# Office 365 Administration and Troubleshooting (10997)

**Duration:** 2 Days

**US Price:** $895

**Delivery Option:** Attend via MOC On-Demand

## Description

This is a Microsoft Official Course (MOC) and includes Microsoft courseware and hands-on labs. This course targets the needs of information technology (IT) professionals who take part in administering, configuring, troubleshooting, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies. 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.

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.

## Prerequisites

Before attending this course, students must have:

- A minimum of two years of experience administering the Windows Server operating system, including Windows Server 2012 or newer
- A minimum of one year of experience working with Active Directory Domain Services (AD DS)
- A minimum of one year of experience working with name resolution, including DNS
- Experience working with certificates, including public key infrastructure (PKI) certificates
- Experience working with Windows PowerShell

- Experience working with Exchange Server 2013 or newer, Lync 2013 Server or Skype for Business 2015 Server, and SharePoint Server 2013 or newer is beneficial but not required
- Understanding of Microsoft cloud services
- Understanding of the Office 365 platform

# About MOC On-Demand

Microsoft Official Courses On-Demand (MOC On-Demand) uses a combination of streaming video, text, lab exercises and assessment checks throughout the course. MOC On-Demand courses are available for 90 days and recommend the following system requirements:

- Browser: Current version of Internet Explorer, Microsoft Edge, Google Chrome or Firefox
- Internet: Broadband Internet connection of over 4Mbps
- Screen Resolution: 1280 x 1024 or higher

# Course Overview

## Module 1: Office 365 Services Overview

This module describes Office 365 services, licensing, tenant, and clients.

### Lessons

- Overview of Office 365 services
- Office 365 licensing overview
- Office 365 tenant configuration
- Office 365 clients

### Labs

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

### After completing this module, students will be able to:

- Describe Office 365 services
- Explain Office 365 licensing
- Configure an Office 365 tenant
- Describe Office 365 clients

# Module 2: Office 365 Administration, Tools and Techniques

This module describes the tools used for Office 365 administration.

## Lessons

- 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

## After completing this module, students will be able to:

- Manage Office 365 with administrative portals
- Manage Office 365 with Windows PowerShell
- Manage administrative access in Office 365
- Troubleshoot administration in Office 365

# Module 3: Administering and Troubleshooting Directory Synchronization and Directory Objects

This module describes how to administer and troubleshoot directory synchronization with Azure AD Connect, and how to administer user and group objects in Office 365.

## Lessons

- 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

## Labs

- 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

## After completing this module, students will be able to:

- Describe directory synchronization and federation overview
- Explain Azure AD Connect management
- Manage users and group objects in Office 365
- Troubleshoot objects and directory synchronization in Office 365

# Module 4: Administering and Troubleshooting Microsoft Exchange Online

This module describes how to administer and troubleshoot Exchange Online service in Office 365.

## Lessons

- Overview of Exchange Online management
- Administering Exchange Online recipients
- Administering client access policies in Exchange Online
- Troubleshooting Exchange Online

## Labs

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

## After completing this module, students will be able to:

- Describe Exchange Online management
- Administer Exchange Online recipients
- Administer client access policies in Exchange Online
- Troubleshoot Exchange Online

# Module 5: Administering and Troubleshooting Skype for Business

This module describes how to administer and troubleshoot Skype for Business service in Office 365.

## Lessons

- Skype for Business management overview
- Administering users and connectivity in Skype for Business
- Troubleshooting Skype for Business

## Labs

- Configuring Skype for Business Online organization settings
- Configuring Skype for Business Online user settings
- Troubleshooting Skype for Business Online

**After completing this module, students will be able to:**

- Describe Skype for Business management
- Administer users and connectivity in Skype for Business Office 365 tenant configuration
- Troubleshoot Skye for Business

# Module 6: Administering and Troubleshooting SharePoint Online

This module describes how to administer and troubleshoot SharePoint Online service in Office 365.

## Lessons

- SharePoint Online management overview
- Administering SharePoint Online site collections
- Administering external users in SharePoint Online
- Configuring OneDrive for Business
- Troubleshooting SharePoint Online

## Labs

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

**After completing this module, students will be able to:**

- Describe SharePoint Online management
- Administer SharePoint Online site collections
- Administer external users in SharePoint Online
- Plan and configure OneDrive for Business
- Troubleshoot SharePoint Online

# Module 7: Planning and Deploying Office 365 ProPlus

This module describes how to plan and implement the deployment of Office 365 ProPlus.

### Lessons

- Overview of Office 365 ProPlus
- Managing user-driven Office 365 ProPlus deployments
- Troubleshooting Office 365 ProPlus deployments

### Labs

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

### After completing this module, students will be able to:

- Describe Office 365 ProPlus
- Manage user-driven Office 365 ProPlus deployments
- Troubleshoot Office 365 ProPlus deployments

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# Module 8: Administering and Troubleshooting Compliance and Security in Office 365

This module describes how to administer and troubleshoot compliance and security features in Office 365.

### Lessons

- 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

### Labs

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

### After completing this module, students will be able to:

- Describe compliance features in Office 365
- Administer Azure Rights Management in Office 365
- Administer compliance features in Office 365
- Configure and administer email security in Office 365
- Troubleshoot Office 365 compliance and protection