display presence information and external communication.
 - Invitations, customize, and record meetings
 - Set up dial-in conferencing
 - Troubleshooting Tools for SFB