Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow Enterprise Computing Solutions Ltd, Part 1st Floor, Suite 1D/1, Central House, Otley Road, Harrogate, HG3 1UG

Email: educationteam.ecs.uk@arrow.com
Phone: 0870 251 1000

MS-700T00: Managing Microsoft Teams

CODE: **LENGTH:**

MCS_MS700 32 Hours (4 days)

Description

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.

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

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

Programme

Modules 1. Explore Microsoft Teams
Learn about Microsoft Teams capabilities, including Teams core workloads and integration with other Microsoft services and platforms. Understand the Teams architecture and Teams certified solutions.

Learning objectives
By the end of this module, you will be able to:

- Describe Microsoft Teams core workloads
- Describe how Microsoft 365 integrates with Teams
- Describe how Microsoft Power Platform integrates with Teams
- Explain the architecture of Microsoft Teams and dependent services
- Describe how Microsoft Teams interacts with SharePoint, One Drive and Exchange
- Describe Teams certified solutions

2. 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.

Learning objectives
By the end of this module, you'll be able to:

- Describe different Teams admin roles
- Explain which management tools are available for Teams
- Plan for Teams rollout
- Understand the importance of a user adoption plan when deploying Teams
- Identify required licensing for Teams
- Deploy Teams clients

3.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.

Describe the lifecycle management for Teams
Plan governance features for Teams
Configure Microsoft 365 Groups governance features
Plan the Teams policy assignment for different scenarios
Create and manage policy packages
Learning objectives Control Teams preview features for users
By the end of this module, you are able to: Create and manage team templates and templates policies

4. 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.

Learning objectives

By the end of this module, you will be able to:

Analyze usage patterns by monitoring Microsoft 365 and Teams usage reports
Interpret Microsoft Adoption Score
Manage user access by using Azure AD access reviews
Assess network readiness by using Microsoft 365 network connectivity dashboard
Manage Teams notifications and alerts to monitor Teams capabilities and receive alerts
Manage feedback policies

5. 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.

Explain external access and guest access.
Describe how to manage external access and guest access.
Manage external collaboration in Azure Active Directory.
Manage external collaboration in Microsoft 365.
Manage external access in Microsoft Teams.
Learning objectives Manage guest access in Microsoft Teams.
By the end of this module, you will be able to: Manage file sharing in SharePoint

6. 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.

Configure Conditional Access and multifactor authentication for Microsoft Teams.
Configure Safe Attachments for Microsoft Teams.
Configure Safe Links for Microsoft Teams.
Examine the Defender for Cloud Apps.
Learning objectives Describe security reports for Microsoft Teams.
By the end of this module, you will be able to: Plan and configure enhanced encryption policies.

7. Implement compliance for Microsoft Teams

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

Describe how sensitivity labels work and how to configure them.
Describe how to create retention policies.
Generate Data Loss Prevention policies to protect against data leakage.
Deploy communication compliance for reviewing communication.
Activate the scoped directory search in Teams.
Learning objectives Describe how information barrier policies work and how to create them.
By the end of this module, you will be able to: Configure alert policies for events in Microsoft Teams.

8. 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.

Explain the network requirements of Microsoft Teams.
Work with the Network Planner tool.
Utilize the Network Test Companion.
Describe the required network ports and protocols.
Learning objectives Configure reporting labels for Microsoft Teams.
By the end of this module, you will be able to: Implement Quality of Service in your environment.

9. Create and manage teams

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

Create new teams
Create teams from existing resources
Create an org-wide team
Manage team settings
Manage users in a team
Learning objectives Configure dynamic membership for teams
By the end of this module, you are able to: Archive, restore from archive, delete, and restore deleted teams

