



MS-700T00: Managing Microsoft Teams

Course ID #: 7000-399-ZZ-Z

Hours: 28

Course Content

Course Description:

In this course, you will cover six central elements - Microsoft Teams overview, implementing governance, security and compliance for Microsoft Teams, preparing the environment for a Microsoft Teams deployment, deploying and managing teams, managing collaboration and managing communication in Microsoft Teams. In Microsoft Teams overview, you will get an overview of Microsoft Teams including Teams architecture and related Office 365 workloads. You will be provided an overview of security and compliance in Microsoft Teams and finally get an overview of how to manage Microsoft Teams. In implementing governance, security and compliance for Microsoft Teams, you will plan and configure governance for Office 365 groups including expiration and naming policies. Then you will implement security by configuring conditional access, MFA or Threat Management for Microsoft Teams. Finally, you will implement compliance for Teams by using DLP policies, eDiscovery cases or supervision policies.

Course Objectives:

After completing this course, student will know:

- What Microsoft Teams is and how the components work together
- How to implement Governance, Security and Compliance for Microsoft Teams
- How to prepare an organizations environment for a Microsoft Teams deployment
- How to deploy and manage teams
- Ways of managing collaboration in Microsoft Teams
- Techniques to manage and troubleshoot communication in Microsoft Teams

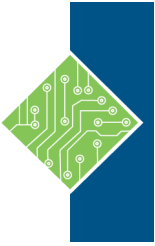
Prerequisites:

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

Target Audience:

Students in this course are interested in Microsoft Teams or in passing the Microsoft Teams Administrator Associate certification exam.

This course is designed for persons who are aspiring to the Microsoft 365 Teams Admin role. Microsoft Teams admins configure, deploy, and manage Office 365 workloads for Microsoft Teams that focus on efficient and effective collaboration and communication in an enterprise environment.



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Topics:

Lesson 1: Explore Microsoft Teams

- Introduction
- Explore capabilities in Microsoft Teams
- Explore Microsoft Teams integration with Microsoft 365
- Explore Microsoft Teams integration with Microsoft Power Platform
- Illustrate Microsoft Teams architecture
- Describe Microsoft Teams with Microsoft 365 Groups
- Describe Microsoft Teams with SharePoint and OneDrive
- Describe Microsoft Teams with Exchange
- Understand Microsoft Teams certified solutions
- Knowledge check
- Summary

Lesson 2: Plan and deploy Microsoft Teams

- Introduction
- Designate Teams admin roles
- Understand Teams management tools
- Plan for Teams rollout
- Plan for Teams adoption
- Plan for Teams licensing
- Deploy Microsoft Teams clients
- Knowledge check
- Summary

Lesson 3: Implement Lifecycle management and governance for Microsoft Teams

- Introduction
- Plan for lifecycle management
- Plan for Teams governance
- Manage Microsoft 365 Groups creation
- Configure Microsoft 365 Groups expiration policy
- Configure Microsoft 365 Groups naming policy
- Plan policy assignment for users and groups
- Create and manage policy packages
- Manage Teams preview features using Teams update policies
- Create and manage teams templates and template policies
- Knowledge check
- Summary

Lesson 4: Monitor your Microsoft Teams environment

- Introduction
- Monitor Microsoft Teams usage reports
- Monitor Microsoft 365 usage reports
- Interpret Microsoft Adoption Score
- Manage user access with Azure Active Directory access reviews
- Monitor the Microsoft 365 network connectivity dashboard
- Manage Teams notifications and alerts
- Manage feedback policies
- Knowledge check
- Summary



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Lesson 5: Manage access for external users

- Introduction
- Understand features in Azure Active Directory
- Work with external users in Microsoft Teams
- Manage access for external users
- Manage external collaboration in Azure AD
- Manage external collaboration in Microsoft 365
- Manage external access in Microsoft Teams
- Manage guest access in Microsoft Teams
- Manage file sharing in SharePoint and OneDrive
- Knowledge check
- 5 min
- Summary

Lesson 6: Implement security for Microsoft Teams

- Introduction
- 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
- Monitor security reports for Microsoft Teams
- Plan and configure enhanced encryption policies
- Knowledge check
- Summary

Lesson 7: Implement compliance for Microsoft Teams

- Introduction
- Create and manage sensitivity labels
- Create and manage retention policies
- Create and manage Data Loss Prevention policies
- Deploy communication compliance
- Enable scoped directory search
- Create information barrier policy
- Create security and compliance alerts for Microsoft Teams
- Knowledge check
- Summary

