# Course #SP3008: Office 365 Configuration & Management for Global Administrators

This is a three-day Office 365 course that targets the needs of IT professionals who take part in planning, deploying, and operating of Microsoft Office 365 services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to configure and manage the features in an Office 365 tenant to provide ongoing support to business users in an organization. The Office 365 platform includes SharePoint Online, Exchange Online (Mail, Calendar), Microsoft Teams, OneDrive, Yammer, Delve, Planner, etc. For organizations interested in configuration and management of only the SharePoint Online environment, SeattlePro offers course *#SP3007 SharePoint Online Configuration and Management for Global Administrators*.

## Audience Profile

This course provides experienced IT professionals the training that they need to plan, configure, and manage a Microsoft Office 365 platform. To fully benefit from this course, students who attend this course should have a fairly broad understanding of several on-premises technologies such as Domain Name System (DNS), Active Directory Domain Services (AD DS), and a general understanding of Exchange Server and Microsoft SharePoint Server.

## Prerequisites

Students should meet the following prerequisites:
- A minimum of two years of experience administering the Microsoft Windows Server 2008 or later operating system.
- A minimum of one year of experience working with AD DS and name resolution, including DNS.
- A general knowledge of managed business processes.
- A working knowledge of Microsoft Office products and Web browsers.
- Experience working with Exchange Server 2013 or later and SharePoint Server 2013 or later is preferred.
- Experience working with certificates, including public key infrastructure (PKI) is beneficial but not required.

This course is intended for Office 365 Global Administrators responsible for supporting the Office 365 "back end" environment to provide support to business users. The Office 365 administrators are typically responsible for tasks, such as managing users, groups, domains, security and compliance; planning and configuring sites and services, configuring and managing search center, records center, and Rights Management Service (RMS); and managing user profiles and audiences.

The course materials, lectures, and lab exercises are in English. To benefit fully from our instruction, students need an understanding of the English language and should meet the prerequisites.

## At Course Completion

After completing this course, students will be able to:

1. Manage Office 365 users and groups.
2. Manage Office 365 licenses, billing, and subscriptions.
3. Plan and configure client connectivity to Office 365/SharePoint Online.
4. Manage services and add-ins in Office 365.
5. Configure security and privacy for the Office 365 platform.
6. Add and manage Office 365 domains.
7. Customize the organization's profile.
8. Learn how to review and export usage, security and compliance reports.
9. Use Service Health and Message Center to support business users.
10. Review recent updates and view upcoming features that will be added to Office 365.
11. Configure SharePoint Online settings in the Admin Center.
12. Plan and configure SharePoint Online site collection and services.
13. Collaborate with Office 365 Groups.
14. Work with OneDrive and SharePoint Online.
15. Learn how to manage Exchange Online.
16. Learn how to manage Microsoft Teams.
17. Configure and manage Security and Compliance Center.
18. Plan and configure the integration between Office 365 and Azure RMS.

## Course Materials

This is a custom, interactive, hands-on, mentor-led course that is taught by the instructor on the customer's Office 365 portal, either in-person or remotely. Office 365 is a highly-customized, constantly-changing platform with many types of subscriptions and service offerings. The Office 365 interface is also evolving and services are often added and removed by Microsoft, which makes it difficult for courseware developers, including Microsoft, to write and keep up with a curriculum for a course of this nature. Therefore, there is no traditional courseware and lab manual offered for this course. However, the instructor will provide reference materials and resources whenever possible and applicable.

NOTE: *Although this course was designed for one of the most common Microsoft Office 365 subscription, called Office 365 Enterprise E3, it can also be used for other Microsoft Office 365 subscriptions. Because of the ever-changing nature of the Office 365 platform and subscriptions, SeattlePro cannot guarantee the accuracy of this course outline and cannot ensure that the features and services offered in any Office 365 subscription will always match with our course content at any given time.*

## Course Outline

### Module 1: Managing Microsoft Office 365 Users and Groups
This module describes how to manage Office 365 users, contacts, deleted users, groups, and licenses, and configure administrative access by using the Office 365 console.


