

## COURSE OUTLINE

# 55370 - SharePoint Online Management and Administration

**Duration:** 5 Days

### Course Description:

SharePoint Online is part of Microsoft 365 and underpins all the file experiences in Microsoft 365. This four-day course introduces the audience to SharePoint Online Administration. The course is appropriate for existing SharePoint on-premises administrators and those new to SharePoint administration. Although this course and the associated labs are written for Office 365 with Windows 11, the skills taught will also be backwards compatible with Windows 10. This course is based on the features available in the Office 365 E3 license as these are the core features in Office 365 and Microsoft 365 plans. This four-day course covers the usage, configuration, and management of Office 365 and SharePoint Online. The course begins with an introduction to Office 365, providing an overview of its core services and highlighting how to access the Office 365 administration portals. Students explore the process of setting up an Office 365 tenant for personal development purposes, while also being acquainted with SharePoint Online. The course demonstrates how to manage SharePoint Online using PowerShell and prepares students to navigate Office 365 and SharePoint administration portals efficiently, create cloud only user accounts, and install PowerShell modules to connect with Office 365.

Next, the course guides students through configuring SharePoint policies settings. This involves understanding how to control external access, sharing, access controls, and setting up SharePoint and OneDrive defaults. Students learn to manage sharing policies in SharePoint Online and adjust SharePoint and OneDrive settings, ultimately gaining proficiency in planning and configuring external sharing in Office 365 and SharePoint access controls. The course then transitions to working with site collections, a crucial component of SharePoint. Students learn how to create, manage, and configure site collections, delete and restore them, as well as control external sharing at the site collection level. The concept of Hub Sites is introduced, and its usage and deletion processes are explained. Module 4 focuses on customizing individual sites, managing site navigation, and creating and customizing apps including columns and views. In addition, students learn how to manage site permissions and create and manage pages, including news pages. The relationship between SharePoint and Microsoft Teams forms the next part of the course. The role of the SharePoint Administrator in managing Microsoft Teams, and how SharePoint provides the file experience in Microsoft Teams is elucidated. Students learn to manage SharePoint sites and site collections associated with Microsoft Teams.

### Prerequisites:

- A overview and general knowledge of Office 365 and SharePoint is beneficial prior to attending this course.

### Course Objectives:

- Understanding what Office 365 and SharePoint Online is.
- How to configure SharePoint Policies Settings
- How to work with Site Collections
- How to work with Sites
- How SharePoint online integrates with Microsoft Teams.
- Understand Viva Connections

- Work with User Profiles
- Create Managed Metadata and Content Types
- Implement and manage Microsoft Search
- Understand Viva Topics
- Implement Security and Compliance in Office 365
- Troubleshooting SharePoint Online

### Course Outlines:

#### Module 1: Introduction to Office 365 and SharePoint Online

In this module, you will set up an Office 365 tenant for personal development purposes. This module covers the foundational topics upon which the course is based including an overview of the core services of Office 365 and how to access the Office 365 administration portals.

##### Lessons

- Create an Office 365 Tenant for Personal Skills Development
- Overview of Office 365
- Overview of SharePoint Online
- Accessing Administration Portals in Office 365
- Managing SharePoint Online with PowerShell

##### Lab 1: Provisioning Office 365

- Configure an Office 365 Developer Tenant
- Configure PowerShell for Office 365 and SharePoint Online
- Create Test Users
- Create SharePoint Site

After completing this module, students will be able to:

- Describe the features and benefits of Office 365
- Provision a New Tenant
- Create Cloud Only User Accounts
- Navigate Office 365 and SharePoint Administration Portals
- Install PowerShell Modules and Connect to Office 365

#### Module 2: Configuring SharePoint Policies Settings

This module looks at SharePoint Policies and settings to control external access and sharing, access controls, as well as SharePoint and OneDrive defaults

