TekSource
Corporate Learning
www.teksource.ca

Microsoft Partner
Silver Learning

Office 365 Support Training Track

Office 365

Call today
1.647.827.0488
or email
info@teksource.ca

Course Objectives

This track has been designed by TekSource to explain the relationships between the various components of an office 365 environment including Exchange, Lync and SharePoint, and provides an overview of the roles that Exchange Admin Center, Lync Admin Center and SharePoint Admin Center play in managing the Office 365 Environment.

Audience

The Support track is designed for IT professionals who will be responsible for supporting an Office 365 environment that has already been deployed.

TekSource recommends a maximum of 10 participants per training session

Technology Requirements

This course requires access to an Office 365 environment - This can be a testing environment or trial environment. TekSource will work with you to ensure that participants have the appropriate access.

Duration

This track can be customized to address client needs. The typical delivery occurs on-site at the customer location and includes the following:

Pre class work - .5 day

- Participant orientation: Our consultant meets with the participants to understand each participant's role and their responsibilities in managing the Office 365 environment.
- Assessment of the Office 365 environment
- Briefing to participants / pre-work

Course Delivery - 1 day

Total: 1.5 days

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Module 1 - Users

- User Management
- Add Users
- Create Groups
    - Security
    - Distribution (Exchange)
- Delegated Admins
- Multi-factor passwords
- Reset Passwords

Module 2 - Licensing

- Add licenses
    - Purchase Services

Module 3 -Services

- Exchange Admin Center Overview
    - Recipients
        - Mailboxes
            - Edit
        - Groups
            - Distribution
            - Security
            - Dynamic Distribution Group
        - Resources
            - Room Mailbox
            - Equipment Mailbox
        - Contacts
            - Mail Contact
            - Mail User
        - Shared
            - Shared Mailbox
        - Migration
    - Permissions
        - Admin Roles
        - User Roles
        - Outlook Web App Policies
    - Compliance Management
        - In-place eDiscovery & Hold
        - Auditing
        - Data Loss Prevention
        - Retention Policies
        - Retention Tags
        - Journal Rules
    - Organization
        - Sharing
        - Apps
    - Protection
        - Malware Filter
        - Connection Filter
        - Content Filter
        - Outbound Spam
        - Quarantine
    - Mail Flow
        - Rules
        - Delivery Reports
        - Message Trace
        - Accepted Domains
        - Connectors
    - Mobile

- Mobile Device Access
- Mobile Device Mailbox Policies
- Public Folders
  - Public Folder Mailbox
- Unified Messaging
  - UM Dial Plans
  - UM IP Gateways
- SharePoint Admin Center Overview
- Lync Admin Center Overview
- Users
  - General
  - External Communication
  - Dial-In Conferencing
- Organization
  - General
  - External Communication
- Dial-in Conferencing
  - Provider
  - Dial-In Users
- Meeting Invitation
- OneDrive for Business
- Yammer Overview
- Power BI Overview
- Software Deployment
- Troubleshooting tool for Office 365
- Message Center
- More Tools

Module 4 - Mobile

- Use Mobile Devices
  - Windows
  - Android
  - iPhone
  - iPad

Module 5 - Reports

- Mail
- Protection
- Rules
- DLP
- Lync
- SharePoint
- Auditing