Course #SP3007: SharePoint Online Configuration and Management for Global Administrators

This is a two-day course that targets the needs of IT professionals who take part in planning, deploying, and operating Microsoft Office 365/SharePoint Online services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to configure and manage a SharePoint Online environment in an Office 365 tenant to provide ongoing support to business users in an organization. Because SharePoint Online and Office 365 are tightly integrated, there are certain overlapping components of Office 365 that will be covered in this course. However, the primary focus of this course is to teach students SharePoint Online, rather than the Office 365 platform, which includes Exchange Online (Mail, Calendar), Microsoft Teams, OneDrive, Yammer, Delve, Planner, etc. For organizations interested in configuration and management of the complete Office 365 platform, SeattlePro offers *Course #SP3008 Office 365 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 SharePoint Online environment. To fully benefit from this course, students who attend this course are expected to 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 and SharePoint Administrators responsible for supporting the SharePoint Online back end environment to provide support to business users. These 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 fully benefit 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. Plan a SharePoint Online deployment.
2. Manage SharePoint Online users, groups, and licenses.
3. Plan and configure client connectivity to Office 365/SharePoint Online.
4. Plan and configure SharePoint Online site collection and services.
5. Use Service Health and Message Center to support business users.
6. Plan, configure, and manage Records Center.
7. Plan, configure, and manage Search Center.
8. Plan, configure, and manage Security and Compliance Center.
9. Plan and configure the integration between Office 365 and Azure RMS, and configure the compliance features.
10. Monitor and review SharePoint services, and troubleshoot SharePoint Online issues.

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 groups in Office 365
- 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 groups by using the Office 365 Admin Center
- Configure administrative access

Module 2: Managing Domains, Security, and Customizing Support

This module describes how to manage domains, control access for people outside the organization, and customize help desk contact information. An overview of DNS is presented to help students understand the role DNS plays in managing domains.

Lessons:
- An overview of the DNS service
- Understanding the concept of using your own domains in Office 365, verifying domains, and updating DNS settings
- 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
- Customizing Office 365 help pane to display Help Desk information for users

After completing this module, students will be able to:
- Have a better understanding of how the DNS service works
- Understand how domains are added and used in Office 365
- Control access for outside vendors, partners and external users
- Customize Help Desk support information for employees

Module 3: 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 4: 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 5: Configuring Search
This module describes the search functionality in SharePoint Online and teaches various search administration tasks, such as managing search dictionaries, authoritative pages, query suggestions settings, URLs to remove, usage reports, configuring search center URL, exporting and importing search configuration, and crawl log permissions.

Lessons:
- Configuring and administering SharePoint Online search

Lab:
- Customizing SharePoint Online search

After completing this module, students will be able to:
- Configure SharePoint search service for the site collections

Module 6: Configuring Records Center
This module describes the concept of Records Center and how it can be used to manage important business records, archive content, and configure multi-stage retention policies. In this module the focus will be for SharePoint Administrators to plan, create and configure the Records Center.

Lessons:
- Configuring and managing the Records Center
- Create and configure content routing and retention policies

Labs:
- Creating and configuring the Records Center site collection
- Configuring the Records Center policies

After completing this module, students will be able to:
- Create and configure the Records Center site collection
- Configure the Records Center policies

Module 7: Using Security and Compliance Center

This module describes the features available in the Security and Compliance Center in Office 365. 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, and learn how to force users in all the sites in a site collection to comply with the company policy. 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 8: SharePoint Online Integration with OneDrive

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 with internal and external users
- Understand the various issues in dealing with OneDrive from a support perspective

Module 9: 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 10: Managing User Profiles and Audiences
This module explains what user profiles are used for and how to manage user profiles and audiences in SharePoint Online. The students will also learn how the user profile synchronization takes place between Azure Active Directory (AAD) and Office 365/SharePoint Online and the importance of configuring and compiling audiences.

Lessons:
- Configuring the user properties and managing user permissions
- Managing user profiles and audiences
- Configuring My Sites
- Configuring trusted host locations and managing SharePoint Online promoted sites
- Publishing links to Office client applications

Labs:
- Configuring user profiles
- Managing the user properties and user permissions
- Managing user profiles and creating audiences
- Configuring My Sites and trusted host locations
- Managing SharePoint promoted sites
- Creating and publishing links to Office clients

After completing this module, students will be able to:
- Configure the user properties and manage user permissions
- Manage user profiles and audiences
- Configure My Sites
- Configure trusted host locations and manage SharePoint promoted sites
- Publish links to the Office client applications

Module 11: Securing Confidential Data with IRM
This module describes the information rights management 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 Information Rights Management (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