Lessons:
- Managing user accounts and licenses
- Managing passwords and authentication
- Managing security and privacy settings for the Office 365 tenant

- Managing security groups in Office 365
- Managing Office 365 groups
- Configuring administrative access

Labs:
- Managing Office 365 users and passwords
- Managing Office 365 users and licenses by using the Office 365 admin center
- Managing Office 365 password policies
- Letting users reset their own passwords
- Managing Office 365 groups and administration

After completing this module, students will be able to:
- Manage user accounts and licenses by using the Microsoft Office 365 Admin Center
- Manage passwords and authentication
- Manage security and privacy settings for the Office 365 tenant
- Manage security and Office 365 groups by using the Office 365 Admin Center
- Configure administrative access

## Module 2: Managing Domains, Services, Security, and Customizing Support
This module describes how to manage domains, configure services and add-ins, control access for people outside the organization, and customize help desk contact information.

Lessons:
- Understanding the concept of using your own domains in Office 365, verifying domains, and updating DNS settings
- Adding and configuring services and add-ins to the Office 365 tenant
- Controlling access for vendors, partners, and other users outside the organization
- Customizing Office 365 help pane to provide help desk contact information

Labs:
- Adding new or existing domains to Office 365 and using them in SharePoint Online
- Adding and configuring Office 365 services and add-ins
- Customizing Office 365 help pane to display Help Desk information for users

After completing this module, students will be able to:
- Understand the role of DNS in Office 365
- Understand how domains are added and used in Office 365
- Add and configure new services and add-ins to the Office 365 tenant
- Control access for outside vendors, partners and external users
- Customize Help Desk support information for employees

## Module 3: Reviewing Usage, Security & Compliance Reports
This module teaches students how to review the usage and security reports that are automatically generated by Office 365. Students will also learn how to export the reports.

Lesson:
- Reviewing Office 365 reports

Lab:
- Reading and exporting usage, security compliance reports

After completing this module, students will be able to:

- Review the automatically-generated Office 365 usage, security and compliance reports

**Module 4: Using Service Health and Message Center to Support Users**
This module describes how Office 365 Service Health and Message Center can be used to keep up with the changes and updates to SharePoint Online and help users prepare for any changes to the SharePoint services.

Lessons:
- Understanding Office 365 Portal and SharePoint Online service health issues
- Learning the effect of changes to SharePoint Online on the business users
- Plan and prepare for upcoming features

Lab:
- Using Message Center to understand the effect of changes to SharePoint Online environment and learning its impact on the users

After completing this module, students will be able to:
- Understand how the service health issues can impact Office 365 and SharePoint Online users
- Learn how to plan for features that will be added by Microsoft in the future

**Module 5: Configuring SharePoint Online Settings in SharePoint Admin Center**
This module walks through the configuration options for SharePoint Online settings, such as the user experience for OneDrive for Business, SharePoint Lists and Libraries, and Admin Center; Streaming Video Portal, Information Rights Management, Site Collection Storage Management, Site Pages, etc.

Lesson:
- Customize SharePoint Online settings for all users in a tenant

Lab:
- A walkthrough of options to configure SharePoint Online

After completing this module, students will be able to:
- Customize the various settings that control the user experience, access to certain applications and features, storage management of each site collection, manage the use of custom scripts on personal sites, etc.

**Module 6: Planning and Configuring SharePoint Site Collection and Services**
This module describes the administrative features available within SharePoint Online and the most common configuration tasks for any administrator who starts using SharePoint Online. Also, it describes the concept of site collections and the different sharing options within SharePoint Online. A brief overview of additional portals, such as the video portal, is also provided.

Lessons:
- Planning and configuring SharePoint site collections
- Planning and configuring external user sharing
- Planning and configuring SharePoint services

Labs:
- Configuring SharePoint Online
- Creating and configuring a private SharePoint site collection
- Configuring and verifying external user sharing
- Configuring SharePoint Online settings
- Configuring the Term Store
- Managing SharePoint apps

After completing this module, students will be able to:
- Configure SharePoint Online services
- Plan and configure SharePoint site collections
- Plan and configure external user sharing
- Configure and manage SharePoint services

## Module 7: Collaborating with Office 365 Groups

This module describes the purpose and usage of the new Office 365 groups that are used for team collaboration and communication. The students will also learn how to manage these groups and configure them to allow external users to communicate with these groups.