##### Lessons

- External Access in Office 365
- SharePoint Access Controls
- SharePoint Settings
- OneDrive Settings

##### Lab 1: Configuring External Access for Office 365

- Configure Azure AD External Access Settings
- Configure Microsoft 365 External Access Settings
- Configure SharePoint Sharing Policies

##### Lab 2: Configuring SharePoint and OneDrive Settings

- Configure SharePoint Settings
- Configure OneDrive Settings

After completing this module, students will be able to:

- Plan and Configure External Sharing in Office 365
- Manage Sharing Policies in SharePoint Online
- Configure SharePoint and OneDrive Settings
- Configure SharePoint Access Controls

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### Module 3: Working with Site Collections

This module describes the SharePoint architecture of sites and site collections including how to create and manage them. You will learn how to configure settings and external sharing on a site collection basis.

#### Lessons

- Creating Site Collections
- Using with Site Templates
- Define Site Collection Administrators and Site Owners
- Configure External Sharing Settings at Site Collection Level
- Delete and Restore Site Collections
- Working with Hub Sites
- Managing Site Collections with PowerShell

#### Lab 1: Creating and Managing Site Collections

- Create Site Collections
- Configure Site Collections
- Delete and Restore Site Collections

#### Lab 2: Working with Hub Sites

- Declare a Hub Site
- Associate with a Hub Site
- Delete a Hub Site

After completing this module, students will be able to:

- Create and Manage Site Collections
- Control External Sharing at Site Collection Level
- Declare, Use and Delete Hub Sites
- Delete and Restore Sites

### Module 4: Working with Sites

In this module, you will learn how to customize individual sites, managing site navigation, creating and customizing apps including columns and views as well as creating and managing pages including news pages. Also included in this module is granting access to the site and managing site permissions.

#### Lessons

- Apps, Lists and Libraries
- Pages and News
- Site Permissions
- Navigation

#### Lab 1: Customize a Team Site

- Create and Customize Apps
- Working with Pages
- Manage Site Navigation
- Manage Site Permissions

#### Lab 2: Customize a Communication Site

- Create and Customize Apps
- Working with Pages
- Manage Site Navigation
- Manage Site Permissions

After completing this module, students will be able to:

- Add Apps to a Site
- Customize Apps including Columns and Views
- Manage Site Permissions
- Customize Site Navigation

### Module 5: SharePoint and Microsoft Teams

This module considers the relationship between SharePoint and Microsoft Teams, including the role of the SharePoint Administrator in managing Microsoft Teams. You will learn how SharePoint provides the files experience in Microsoft Teams

#### Lessons

- What is Microsoft Teams
- How Microsoft Teams integrates with SharePoint Online
- Permissions with Microsoft Teams
- Private and Shared Channels

#### Lab 1: Planning and Managing SharePoint for Microsoft Teams

- Navigate between Teams and SharePoint
- Managing SharePoint Site Permissions in a Teams site
- Managing Teams Site Collections

After completing this module, students will be able to:

- Manage SharePoint Sites Associated with Microsoft Teams
- Manage SharePoint Site Collections Associated with Microsoft Teams

### Module 6: Viva Connections

This module introduces Viva Connections to extend the SharePoint Intranet into Microsoft Teams. You will learn how to configure Viva Connections and customize the user experience in Viva Connections.

#### Lessons

- Home Site
- Global Navigation
- Viva Connections Dashboard
- Adaptive Cards
- Deploy the Viva Connections App

#### Lab 1: Deploying Viva Connections

- Configure Viva Connections
- Customize the Home Site
- Deploy Viva Connections App

After completing this module, students will be able to:

- Configure SharePoint Intranet for Viva Connections
- Customize Viva Connections Home Site and Dashboard
- Deploy Viva Connections App

### Module 7: User Profiles

In this module, you will learn how to manage user profiles from SharePoint Admin Center and how these profiles relate to the Microsoft 365 user profile.

