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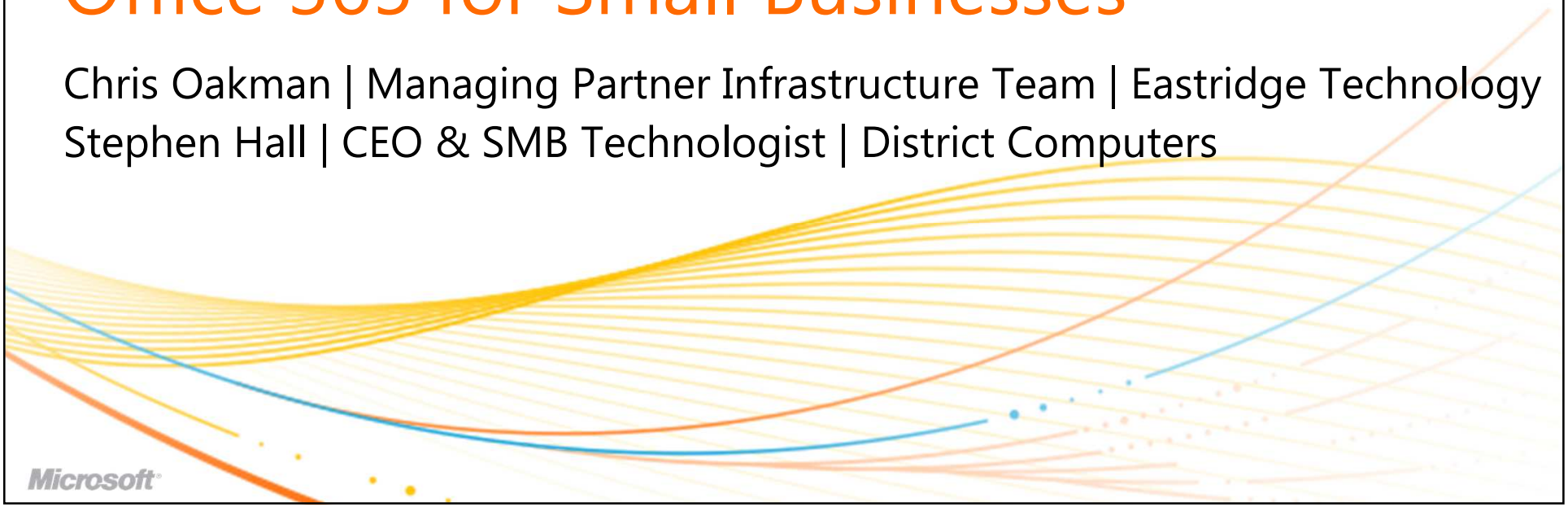
Microsoft Office 365

Office 365 for SMB Jump Start

Administering Office 365 for Small Businesses

Chris Oakman | Managing Partner Infrastructure Team | Eastridge Technology

Stephen Hall | CEO & SMB Technologist | District Computers



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Meet Stephen Hall

- **District Computers**
  - Cloud Champions Club Partner
  - 3 Silver MPN Competencies
- **Over 15 years in SMB IT**
  - Infrastructure Management
  - Public & Private Cloud Solutions
- **Cool accomplishments**
  - Microsoft Worldwide SMB Partner Area Lead
  - Microsoft Victory Lap Partner of Month (March 2012)

@DCComputerCo
@DCSteveHall

Microsoft Partner Network

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Meet Chris Oakman

@ceoakmanii
@EastridgeTech

- **Eastridge Technology**
  - Chief Infrastructure Officer
  - Enterprise SharePoint Practice
  - Hundreds of successful SMB clients
  - Partner Advisory Council member: Office365 & Intune
- **Over 18 years in IT focused on SMB**
  - Primary focus public cloud and Office 365
- **Cloud Champions Club member**
  - Two Gold Competencies
  - Six Silver Competencies
  - Over 100 active customers leveraging Microsoft public cloud solutions

Microsoft Partner Network

EASTRIDGE TECHNOLOGY INC.

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About 70-323 & 70-321 Exams

- **Focus on Office 365 in the Enterprise**
  - Requires mastery of Exchange, Exchange Online management, and SharePoint management
  - Advanced hybrid deployment & administration
  - Assumes advanced PowerShell skills and significant experience with advanced deployment scenarios
- **Scenarios not as appropriate for typical SMB**
  - Heavy SSO & ADFS 2.0 Admin
  - Exchange co-existence

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About Exam 74-324

- **Designed by SMB-focused Office 365 SMEs**
  - Created in response to feedback about the 70-323
  - Scenarios/tasks based on real-life SMB scenarios
  - Focus on Office 365 Management using GUI w/ limited PowerShell
  - Introduction only to advanced hybrid scenarios
- **Two Goals**
  - Enable SMB-focused technical specialists to prove appropriate expertise with Office 365 in scenarios common to small business
  - Prepare Microsoft Partner Network (MPN) Partners for the Small Business Competency

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Jump Start Expectations

- **Cover skills necessary for Small Businesses IT professionals to succeed with Office 365 administration**
  - Learn about Office 365 platform, service and offerings
  - Execute common small business management tasks within Office 365
  - Administer advanced Exchange Online security, routing, SPAM, archiving, compliance and more
  - Learn service and site management for SharePoint Online; Lync Online
  - Use PowerShell to connect to & manage Office 365 for common tasks not possible from admin portal
- **Provide IT professionals who have met the prerequisites with the information required for the 74-324 exam**

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Assumed Knowledge

- **Server Technologies**
  - Active Directory
  - Exchange Server
  - SharePoint Server
- **Client Technologies**
  - Microsoft Office Applications
  - Internet Explorer®
  - Windows Phone® & Mobility
- **Windows PowerShell™ 2.0**
- **Network Technologies**
  - AD infrastructure
  - DNS & related technologies
  - Wide area connectivity: networks, equipment, bandwidth & latency
  - Firewall technologies

Recommended Reading from Brett Hill
"Working with Microsoft® Office 365: Running Your Small Business in the Cloud"
http://aka.ms/oreilly-O365-SmallBiz

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Jump Start Schedule – Target Agenda

Day 1 Administering Office 365	Day 2 Administering Exchange Online
Office 365 Overview & Infrastructure	Exchange Online Deployment & Migration
Office 365 User Management	Exchange Online FOPE
Office 365 DirSync, Single Sign-On & ADFS	Exchange Online Archiving & Compliance
MEAL BREAK	
Administering Lync Online	
Administering SharePoint Online	
Exchange Online Overview & User Management	

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Module 1: Office 365 Overview & Infrastructure

