Managing Microsoft Teams

Online Course
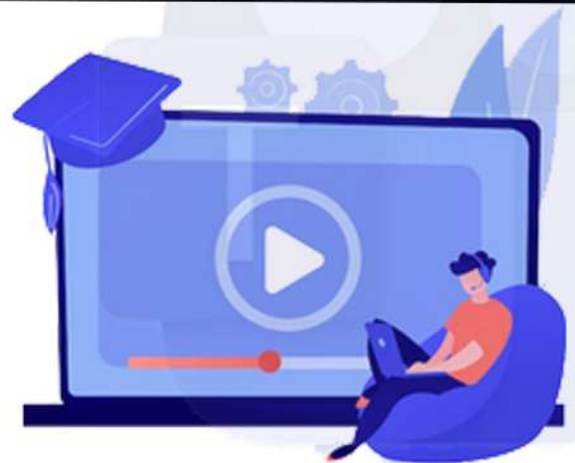
Managing Microsoft Teams

Course Modules

1.Configure and manage a Teams environment

Plan and configure network settings for Teams
- Calculate network bandwidth capacity
- Analyze network impact by using Network planner
- Specify network ports and protocols used by Teams
- Specify optimal network architecture for Teams
- Assess network readiness and connectivity

Manage security and compliance settings for Teams
- Licensing requirements for security and compliance features
- Specify security and compliance alert policies for Teams
- Choose appropriate Teams administrator roles
- Plan and configure Enhanced encryption policies
- Plan and configure threat policies in Microsoft 365 Defender
- Plan and configure retention policies
- Plan and configure sensitivity labels and policies
- Plan and configure data loss prevention (DLP) policies
- Plan Conditional Access for Teams
- Plan and configure information barrier (IB) policies
- Communication compliance & insider risk management

Managing Microsoft Teams

Plan and implement governance and lifecycle management
- Identify licensing requirements for advanced lifecycle mngmt
- Identify where Teams stores content
- Plan and manage update policies
- Create and manage policy packages in Teams
- Plan and configure policy assignment for users and groups
- Configure settings for Microsoft 365 group creation
- Configure an expiration policy for Microsoft 365 groups
- Configure a naming policy for Microsoft 365 groups
- Archive, delete, or unarchive one or more teams
- Restore or troubleshoot the deletion of a Microsoft 365 group
- Identify when to use Microsoft Entra Access reviews
- Perform operations for Teams by using PowerShell

Configure and manage external collaboration
- Identify licensing requirements for external collaboration
- SharePoint Online and OneDrive external sharing settings
- Configure External access in the Microsoft Teams admin center
- External collaboration settings in Microsoft Entra ID
- Guest access and sharing in the Microsoft Teams admin center,
- Guest access to a specific team
- Remove guests from Teams, including from a team or a tenant
- Configure shared channels for external access
- Configure and manage cross-tenant access

Managing Microsoft Teams

Manage apps for Teams
- Manage Org-wide app settings in the MS Teams admin center
- Create and manage app permission policies
- Create and manage app setup policies
- Manage permissions and consent for apps
- Recommend appropriate extensibility options
- Manage purchasing of apps in the Teams app store
- Customize the appearance of the Teams app store
- Customize the branded experience of an app
- Upload an app to Teams

3.Manage meetings and calling

Manage meetings and events
- Meeting types, including live events, webinars, etc.,
- Enable enhanced meeting features for a user by assigning MS
- Configure meeting settings
- Create and manage meeting templates and template policies
- Create and manage meeting policies
- Create and manage conference bridges
- Create and manage audio conferencing policies
- Plan and configure live events settings and policies

Manage phone numbers and services for Teams Phone
- Evaluate Public Switched Telephone Network (PSTN) options,
- Add,change,or remove an emergency address for an organiztn
- Manage phone no. for users, services, and conference bridges
- Assign, change, or remove a phone number

Managing Microsoft Teams

4.Monitor, report on, and troubleshoot Teams

Monitor and report on Teams
- Monitor and report on voice and meeting quality
- Report on Teams usage, including team activity, app usage, etc,.
- Monitor and report on the creation and deletion of teams
- Monitor and report on guest access
- Monitor the Microsoft 365 network connectivity test tool
- Manage feedback policies

Troubleshoot audio, video, and client issues
- Collect client-side logs
- Clear the Teams client cache
- Troubleshoot issues by using self-help diagnostics for Teams
- Troubleshoot Team client installation and update issues
- Troubleshoot sign-in issues to Teams

