



MICROSOFT TRAINING

Microsoft 365 Administration Course

Master Microsoft 365 administration. Manage users, services, and security to optimize your organization's cloud environment.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

-
- Globally Recognized Certification
 - Expert-Led Hands-On Training
 - Flexible Scheduling

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COURSE OVERVIEW

This intermediate-level Microsoft 365 Administration Course from Computer Pride is your essential guide to mastering the cloud-based productivity and collaboration suite. In just 2 hours, you'll gain practical, hands-on experience in managing and maintaining Microsoft 365 services, including Azure Active Directory, Exchange Online, SharePoint Online, OneDrive, and Microsoft Teams. The course focuses on the core administrative tasks required to ensure a secure, efficient, and collaborative environment for your organization. You'll learn how to manage users, groups, licenses, and implement essential security and compliance policies within the Microsoft 365 ecosystem. By understanding these critical components, you'll empower your organization with seamless communication and robust data management. Successfully completing this course will significantly boost your expertise in modern cloud-based IT infrastructure management. It will equip you with highly sought-after skills that are crucial for optimizing business operations, enhancing security posture, and improving user productivity across various industries. This foundational knowledge is key to advancing your career in cloud administration and IT support roles, making you an invaluable asset in any organization leveraging Microsoft 365.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft 365 Administration

- Overview of Microsoft 365 Services and Licensing Models
- Navigating the Microsoft 365 Admin Center
- Understanding Service Health and Message Center Updates
- Introduction to Azure Active Directory for M365

02 Module 2: User, Group, and License Management

- Creating and Managing User Accounts in Microsoft 365
- Managing Security Groups and Distribution Groups
- Assigning and Removing Microsoft 365 Licenses
- Implementing Role-Based Access Control (RBAC) in M365
- Password Management and Multi-Factor Authentication (MFA)

03 Module 3: Exchange Online Administration Essentials

- Managing User Mailboxes and Shared Mailboxes
- Configuring Mail Flow Rules and Connectors
- Implementing Basic Anti-Spam and Anti-Malware Policies
- Managing Resource Mailboxes (Room and Equipment)
- Understanding Email Archiving and Retention Policies

04 Module 4: SharePoint Online & OneDrive for Business Administration

- Creating and Managing SharePoint Site Collections
- Configuring Permissions and External Sharing Policies in SharePoint
- Managing OneDrive for Business Storage and Sync Settings
- Introduction to SharePoint Hub Sites and Communication Sites

05 Module 5: Microsoft Teams Administration

- Managing Teams and Channels within the Teams Admin Center

- Configuring Meeting Policies and Live Events
- Controlling Guest Access and External Collaboration
- Managing Messaging Policies and Apps for Teams

06 Module 6: Security, Compliance & Monitoring Basics

- Introduction to Microsoft 365 Security Center
- Overview of Compliance Center and Basic Data Loss Prevention (DLP)
- Monitoring Usage Reports and Audit Logs
- Basic Troubleshooting for Microsoft 365 Services

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft 365 Administrator**
- > **Cloud Productivity Specialist**
- > **IT Systems Analyst (Microsoft 365 Focus)**

FREQUENTLY ASKED QUESTIONS

Q: What foundational IT knowledge is recommended before enrolling in this Microsoft 365 Administration course?

While this course covers core administration, a basic understanding of network concepts, server operating systems (like Windows Server), and fundamental IT administration tasks is highly recommended. Familiarity with cloud concepts or experience with on-premises Microsoft products (e.g., Exchange Server, SharePoint Server) would also be beneficial but not strictly required.

Q: Does this 2-hour course align with any specific Microsoft certification exams, and how does it help in preparation?

This course provides a strong foundational understanding of many topics covered in Microsoft's associate-level administrator certifications, particularly the Microsoft 365 Certified: Administrator Expert (MS-100 and MS-101 exams) or even the Microsoft 365 Certified: Fundamentals (MS-900). While a 2-hour course won't cover everything for an exam, it offers practical skills and conceptual knowledge that are directly applicable to the learning objectives of these certifications, acting as an excellent starting point for further, more in-depth study.

Q: Beyond user management, what practical administrative skills will I gain to immediately apply in my role after completing this course?

Upon completing this course, you will be able to perform essential tasks such as configuring mail flow rules in Exchange Online, managing SharePoint site permissions and external sharing, setting up Microsoft Teams policies for meetings and guest access, and navigating the security and compliance centers to review basic reports. You'll gain the ability to troubleshoot common M365 issues and ensure a secure and efficient environment, moving beyond just simple user account creation.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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