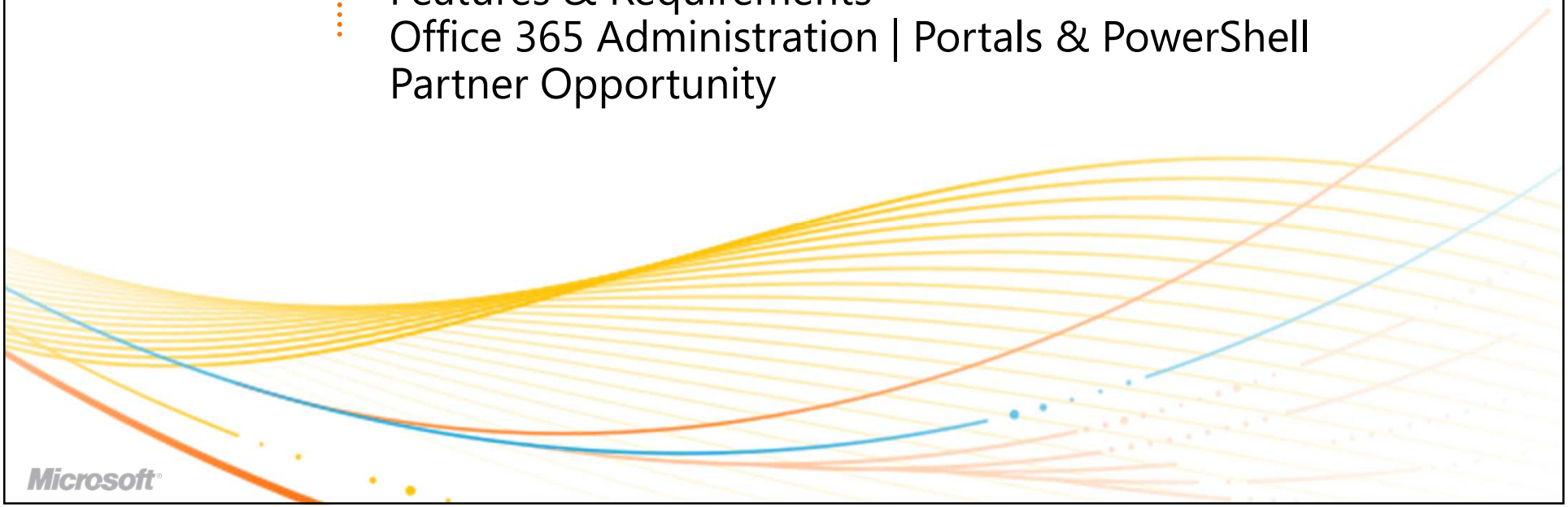
Microsoft Office 365

Service Overview & Offering

Features & Requirements

Office 365 Administration | Portals & PowerShell

Partner Opportunity



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Office 365 Overview

BRINGING TOGETHER CLOUD VERSIONS OF OUR MOST TRUSTED COMMUNICATIONS AND COLLABORATION PRODUCTS WITH THE LATEST VERSION OF OUR DESKTOP SUITE FOR BUSINESSES OF ALL SIZES.

Microsoft Office Professional Plus

Microsoft Exchange Online

Microsoft SharePoint Online

Microsoft Lync Online

Microsoft Office 365

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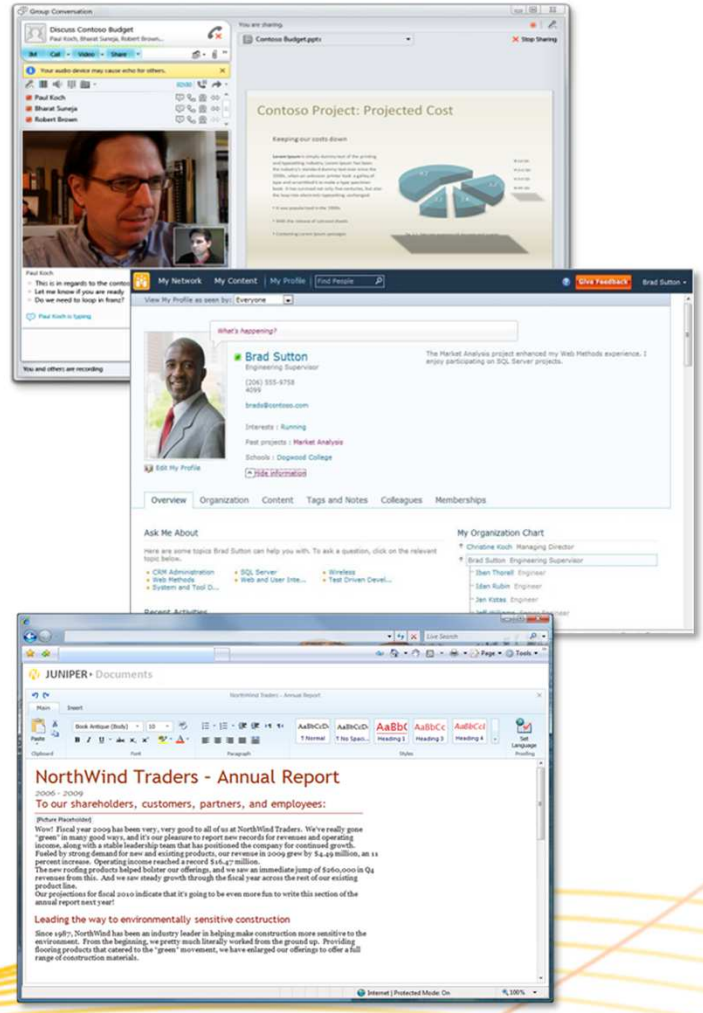
Anywhere Access

- **Collaborate with people in real time**
  - Edit spreadsheets, build docs, create presentations & annotate notebooks
- **Communicate seamlessly**
  - Email, Voice, Video
  - Online meetings & presence
- **Store documents and share insights**
  - With colleagues, partners, customers
- **Connect with others across organizations**
  - Calendar sharing/publishing, contact photos, activity feed, and interactive contact cards