#### Lessons

- User Profiles in SharePoint Online
- Using Delve to customize a profile

#### Lab 1: Managing User Profiles

- Customize User Profile Fields
- Update a Profile using Delve

After completing this module, students will be able to:

- Create and Customize User Profile Fields

Update a Profile using Delve

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### Module 8: Managed Metadata and Content Types

In this module, you will learn how to use the Term Store to create and manage taxonomy and deploy managed metadata in SharePoint sites. You will also learn how to create content types to deploy templates for items lists & libraries.

#### Lessons

- Site Columns
- Using the Term Store
- Managed Metadata Columns
- Site Content Types and Tenant Content Types
- Content Types for Lists
- Content Types for Libraries

#### Lab 1: Using Managed Metadata and Content Types

- Create Site Columns
- Customize Taxonomy in the Term Store
- Create and Use Managed Metadata Columns
- Create and Deploy Content Types

After completing this module, students will be able to:

- Create and Use Site Columns
- Customize and Deploy Managed Metadata
- Create and Use Content Types with Lists and Libraries

### Module 9: Microsoft Search

This this module, you will learn how to deploy, use and customize Microsoft Search including integration with Bing Search.

#### Lessons

- What is Microsoft Search
- Configure Integrations
- Configure Answers
- Review Insights and Usage Statistics

#### Lab 1: Working with Microsoft Search

- Configure Integrations
- Create Custom Answers
- Review Usage Statistics

After completing this module, students will be able to:

- Configure Microsoft Search Integrations with Bing and Office 365 Features
- Create Custom Answers

### Module 10: Viva Topics

In this module, you will learn how to deploy, use and customize Viva Topics including integration with Managed Metadata.

#### Lessons

- What is Viva Topics
- Configure Viva Topics
- Manage Topics and Topic Pages
- Integrate with Managed Metadata

#### Lab 1: Working with Viva Topics

- Deploy Viva Topics
- Manage Topics Pages
- Create Topics from Managed Metadata

After completing this module, students will be able to:

- Configure and Deploy Viva Topics
- Create and Manage Topic Pages
- Create Topics from SharePoint Taxonom

### Module 11: Security and Compliance in Office 365

This module introduces the Security and Compliance features in Office 365. Whilst Microsoft 365 plans include extended security and compliance features, this module will focus on those products available in the core plans without the extended licensing.

#### Lessons

- Overview of Security and Compliance Features in Office 365
- Extending Security and compliance Features with Additional Licenses
- Using the Microsoft Defender Portal and Secure Score
- Using the Office 365 Compliance Portal and Compliance Score
- Plan and Configure Retention Labels and Policies
- Plan and Configure Data Loss Prevention Policies
- Create and Assign Sensitivity Labels
- Configure Safe Attachments and Safe Links Policies
- Plan and Configure Multi Factor Authentication

#### Lab 1: Configure Security and Compliance in Office 365

- Review Secure Score
- Configure Threat Protection
- Configure Sensitivity Labels
- Configure Retention for Microsoft Teams
- Configure Multi Factor Authentication

After completing this module, students will be able to:

- Describe the Security and Compliance Features in Office 365
- Review License Requirements for Security and Compliance Features in Microsoft 365
- Configure Information Protection in Office 365
- Configure Information Governance in Office 365

### Module 12: Troubleshooting SharePoint Online

This module looks at techniques for troubleshooting issues with SharePoint Online. You will also learn about the reporting and monitoring tools and features available.

#### Lessons

- Monitor Office 365 Service Health
- Troubleshoot Office 365 Connectivity and Service Issues
- Troubleshooting SharePoint Online
- Reporting and Monitoring SharePoint Online Usage

#### Lab 1: Troubleshoot SharePoint Online

- Troubleshoot SharePoint Online

After completing this module, students will be able to:

- Monitor Office 365 Service Health
- Troubleshoot Office 365 Connectivity and Service Issues

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