

ICT and Security Management

# Microsoft Office 365 Administrator

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE

**MSD2646**

DELIVERY

**Online / Face-to-Face**

DURATION

**Flexible**

PREPARED FOR

**Organisation Approval**

[Register for this Course](#)

[View Online Course Page](#)

## Course Overview

The Microsoft Office 365 Administrator course offered by Magna Skills is designed to equip participants with the knowledge and skills required to effectively administer and manage Microsoft Office 365 environments within organizations. This course covers essential administrative tasks, security measures, and troubleshooting techniques to ensure smooth operation and optimal utilization of Office 365 applications and services.

## Course Outcomes

- Understanding Office 365 Architecture:** Gain insights into the architecture and components of Office 365, including Exchange Online, SharePoint Online, Teams, and OneDrive for Business, and understand their integration with on-premises environments.
- User and Group Management:** Learn how to create and manage user accounts, groups, and distribution lists in Office 365, and understand the role of Azure Active Directory in user authentication and authorization.
- Email and Communication Management:** Explore administration tasks related to Exchange Online, including mailbox management, email routing, distribution lists, and message hygiene settings to ensure efficient email communication.
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**SharePoint Online Administration:** Understand SharePoint Online administration tasks, including site collection management, permissions and security settings, content management, and collaboration features.

5.

**Teams and Skype for Business Administration:** Learn how to manage Teams and Skype for Business settings, including user policies, meetings, chat settings, and integration with other Office 365 services.

# Course Outline / Curriculum

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## **Module 1: Introduction to Office 365 Administration**

- Overview of Office 365 services and subscription plans
- Roles and responsibilities of Office 365 administrators

## **Module 2: User and Group Management**

- Creating and managing user accounts in Office 365
- Managing security groups, distribution lists, and user licenses

## **Module 3: Exchange Online Administration**

- Managing Exchange Online mailboxes and email addresses
- Configuring email protection, anti-spam settings, and mail flow rules

## **Module 4: SharePoint Online Administration**

- Creating and managing SharePoint Online sites and site collections
- Configuring permissions, content types, and document libraries

## **Module 5: Teams and Skype for Business Administration**

- Managing Teams settings, policies, and channels
- Configuring Skype for Business meetings, chat settings, and voice features

## **Module 6: OneDrive for Business Administration**

- Managing OneDrive for Business settings and storage quotas
- Configuring sharing and synchronization settings for OneDrive files

## **Module 7: Security and Compliance Management**

- Implementing security measures and compliance policies in Office 365
- Monitoring user activity, auditing, and reporting

## **Module 8: Office 365 Migration and Deployment**

- Planning and executing Office 365 migration projects
- Troubleshooting common migration issues and challenges

## **Module 9: Integration with On-Premises Environments**

- Configuring hybrid connectivity with on-premises Active Directory
- Integrating Exchange Server, SharePoint Server, and Skype for Business with Office 365

## **Module 10: Office 365 Best Practices and Optimization**

- Implementing best practices for Office 365 administration and management
- Optimizing Office 365 performance, reliability, and security

The Microsoft Office 365 Administrator course empowers participants with the knowledge and skills necessary to administer and manage Office 365 environments effectively. Through a combination of theoretical learning, hands-on exercises, and real-world scenarios, participants will gain practical experience in performing administrative tasks, implementing security measures, and troubleshooting issues to ensure the smooth operation of Office 365 services within their organizations

## Target Audience

- Channel field engineers
- Cisco Network Consulting Engineers
- New Unified Communications partners
- Customer network engineers
- Customer network managers

## Key Course Benefits

### Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

### Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

### Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

### Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

## Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

### Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

### East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairobi,

Zanzibar, Tanzania

### West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

### International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

### Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flex

### Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

## Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

[Register / Apply Online](#)

[View Full Course Page](#)

## About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training

NGO Capacity Building

Corporate Workshops

Online Learning

Face-to-Face Training

Certifica

## Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

<b>Organisation / Department</b>	
<b>Delegate Name(s)</b>	
<b>Approved Course</b>	Microsoft Office 365 Administrator
<b>Preferred Delivery Mode</b>	<input type="checkbox"/> Online <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Organisation-Based Training
<b>Preferred Training Venue / Date</b>	
<b>Estimated Number of Delegates</b>	
<b>Budget / Vote Number</b>	
<b>Contact Person</b>	
<b>Email / Mobile</b>	

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Authorised Name

\_\_\_\_\_  
Signature / Stamp

\_\_\_\_\_  
Date