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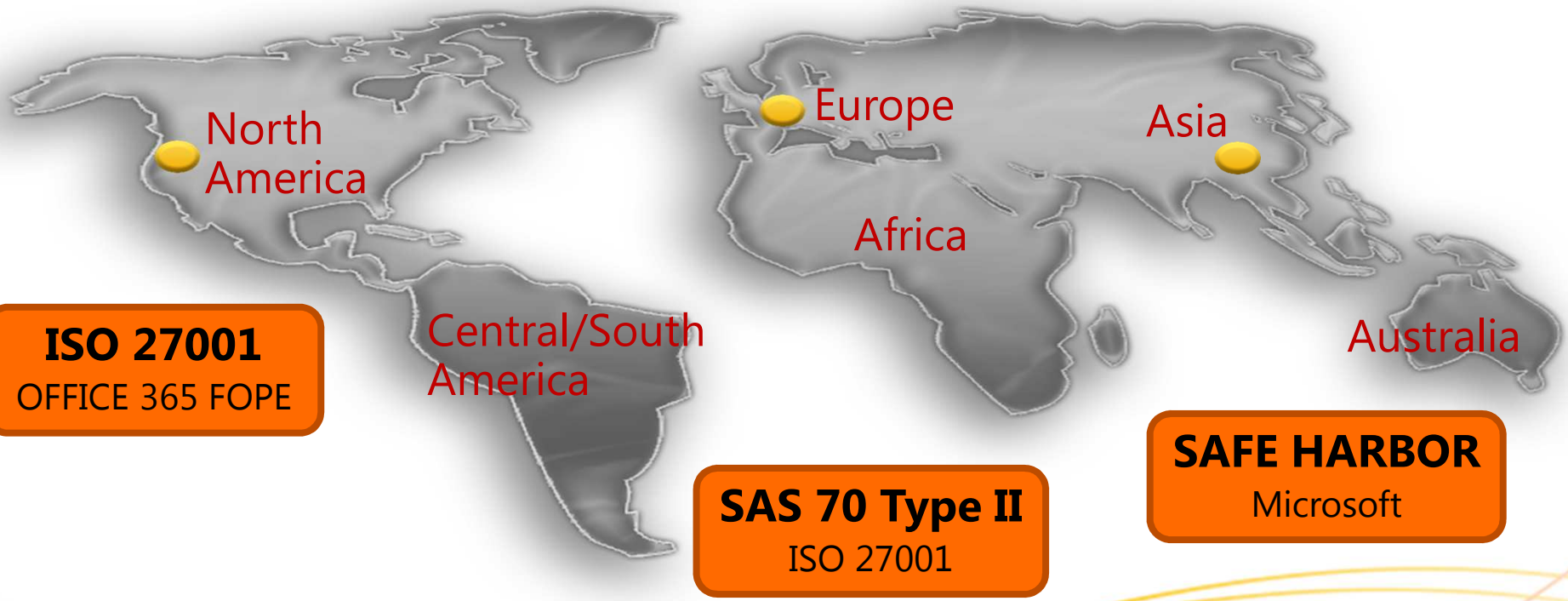
Worldwide, Secure, Compliant Datacenters



ISO 27001
OFFICE 365 FOPE

SAS 70 Type II
ISO 27001

SAFE HARBOR
Microsoft

Trust Center: http://www.microsoft.com/en-us/office365/trust-center.aspx#fbid=tOHInnegyWg

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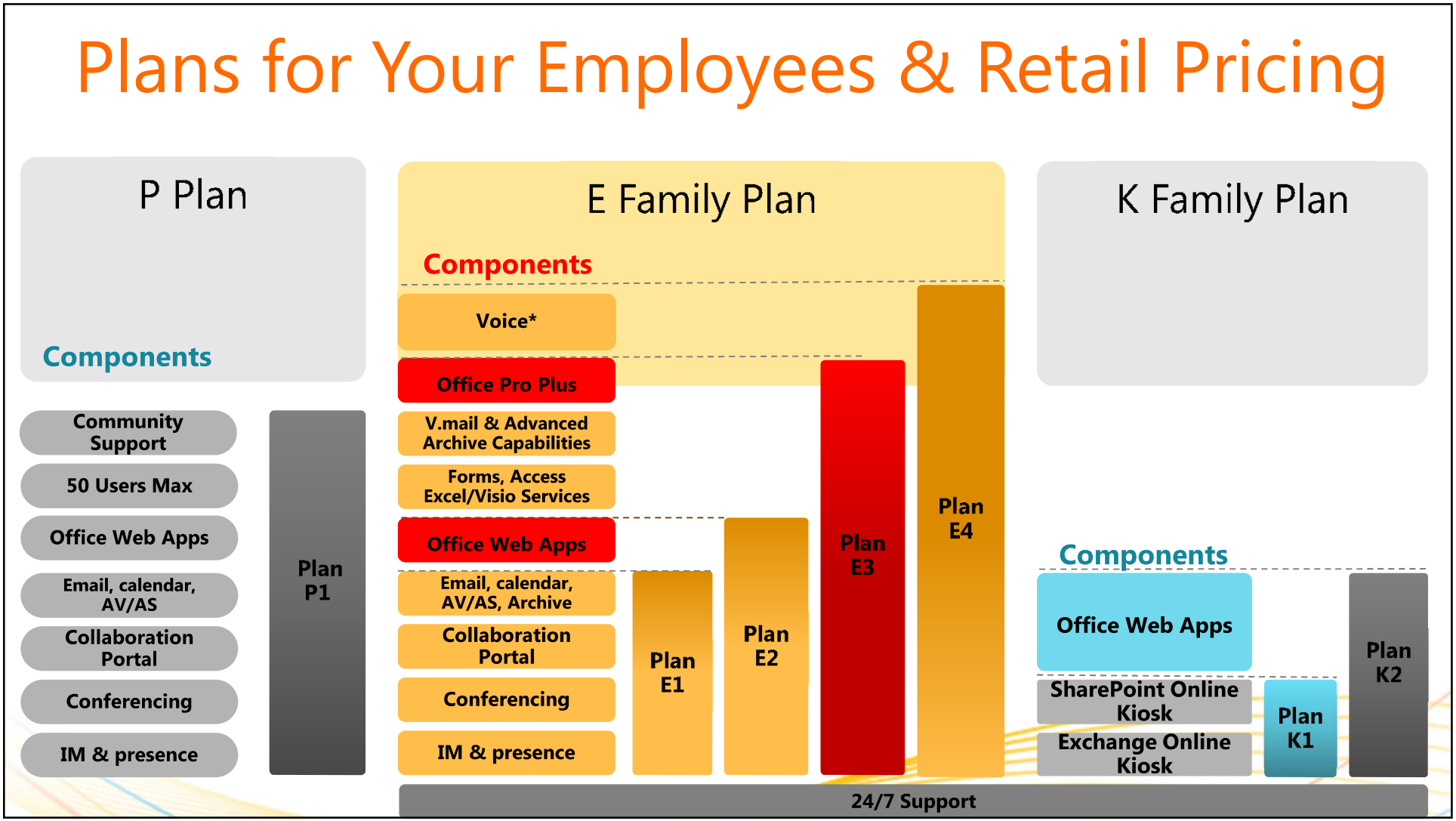

