



Information Technology

Office 365 Administration and Troubleshooting

Course Introduction

This training course is designed to provide participants with the concepts of administering, configuring, troubleshooting, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to administer and troubleshoot Office 365 tenant and key services of Office 365, such as Exchange Online, SharePoint Online and Skype for Business. It also covers security and compliance features of Office 365.

Target Audience

- Cloud Computing Engineer
- Computer Network Specialist
- Computer Support Specialist
- Database Administrator
- Information Technology Analyst
- Information Technology Leadership
- Information Security Specialist
- Software/Application Developer
- Web Developer
- Technology sales consultant

Learning Objectives

- Gain a comprehensive understanding of the Office 365 services.
- Administer Office 365 by using graphical user interface (GUI) and Windows PowerShell.
- Administer and troubleshoot directory synchronization and directory objects.
- Administer and troubleshoot Skype for Business.

- Administer and troubleshoot SharePoint Online.
- Administer and troubleshoot Office 365 ProPlus.
- Administer and troubleshoot compliance and security in Office 365.

Course Outline

- **Day 01**

- Module 1: Office 365 services overview**

- Module 2: Office 365 administration, tools, and techniques

- **Day 02**

- Module 3: Administering and troubleshooting directory synchronization and directory objects

- **Day 03**

- Module 4: Administering and troubleshooting Microsoft Exchange Online**

- **Module 5:** Administering and troubleshooting Skype for Business

- **Day 04**

- **Module 6:** Administering and troubleshooting SharePoint Online

- **Day 05**

- Module 7: Planning and deploying Office 365 ProPlus**

- **Module 8:** Administering and troubleshooting compliance and security in Office 365

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 30, 2025	July 4, 2025	5 days	4250.00 \$	UAE - Dubai

FROM	TO	DURATION	FEES	LOCATION
Sept. 22, 2025	Sept. 26, 2025	5 days	4950.00 \$	England - London
Dec. 29, 2025	Jan. 2, 2026	5 days	4250.00 \$	UAE - Dubai
July 6, 2025	July 10, 2025	5 days	4250.00 \$	oman - salalah