Lesson 8: Plan and configure network settings for Microsoft Teams

- Introduction
- Examine network requirements for Microsoft Teams
- Plan for network deployment using Network Planner
- Configure network ports and protocols for Microsoft Teams
- Implement Quality of Service
- Configure reporting labels for location-enhanced Call Analytics reports
- Configure tenant data for Call Quality Dashboard reports
- Assess network readiness
- Manage network topology
- Knowledge check
- Summary

Lesson 9: Create and manage teams

- Introduction
- Create teams
- Create a team from existing resources
- Plan and create org-wide teams
- Manage teams
- Manage users in a team
- Configure dynamic membership
- Archive restore and delete a team
- Knowledge check
- Summary

Lesson 10: Manage collaboration experiences for chat and channels

- Introduction
- Create and manage channels in a team
- Create and manage Teams policies for channels
- Configure teams settings
- Create and manage messaging policies
- Manage channel moderation
- Manage access to channels
- Knowledge check
- Summary



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Lesson 11: Manage apps for Microsoft Teams

- Introduction
- Explore apps in Microsoft Teams
- Describe admin settings for Teams apps
- Manage access to Teams apps at the organization level
- Create and manage app permission policies
- Create and manage app setup policies
- Manage permissions and consent for Teams apps
- Plan and configure connectors
- Manage custom apps uploads
- Publish custom apps to Microsoft Teams
- Manage purchasing of apps in the Microsoft Teams app store
- Customize the organization's app store
- Customize the branded experience of an app
- Knowledge check
- Summary

Lesson 12: Introduction to Teams meetings and calling

- Introduction
- Overview of Teams meetings and events
- Overview of Teams Phone
- Overview of auto attendants and call queues
- Overview of Teams devices
- Knowledge check
- Summary and resources

Lesson 13: Manage meetings and events experiences

- Introduction
- Explore meetings and events in Microsoft Teams
- Configure meeting settings
- Create and manage meeting policies
- Configure audio conferencing
- Create and manage meeting templates and template policies
- Create and manage meetings customization policies
- Configure live events settings

- Create and manage live events policies
- Examine live events across Microsoft 365
- Knowledge check
- Summary

Lesson 14: Plan for Microsoft Teams Rooms and Surface Hub

- Introduction
- Determine license requirements for Microsoft Teams Rooms and shared devices
- Understand differences between Microsoft Teams Rooms on Android and Windows
- Understand Microsoft Teams Rooms on Surface Hub 2S
- Understand and plan Teams Room accessories, components, and peripherals
- Understand Teams Rooms management options
- Knowledge check
- Summary and resources

Lesson 15: Configure, deploy, and manage Teams devices

- Introduction
- Manage Microsoft Teams Phones
- Manage Microsoft Teams Room Systems
- Microsoft Teams Rooms management options
- Manage Surface Hub 2S devices
- Configure Microsoft Teams SIP gateway
- Manage Microsoft Teams displays
- Remote provisioning and sign in for Teams Phones
- Update Microsoft Teams devices remotely
- Manage Microsoft Teams device tags
- Knowledge check
- Summary and resources



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Lesson 16: Plan for Teams Phone

- Introduction
- Plan to deploy Teams Phone
- Plan for Teams Phone PSTN connectivity
- Determine license requirements
- Plan for Teams Phone devices
- Plan and design Teams Phone features
- Plan for voicemail
- Knowledge check
- Summary and resources

Lesson 17: Configure and deploy Teams Phone

- Introduction
- Configure emergency calling for Teams Calling Plans
- Manage and configure Microsoft PSTN numbers
- Configure Operator Connect and Teams Phone Mobile
- Configure Teams Phone policies
- Create and manage Teams policies
- Configure Audio Conferencing
- Knowledge check
- Summary and resources

Lesson 18: Configure and manage voice users

- Introduction
- Enable users for Teams Phone
- Enable users for Direct Routing with Teams Phone
- Enable additional calling features for Teams Phone
- Enable users for Teams Phone Mobile
- Knowledge check
- Summary and resources

Lesson 19: Configure auto attendants and call queues

- Introduction
- Design call flows for auto attendants and call queues
- Configure auto attendants and call queues
- Deploy a channel-based call queue
- Configure resource accounts
- Configure Microsoft 365 groups for voicemail
- Interpret call queue conference modes
- Interpret call queue routing methods
- Configure holidays for auto attendants and call queues
- Configure custom music on hold
- Knowledge check
- Summary and resources

Lesson 20: Troubleshoot audio, video, and client issues

- Introduction
- Troubleshoot Teams
- Collect and identify logs
- Clear Microsoft Teams client cache
- Identify issues with call analytics
- Identify issues with Call Quality Dashboard
- Use Power BI to analyze Call Quality Dashboard data
- Identify issues with the Direct Routing Health Dashboard
- Knowledge check
- Summary

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