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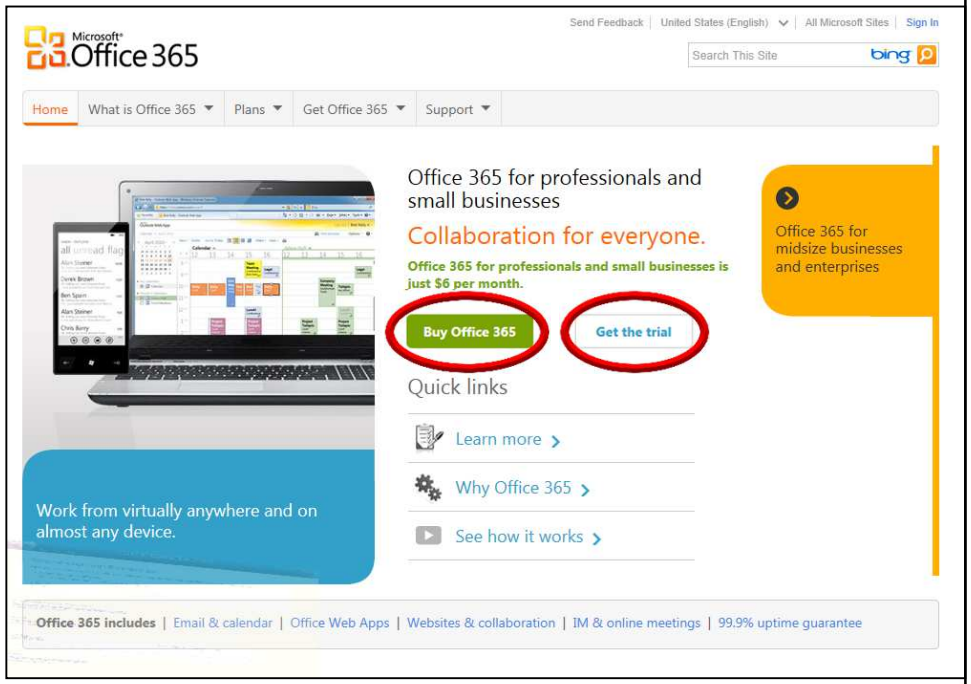
Dive Into Office 365

- **Stay up-to-date on the latest information and buzz**
- **Explore the new features**
  - Experience seamless integration across services and devices
- **Please sign up here: http://www.office365.com**



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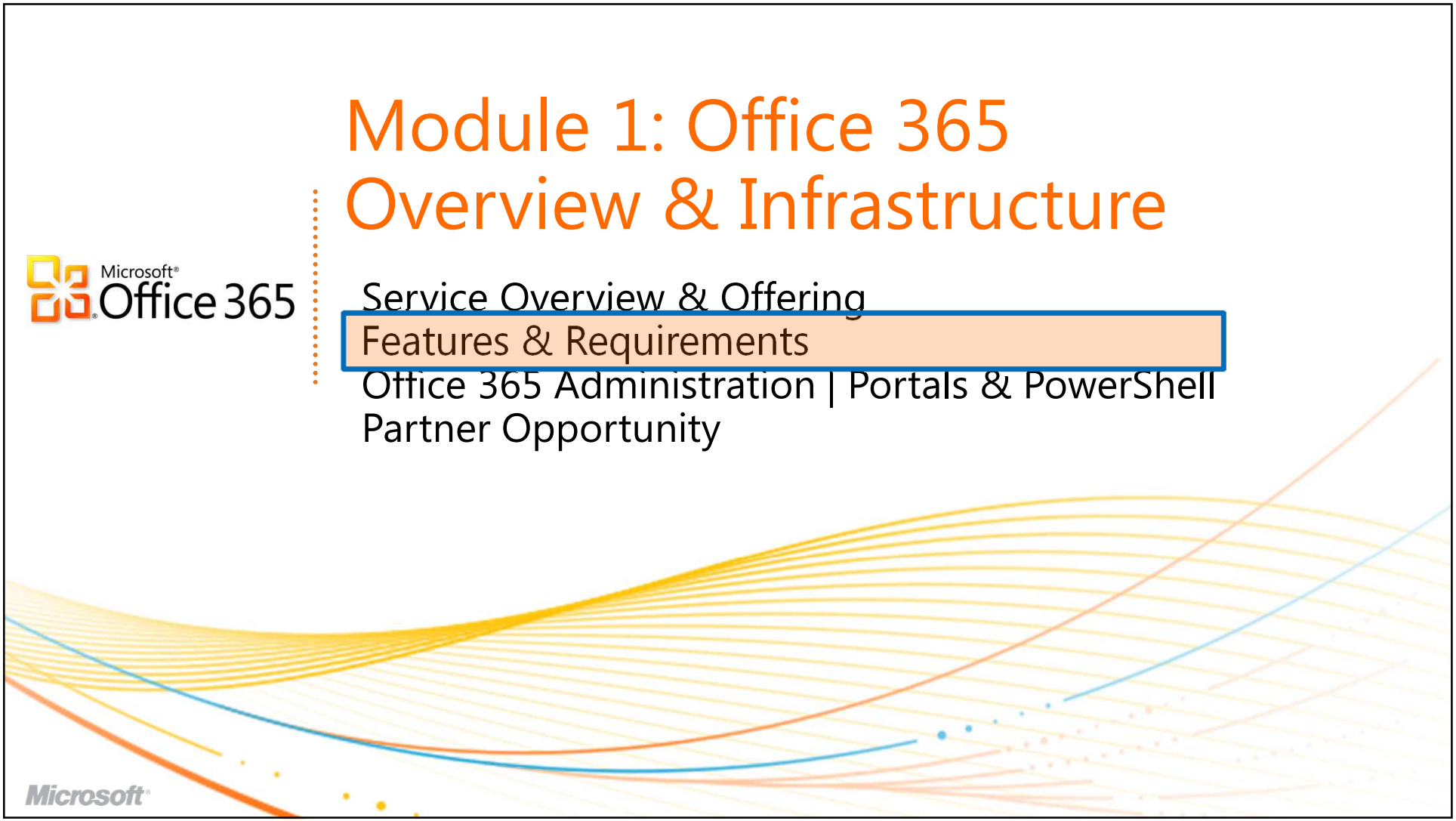

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What's in Office 365

- Flexible service offering with pay-as-you-go, per-user licensing
- The complete Office experience with services integration in Office 365
- Always the latest version of the Office apps, including Office Web Apps
- Familiar Office user experience

- Integrated personal archiving
- Retention policies and legal hold
- Exchange Control Panel
- Free/busy coexistence
- Cross-premises management
- Voice mail with unified messaging

- My Sites to manage and share documents
- Access documents offline
- Team & Project Sites
- Document-level permissions to protect sensitive content
- Share documents securely with Extranet Sites
- Cross site collection search

- IM & Presence across firewalls
- GAL/Skill search in SharePoint
- Online meeting with desktop sharing
- Activity feeds
- Contact photos
- Click to communicate from Office contact cards
- Windows Live federation

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Office 365 Platform Capabilities

- **Simple user interface**
- **Role-based access control**
- **Identity federation (eliminate sign-in client)**
- **Multi-factor authentication support**
- **Remove scale limitation**