5.Configure and manage a Teams environment

Plan and configure network settings for Teams
- Calculate network bandwidth capacity
- Analyze network impact by using Network planner
- Specify network ports and protocols used by Teams
- Specify optimal network architecture for Teams
- Assess network readiness and connectivity

Managing Microsoft Teams

Manage security and compliance settings for Teams
- Licensing requirements for security and compliance features
- Specify security and compliance alert policies for Teams
- Choose appropriate Teams administrator roles
- Plan and configure Enhanced encryption policies
- Plan and configure threat policies in Microsoft 365 Defender
- Plan and configure retention policies
- Plan and configure sensitivity labels and policies
- Plan and configure data loss prevention (DLP) policies
- Plan Conditional Access for Teams
- Plan and configure information barrier (IB) policies
- Communication compliance and insider risk management

Plan and implement governance and lifecycle management
- Licensing req for advanced lifecycle management of teams
- Identify where Teams stores content
- Plan and manage update policies
- Create and manage policy packages in Teams
- Plan and configure policy assignment for users and groups
- Configure settings for Microsoft 365 group creation
- Configure an expiration policy for Microsoft 365 groups
- Configure a naming policy for Microsoft 365 groups
- Archive, delete, or unarchive one or more teams
- Restore or troubleshoot the deletion of a Microsoft 365 group
- Identify when to use Microsoft Entra Access reviews
- Perform operations for Teams by using PowerShell

Managing Microsoft Teams

Configure and manage external collaboration
- Identify licensing requirements for external collaboration
- SharePoint Online and OneDrive external sharing settings
- Configure External access in the Microsoft Teams admin center
- External collaboration settings in Microsoft Entra ID
- Configure guest access and sharing in the Microsoft Teams
- Control guest access to a specific team
- Remove guests from Teams, including from a team or a tenant
- Configure shared channels for external access
- Configure and manage cross-tenant access

Manage Teams clients and devices
- Licensing requirements for Teams Phone & resource accounts
- Identify licensing requirements for Teams devices
- Manage configuration profiles for Teams devices
- Configure Teams Rooms accounts and systems
- Manage device settings and firmware
- Manage Teams device tags
- Provision and configure remote sign-in for new devices

6. Manage teams, channels, chats, and apps

Create and manage teams
- Plan for a Microsoft Teams rollout by using Advisor for Teams
- Create a team Microsoft Teams admin center, Teams client
- Team from an existing MS 365 group, SharePoint site, or team
- Create a team from a template
- Create and manage Teams templates and template policies

Managing Microsoft Teams

Manage channels and chats
- Channel types, including standard, private, and shared
- Add, edit, and remove channels
- Manage Teams channel settings
- Create and manage teams policies for channels
- Manage private and shared channel membership
- Create and manage messaging policie

Manage apps for Teams
- Org-wide app settings in the Microsoft Teams admin center
- Create and manage app permission policies
- Create and manage app setup policies
- Permissions and consent for apps, including blocking apps
- Recommend appropriate extensibility options
- Manage purchasing of apps in the Teams app store
- Customize the appearance of the Teams app store
- Customize the branded experience of an app
- Upload an app to Teams

7.Manage meetings and calling

Manage meetings and events
- Meeting types, including live events, webinars, and virtual apmt
- Enable enhanced meeting features for a user
- Configure meeting settings
- Create and manage meeting templates and template policies
- Create and manage meeting policies
- Create and manage conference bridges

Managing Microsoft Teams

Manage phone numbers and services for Teams Phone
- Evaluate Public Switched Telephone Network (PSTN) options
- Add, change, or remove an emergency add for an organization
- Provision and manage phone numbers for users, services, etc.,
- Assign, change, or remove a phone number
- Create and manage resource accounts in the Microsoft Teams
- Manage voice settings and policies for users
- Create and manage voicemail policies
- Configure auto-attendants and call queues
- Create and manage calling policies

8.Monitor, report on, and troubleshoot Teams

Monitor and report on Teams
- Monitor and report on voice and meeting quality
- Report on Teams usage, include team activity, app usage, etc.,
- Monitor and report on the creation and deletion of teams
- Monitor and report on guest access
- Monitor the Microsoft 365 network connectivity test tool
- Manage feedback policies

Troubleshoot audio, video, and client issues
- Collect client-side logs
- Clear the Teams client cache
- Troubleshoot issues by using self-help diagnostics for Teams
- Troubleshoot Team client installation and update issues
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