COURSE OVERVIEW

Course Name:
(MS-700) Managing Microsoft Teams

COURSE DURATION: 4 Days

Gauteng:
3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

Gauteng:
192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town:
3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban:
9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

📞 087 941 5764
✉ sales@impactful.co.za
🌐 impactful.co.za

INTRODUCTION

The Managing Microsoft Teams course is designed for persons who are aspiring to the Microsoft 365 Teams Admin role. A Microsoft Teams administrator plans, deploys, configures, and manages Microsoft Teams to focus on efficient and effective collaboration and communication in a Microsoft 365 environment. In this course, you will learn about various Teams management tools, security and compliance feature for Teams, network requirement for Teams deployment as well as different Teams settings and policies for managing collaboration and communication experience in Teams.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
  - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client

IMPACTFUL
Powered by LRMG

INTENDED AUDIENCE

Students in this course are interested in Microsoft Teams or in passing the Microsoft Teams Administrator Associate certification exam. A Microsoft Teams administrator plans, deploys, configures, and manages Microsoft Teams to focus on efficient and effective collaboration and communication in a Microsoft 365 environment. A Microsoft Teams administrator must be able to plan, deploy, and manage teams, chat, apps, channels, meetings, audio/video conferencing, live events, calling, and Teams certified devices. A Microsoft Teams administrator has experience integrating Microsoft Teams with SharePoint, OneDrive, Exchange, Microsoft 365 Groups, and other Microsoft, third-party, and custom apps. A Microsoft Teams administrator understands and collaborates with other workloads and roles, such as Network, Voice, Identity, Access, Devices, Licensing, Security, Compliance, Information management, and User Adoption.

PREREQUISITES

Learners should start this course already having the following skills:

- A proficient understanding of basic functional experience with Microsoft 365 services.
- A proficient understanding of general IT practices, including using PowerShell.

COURSE CONTENT

Explore Microsoft Teams

Learn about Microsoft Teams capabilities, including Teams core workloads and integration with other

Plan and deploy Microsoft Teams

Learn how to plan and deploy Microsoft Teams to your organization, including different Teams admin roles, available management tools, and processes to roll out Teams. Understand required licensing and how to deploy Teams clients.

Implement lifecycle management and governance for Microsoft Teams

Learn about Teams lifecycle management and governance, including different features to govern Microsoft 365 Groups, ways to assign Teams policies, Teams preview features controls.

Monitor your Microsoft Teams environment

Learn about different reports and dashboards to monitor your Teams environment, including Microsoft 365 and Teams usage reports, Microsoft Adoption Score, Azure AD access reviews, and Microsoft 365 network connectivity dashboard.

Manage access for external users

Learn about the options to work with external users in Teams and the access controls from different places, including Azure AD, Microsoft 365, Teams, and SharePoint admin centers.

Implement security for Microsoft Teams

Learn about different security capabilities for Microsoft Teams, including Conditional Access, multifactor authentication, Safe Attachments, Safe Links, and Defender for Cloud Apps.

IMPACTFUL
Powered by LRMG

Implement compliance for Microsoft Teams

Learn about different compliance capabilities for Microsoft Teams, including sensitivity labels, retention policies, DLP policies, communication compliance, information barrier policy, and eDiscovery.

Plan and configure network settings for Microsoft Teams

Learn about the network requirements for Microsoft Teams and associated settings, including Network Planner, Quality of Service (QoS), configuration for location-enhanced reports, and Microsoft 365 network connectivity test tool.

Create and manage teams

Learn about creating teams from various approaches and managing teams' settings and membership. You will also learn how to archive, restore, and delete a team.

Manage collaboration experiences for chat and channels

Learn about different controls for collaboration experiences in Microsoft Teams, including managing channel types, private channel creation, messaging policies, and channel moderation.

Manage apps for Microsoft Teams

Learn about different settings and policies to manage Teams apps, including which apps are allowed to install, which apps are pinned to users' app bar, and whether users can upload custom apps.

Manage meetings and events experiences

Learn about different meeting solutions in Microsoft Teams, various settings and policies for Teams meetings and live events, and configuration for Audio Conferencing.

Configure and manage Microsoft Teams Room and Teams devices

Learn about the process to deploy and manage Teams devices, including devices selection, required resource accounts, devices provision, and devices management with configuration profiles and device tags, and troubleshooting common issues for Teams Rooms.

Manage phone numbers and settings

Learn about the calling solutions in Microsoft Teams and how to get and manage phone numbers with Calling Plans. You will also learn to manage voice settings for users.

Manage Teams Phone settings and policies

Learn about various features in the Teams Phone and how to configure those features, including call queues, auto attendants, caller ID, and call park.

Troubleshoot audio, video, and client issues

Learn about the troubleshooting approaches for audio, video, and client issues in Teams, including collecting appropriate logs and identifying problems with different reports and dashboards.