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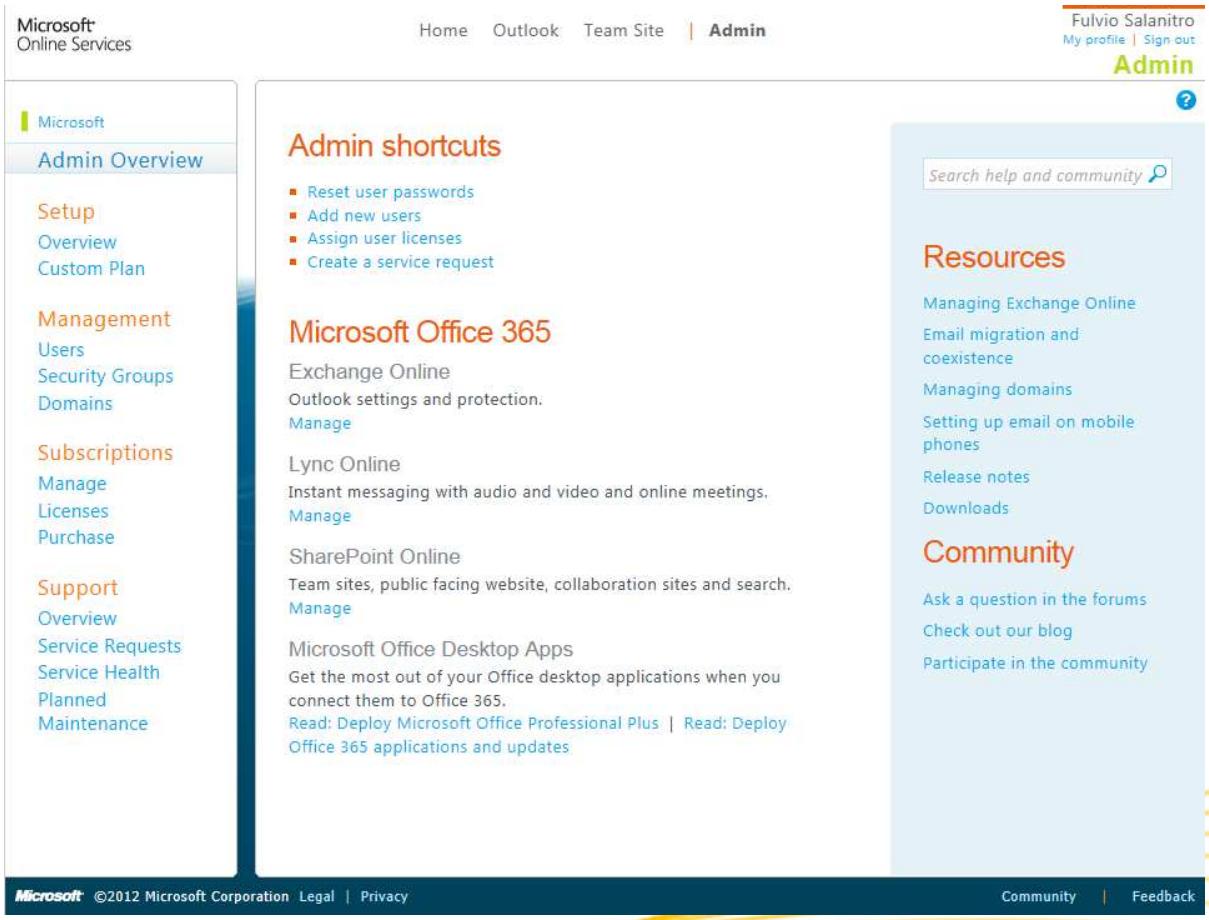
Simplified Interfaces and Portals



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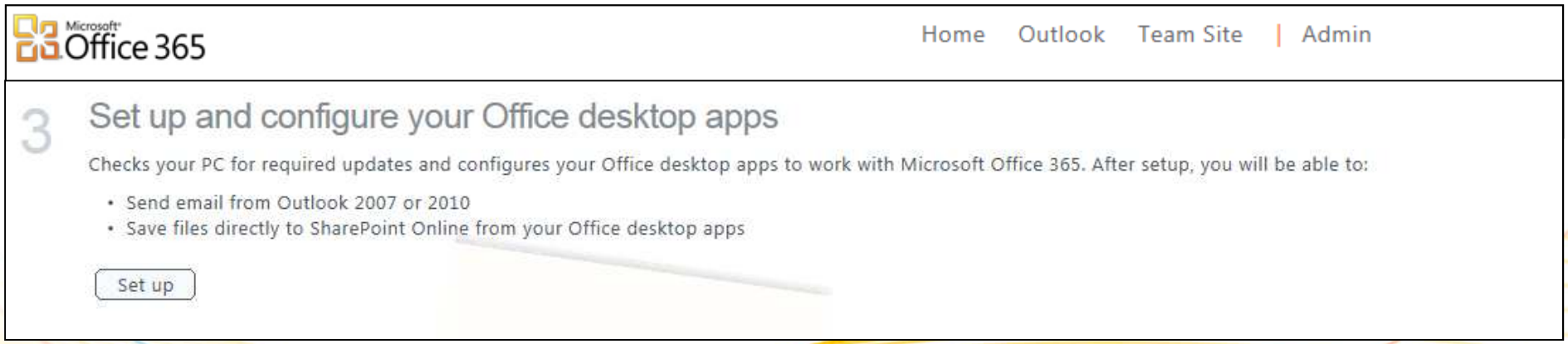
Services Connector

- **Helps prepare workstations to run with Office 365**
  - Only need to run once
- **One-off patching & configuration of clients leveraging Microsoft Update**
- **Manual configuration possible**



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Platform Requirements

Operating System Requirements

- Service Connector with .NET 2.0 or later (highly recommended)
- Windows XP SP3
  - No identity federation for XP Home & Media Center editions
- Windows Vista SP2
- Windows 7
- Mac OS X 10.5 (Leopard), 10.6 (Snow Leopard)

Office Client Requirements

- Office 2007 SP2 and above
- Office 2008 for Mac & Entourage 2008 Web Services Edition
- Office 2011 for Mac and Outlook 2011 for Mac
- Lync 2010
- Lync: Mac 2011

Browser Requirements

- Internet Explorer 7*
- Firefox 3.x
- Safari 4.x

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Identity Options (incl. SSO with the cloud)

- **Federated IDs**
  - Sign in to the cloud w/ corporate ID
  - SSO for end users and administrators
  - Identity administered only on premise
  - Two-factor authentication options available

- **Microsoft Online IDs (Cloud Identity)**
  - Sign in with cloud identity
  - Same across Commerce/Billing and Use
  - Users and administrators have two identities—one for cloud, one on prem
  - Identity administered both on prem and in the cloud

