

IT ADMINISTRATOR'S

INTRODUCTION TO MICROSOFT 365 ADMIN CENTRE

COURSE OUTLINE

01428 741 482
capitaltraining.com



Introduction to Microsoft 365 Admin Centre

Course Aims

This one-day course provides IT administrators with the essential skills to manage Microsoft 365 environments confidently. Through structured demonstrations and practical exercises, participants will learn to navigate the Admin Centre, manage users and groups, allocate licences, configure security and compliance, administer Exchange and SharePoint, manage devices with Intune, and use monitoring, reporting and troubleshooting tools to keep services running smoothly. By the end of the course, participants will have gained essential skills in using the Microsoft 365 Admin Center for user management, security configuration, and overall administration of Microsoft 365 services.

Duration

6 hours (Face to Face or Virtual)

Target Audience

This course is designed for IT administrators, system administrators, and individuals responsible for managing Microsoft 365 environments

Learning Outcomes

By the end of the course, participants will be able to:

- Navigate the Microsoft 365 Admin Centre dashboard and main interface confidently
- Manage user accounts, security groups and distribution lists
- Allocate and manage user licences and monitor subscription usage
- Configure key security and compliance settings across Microsoft 365
- Administer email and mailbox settings in Exchange and SharePoint sites and libraries
- Manage devices and apply device policies using Intune
- Monitor service health and generate usage and activity reports
- Diagnose and resolve common administration issues using support resources

Course Content

Session 1 - Overview of Microsoft 365 and the Admin Centre

- Overview of Microsoft 365 services and components.
- Understanding the role of the Admin Center in managing Microsoft 365.

Session 2 - Navigating the Admin Center Interface

- Exploring the Admin Center dashboard.
- Understanding the main features and navigation elements.

Session 3 - User and Group Management

- Managing user accounts in Microsoft 365.
- Creating and managing security groups and distribution lists.

Session 4 - License and Subscription Management

- Allocating and managing licenses for users.
- Monitoring subscription usage and quotas.

Session 5 - Security and Compliance Features

- Overview of security features in Microsoft 365.
- Configuring compliance settings and policies.

Session 6 - Exchange and SharePoint Administration

- Managing email and mailbox settings in Exchange.
- Administering SharePoint sites and libraries.

Session 7 - Device Management with Intune

- Introduction to device management using Intune.
- Configuring device policies and settings.

Session 8 - Monitoring and Reporting

- Monitoring service health and status.
- Generating reports for usage and activity.

Session 9 - Customization and Settings

- Customizing the Admin Center for specific needs.
- Configuring global settings and preferences.

Session 10 - Troubleshooting and Support

- Diagnosing and resolving common issues.
- Accessing support resources and documentation.