



Consulting and Training | Reach New Heights

Course Name

Office 365 Administration and Troubleshooting

Sector Name

Information Technology

Document Type

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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 the 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.

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Office 365 Administration and Troubleshooting

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

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Office 365 Administration and Troubleshooting

Learning Objectives

- ✓ Gain a comprehensive understanding of the Office 365 services.
- ✓ Administer Office 365 by using the 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.

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Course Outline

✓ Day 01

- ✓ **Module 1:** Office 365 services overview
- ✓ **Module 2:** Office 365 administration, tools, and techniques

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Course Outline

✓ **Day 02**

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

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Course Outline

✓ **Day 03**

- ✓ **Module 4:** Administering and troubleshooting Microsoft Exchange Online
- ✓ **Module 5:** Administering and troubleshooting Skype for Business

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Course Outline

✓ **Day 04**

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

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Course Outline

✓ Day 05

- ✓ **Module 7:** Planning and deploying Office 365 ProPlus
- ✓ **Module 8:** Administering and troubleshooting compliance and security in Office 365

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 28, 2026	Oct. 2, 2026	5 days	4950.00 \$	England , London
March 14, 2027	March 18, 2027	5 days	4250.00 \$	Bahrain , Manama
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Dubai
Jan. 4, 2027	Jan. 8, 2027	5 days	4250.00 \$	UAE , Dubai

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info@boostuae.com info@boostorg.com

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