- **User Directory Synchronization from On-Prem AD to the Cloud**

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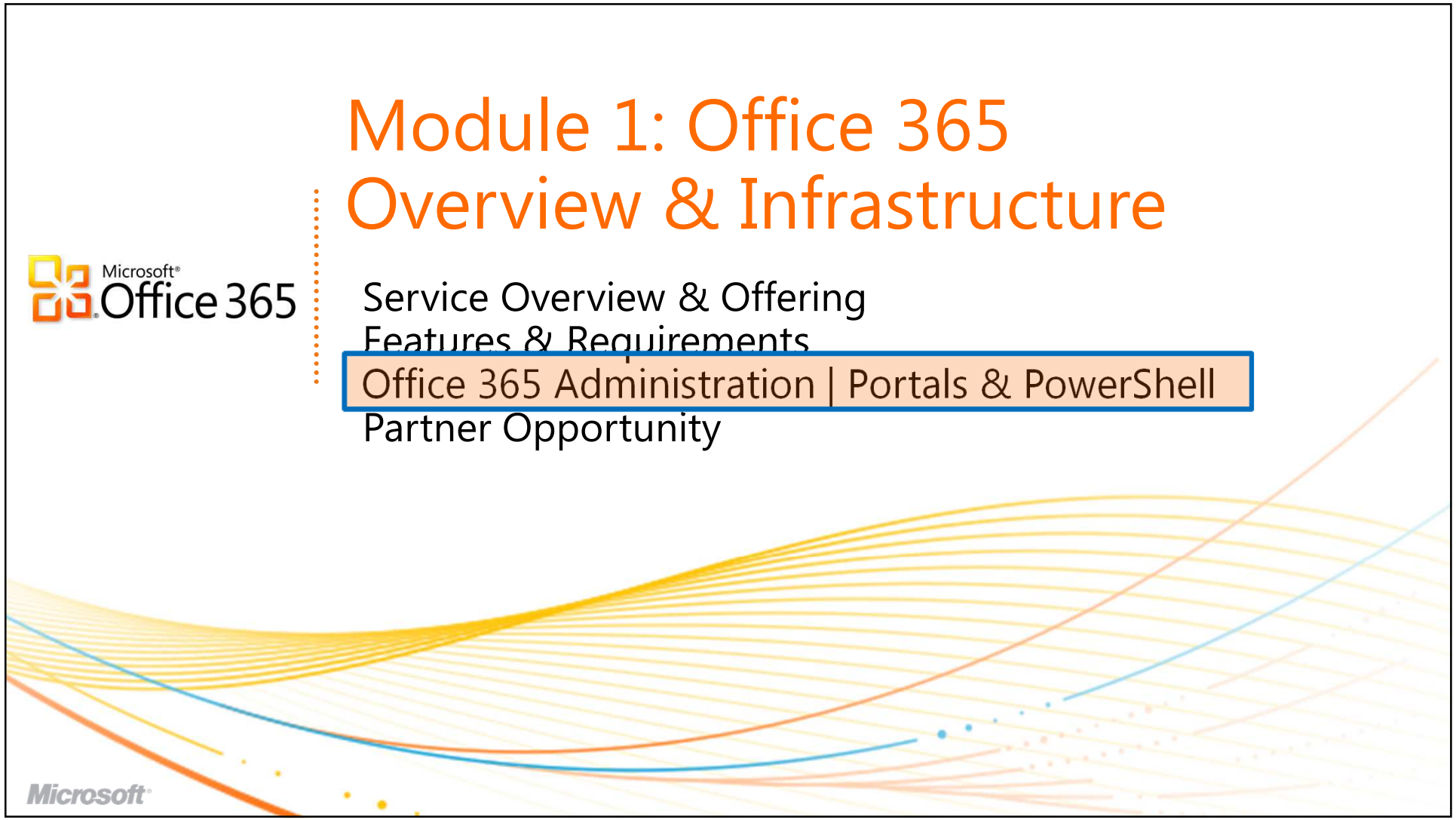

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Microsoft Online Services Portal (MOSP)

- **Admin Section – Where the Office 365 Administrator carries out key Office 365 management tasks:**
  - Manage Domains
  - Manage Users, Licenses, and Security Groups
  - Administer Services; Manage Subscription and Licenses
  - Access Support Area
  - Verify Service Health
  - Access service-specific management portals for Exchange Online, Lync Online and SharePoint Online

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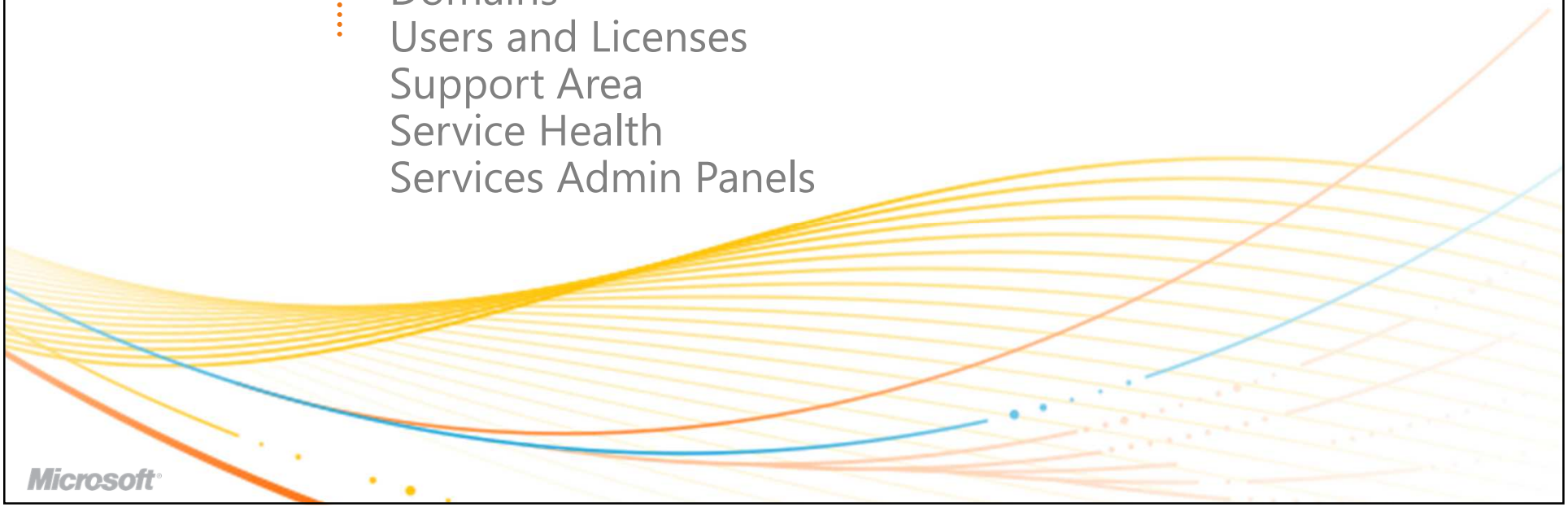
DEMO | Exploring Microsoft Online Services Portal