10. 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 the creation of private channels
Control the email integration of teams
Organize the file sharing functions from the Teams client
Learning objectives Create and modify messaging policies
By the end of this module, you will be able to: Understand how to set up channel moderation in teams
11. 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.
Describe apps, bots, and connectors in Microsoft Teams
Explore admin settings for Teams apps
Manage app permission policies
Configure app setup policies
Learning objectives Manage custom app policies and settings
By the end of this module, you will be able to: Publish a custom app in Microsoft Teams
12. Introduction to Teams meetings and calling
This module provides an overview of Microsoft Teams communication and collaboration options: Teams phones, auto attendants, call queues, meeting room devices, and different meetings types. It covers the benefits and limitations of Teams Phone, while also highlighting the importance of Teams devices in modern workplaces.
Learning objectives
Upon completion of this module, you'll be able to:
Describe Teams meetings and events
Describe Teams Phone
Describe auto attendants and call queues
Describe Microsoft Teams Rooms, Teams meeting room devices, and Teams phones 13. 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.
Understand meetings and events in Microsoft Teams
Set up conference bridges
Manage meeting policies
Configure meeting settings
Manage Live events policies
Learning objectives Configure Live events settings
By the end of this module, you will be able to: Explain Live events in Microsoft 365
14. Plan for Microsoft Teams Rooms and Surface Hub
Teams Meeting Rooms and Surface Hubs are a great way to collaborate with your coworkers in and outside your organization. It lets you join scheduled meetings in a comfortable way without logging in into to compute unit of the room device. To get started with Microsoft Teams Rooms, you need to understand the differences and potential use cases of the different Teams Room devices, the way how these devices are technically managed, which licenses are needed and what it important for a user-friendly physical room installation.
Learning objectives
Upon completion of this module, you'll be able to:
Understand the main differences of Microsoft Teams Room for Android and Microsoft Teams Rooms for Windows
Explain which accessories, components and peripherals are mandatory
Understand the advantage of Surface Hub
Understand the difference between the licensing options
Plan and review a physical room layout
15. Configure, deploy, and manage Teams devices
Teams devices provide a familiar experience and are essential for a hybrid workspace. Learn how to provision and manage devices, and associated device accounts.
Learning objectives
At the end of this module, you'll be able to:
Understand scenarios for using Teams phones, Teams displays, and Microsoft Teams Rooms with voice services.
Differentiate between the different options for deployment and management of devices.
Deploy Teams phones and Teams displays.
Configure Teams Phone for Microsoft Teams Rooms.
Manage Teams devices in the Teams admin center and Teams Rooms Pro Management Portal.
16. Plan for Teams Phone
Learn about Microsoft Teams Phone and what is needed to make and receive phone calls, plan for Teams Phone devices, features, and cloud voicemail.
Plan for a basic Teams Phone deployment.
Learning objectives Plan for advanced Teams Phone calling options.
At the end of this module, you'll be able to: Plan for Teams phones and devices.
17. Configure and deploy Teams Phone
Before Microsoft Teams Phone users can make or receive calls and use advanced features, phone numbers must be assigned and Microsoft Calling plans or Operator Connect must be configured.

Configure emergency calling addresses
Manage Microsoft Calling Plan numbers
Setup and manage Operator Connect and Teams Phone Mobile
Learning objectives
Understand Teams Phone policies and configuration options
At the end of this module, you'll be able to:
Configure Audio Conferencing and Communication Credits

18. Configure and manage voice users

Ongoing management is required as new employees start, or if their needs change. Learn how to manage voice user configuration, including enabling voice services and adjusting voice configuration.

Learning objectives

After completing this module, you'll be able to:

Enable users for Teams Phone using Calling Plans, and Teams Phone Mobile or Operator Connect if it's configured for your tenant.
Enable users for Direct Routing.
Manage per-user options for Teams Phone.

19. Configure auto attendants and call queues

Understand how auto attendants and call queues in Microsoft Teams can interact with callers to ensure they're connected your agents as quickly as possible. You'll also learn how to set up auto attendants and call queues.

Describe the differences between auto attendants and call queues.
Design an auto attendant to gather information from callers.
Explain how to set up auto attendants to implement your plan.
Demonstrate how to plan call queues to manage many callers.
Learning objectives
Describe how to configure call queues to alert agents and route calls.
At the end of this module, you'll be able to:
Explain how to plan licensing for auto attendants and call queues.

20. 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.

Describe key aspects of Teams troubleshooting
Identify call quality issues with call analytics
Learning objectives
Identify call quality issues with Call Quality Dashboard
By the end of this module, you will be able to:
Identify call quality issues with the Direct Routing Health Dashboard

Additional Information

This training is also available as onsite training. Please contact us to find out more.