Lessons:
- Creating and managing Office 365 groups in the Admin Center
- Collaborating with group members
- Using Connectors to keep current with content and updates from third-party services

Labs:
- Creating and updating Office 365 groups
- Using Office 365 Groups in OneDrive to share files, communicating with other members, and using shared calendar
- Using and managing Office 365 Group Connectors

After completing this module, students will be able to:
- Create and manage Office 365 groups
- Collaborate with other Office 365 group members
- Add and manage Office 365 Group Connectors

## Module 8: Working with OneDrive and SharePoint Online

This module describes the integration of SharePoint Online with OneDrive. Students will also learn about the many versions of OneDrive to better support business users, including common troubleshooting issues with OneDrive and OneDrive for business, and the redirection of One Drive for Business to Office 365 OneDrive.

Lessons:
- Working with OneDrive in Office 365
- Understanding and troubleshooting the issues related to OneDrive and dealing with multiple versions of OneDrive

Labs:
- Creating and sharing folders in OneDrive
- Sharing content with internal and external users

After completing this module, students will be able to:
- Work with OneDrive in Office 365

- Share content with internal and external users
- Understand and troubleshoot the various issues with OneDrive and OneDrive for Business

**Module 9: Managing Exchange Online**
This module teaches students how to create and manage new mailboxes, contacts and groups in Exchange. It also teaches students

Lessons:
- Creating and managing mailboxes
- Creating and managing email contacts
- Creating and managing Exchange groups
- Assigning admin roles and customizing the Default Role Assignment Policy for the users
- Working with Outlook Web App mailbox policies to specify feature availability and file access settings

Labs:
- Creating user mailboxes, contacts, and groups
- Configuring the admin roles for individuals and customizing the Default Role Assignment Policy
- Creating and modifying the Outlook Web App policies

After completing this module, students will be able to:
- Create mailboxes, contacts, and Exchange Online groups
- Assign admin roles and customize the Default Role Assignment Policy
- Create an Outlook Web App policy to specify feature availability and file access settings for the users

**Module 10: Managing Microsoft Teams**
This module describes Microsoft Teams configuration options. Students will learn how to configure various options to customize and secure Microsoft Teams.

Lesson:
- Configuring Microsoft Teams options for the Office 365 tenant

Lab:
- Customizing Microsoft Teams security and communication options

After completing this module, students will be able to:
- Customize the options for managing Microsoft Teams security and communications

**Module 11: Office 365 Security & Compliance Center**
This module describes the features available in the Office 365 Security and Compliance Center. The students will learn how the Compliance Policy Center can help protect the SharePoint Online content by assigning the compliance policy to a site collection or a template, configure automatic deletion of documents after a specified period, learn how to force users in all the sites in a site collection to comply with the company policy, and review the security audit logs. This module also introduces the concept of Data Loss Prevention (DLP) to the students and teaches how to set up polices to block content, automatically encrypt documents, or notify users if content is saved in the wrong location.

Lessons:
- Creating and managing data deletion policies
- Configuring Data Loss Prevention to protect business content

Labs:
- Creating and configuring data deletion policies for the organization
- Configuring DLP features to secure business content

After completing this module, students will be able to:
- Create and configure data deletion policies
- Configure DLP policies to secure content

**Module 12: Securing Confidential Data with Information Rights Management**
This module describes the information rights management (IRM) technology and how it can be used to protect confidential business data from unauthorized users by restricting them from copying, editing, printing, or downloading content locally. Students will learn how to activate Microsoft Azure Rights Management Service (RMS) and configure IRM feature in SharePoint Online lists and libraries.

Lessons:
- Activating Microsoft Azure RMS
- Installing RMS sharing app to integrate the file protection features with the Office applications
- Using IRM features in a SharePoint library

Labs:
- Activating RMS in Office 365 Admin Center
- Installing RMS sharing app
- Testing the IRM features in Microsoft Office applications in SharePoint Online
- Testing the IRM features in Microsoft Office applications on the local computer

After completing this module, students will be able to:
- Activate Microsoft Azure RMS
- Install RMS sharing app
- Test the various RMS features in Office applications both in SharePoint Online and on the local computer