Microsoft Office 365

- User and Admin area
- Domains
- Users and Licenses
- Support Area
- Service Health
- Services Admin Panels



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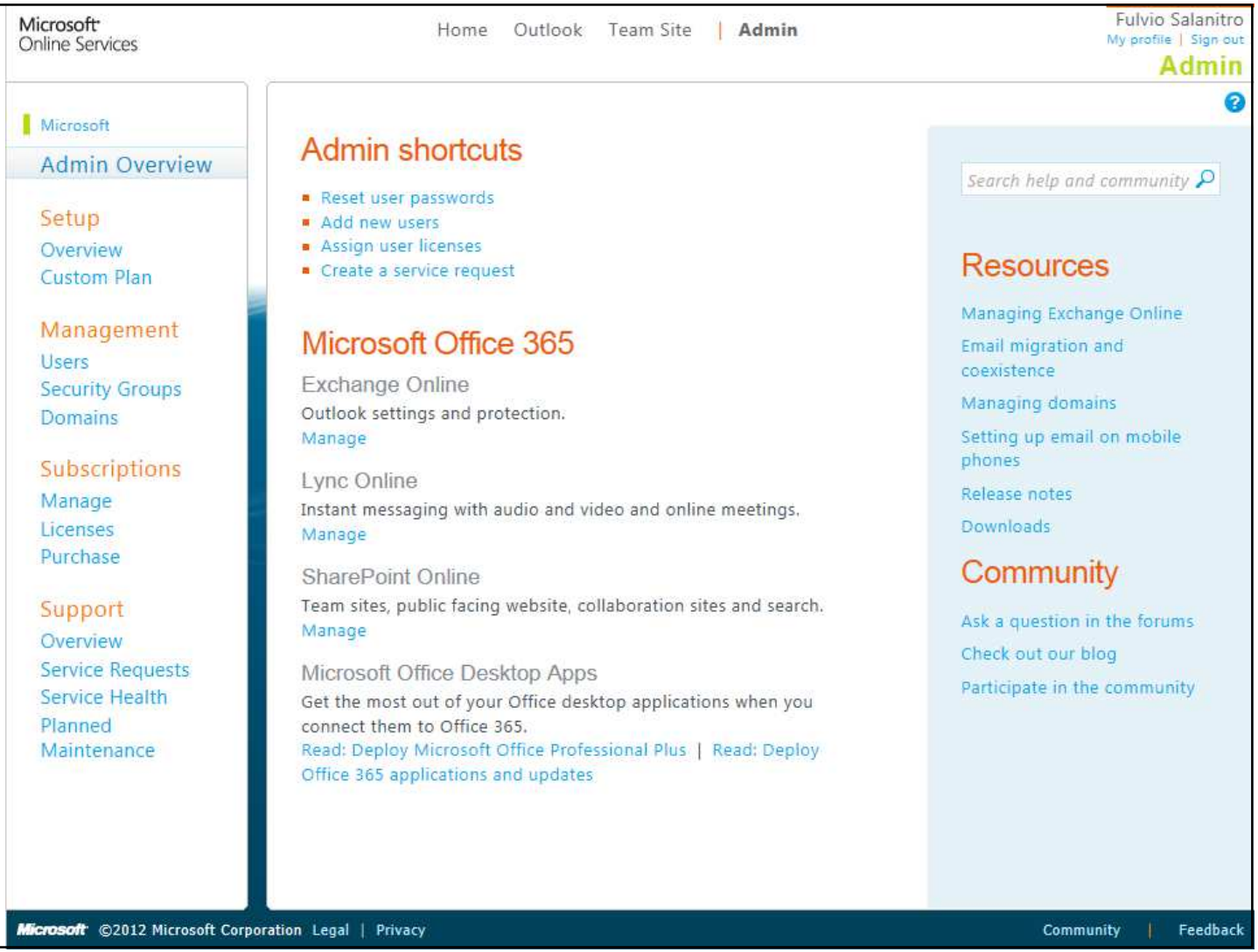
MOSP



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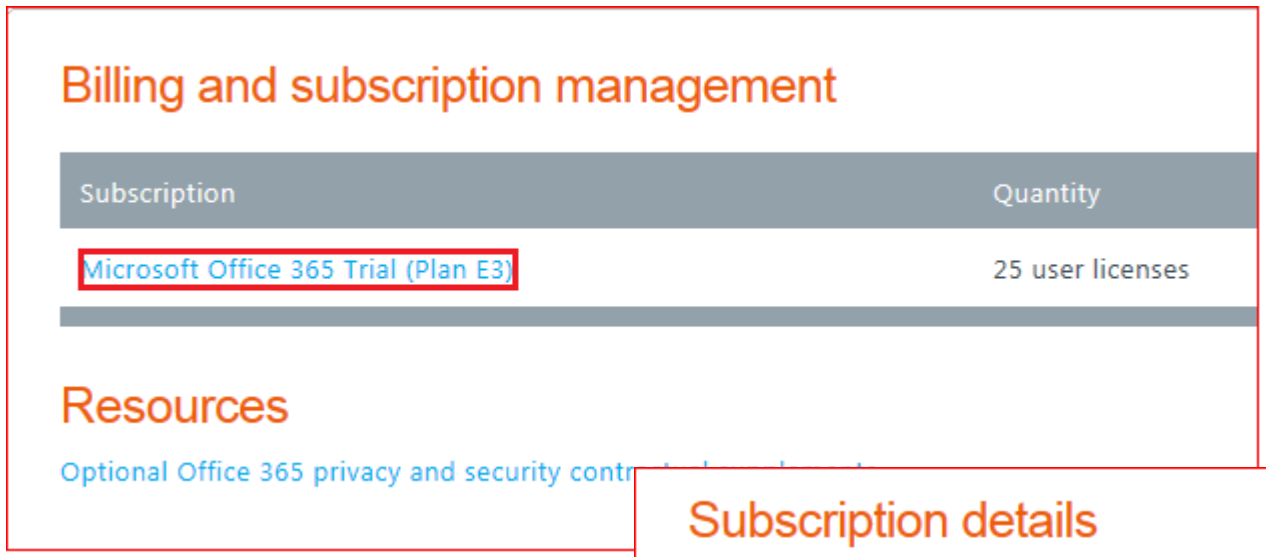
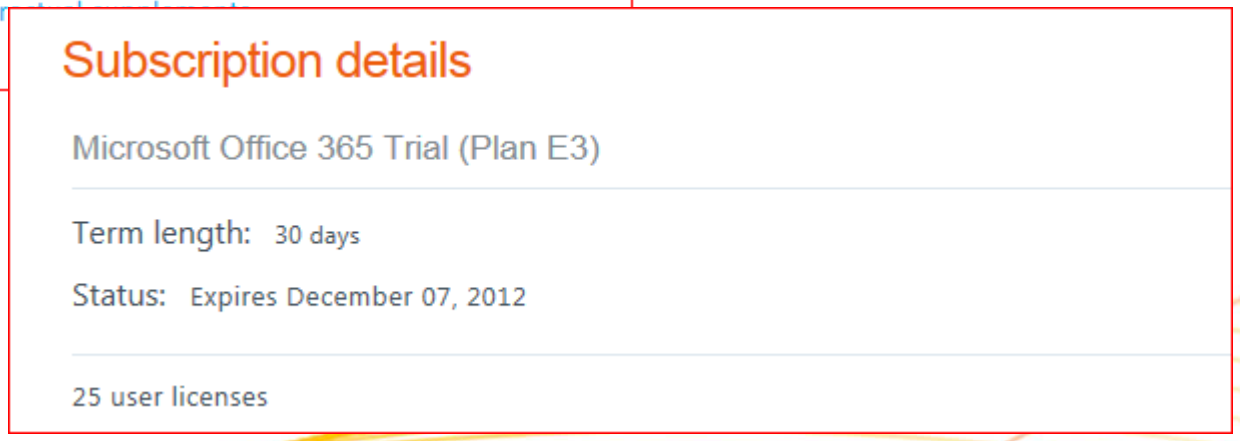
Billing and Subscription Management





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Support Management

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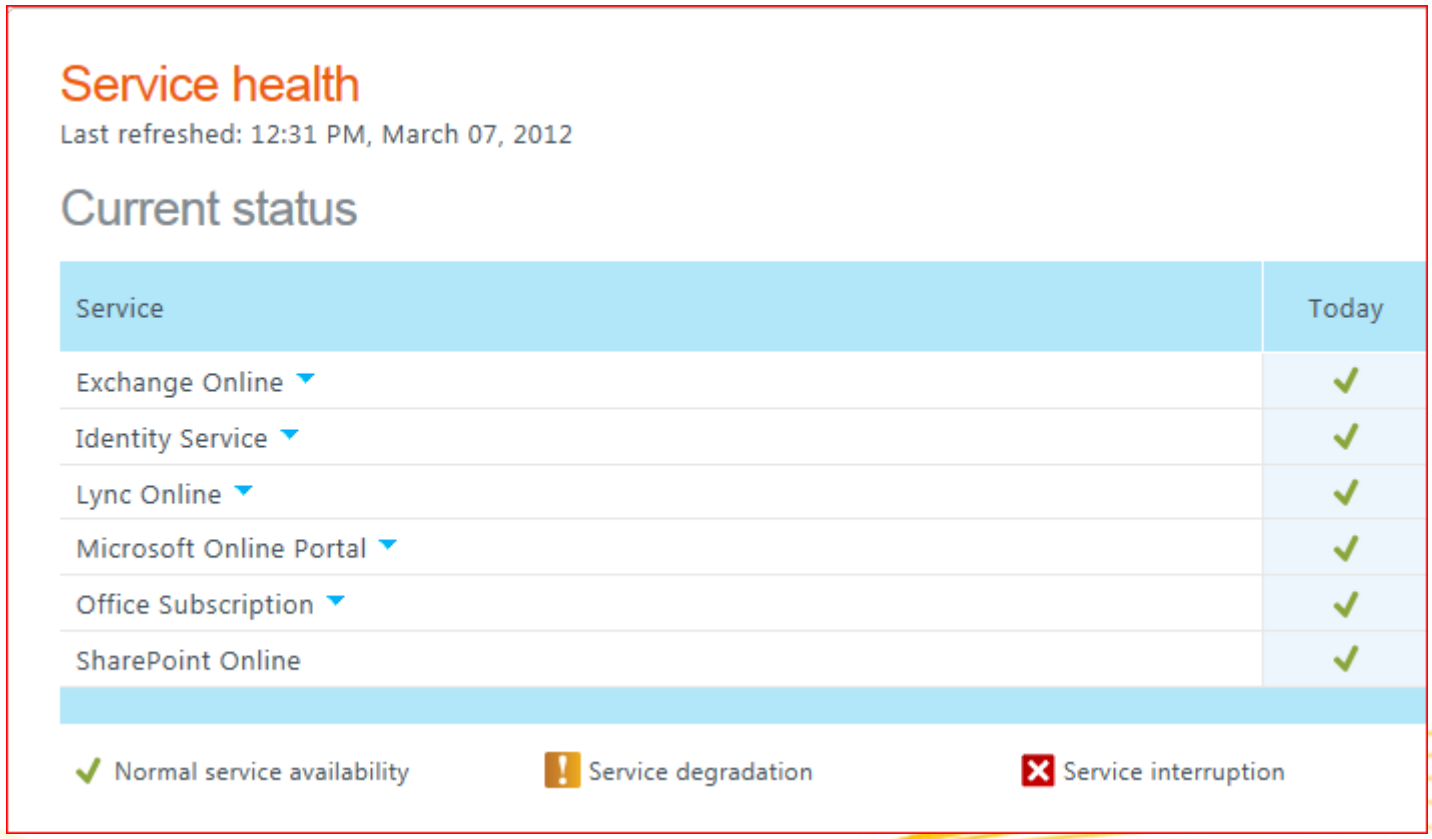
Service Health



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Hello PowerShell

- **PowerShell scripting via a PowerShell Authentication performed through Online ID**
  - Single credential can be used for Portals and PowerShell
- **PowerShell capabilities for Office 365 Administration**
  - User & license Management
  - Security Groups, Role-Based Access
  - More methods over time based on customer feedback
- **PowerShell scripting is available Exchange Online**
  - Combine PowerShell scripts to automate workflows and task sequences

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Using Service Module for PowerShell

- **Microsoft Online Services Module for Windows PowerShell**
  - Install it, then run it…
    - http://onlinehelp.microsoft.com/en-us/office365-enterprises/ff652560.aspx (64-bit or 32-bit)
    - *Requires Windows 7 or Windows Server 2008 R2
- **Connect to MSOL Service**
  - Connect-MsolService (cmdlet)
- **Common PowerShell Cmdlets**
  - http://onlinehelp.microsoft.com/en-us/office365-enterprises/hh125002.aspx

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Common PowerShell Management Tasks

- **Create a new user "bobsmith@contoso.com"**
  - New-MsolUser –UserPrincipalName bobsmith@contoso.com -DisplayName "Bob Smith" –FirstName "Bob" –LastName "Smith"
- **Set User Password**
  - Set-MsolUserPassword
- **Assign mailbox permissions**
  - Set-MailboxPermission
- **Change account password timeout settings**
  - Set-MsolPasswordPolicy

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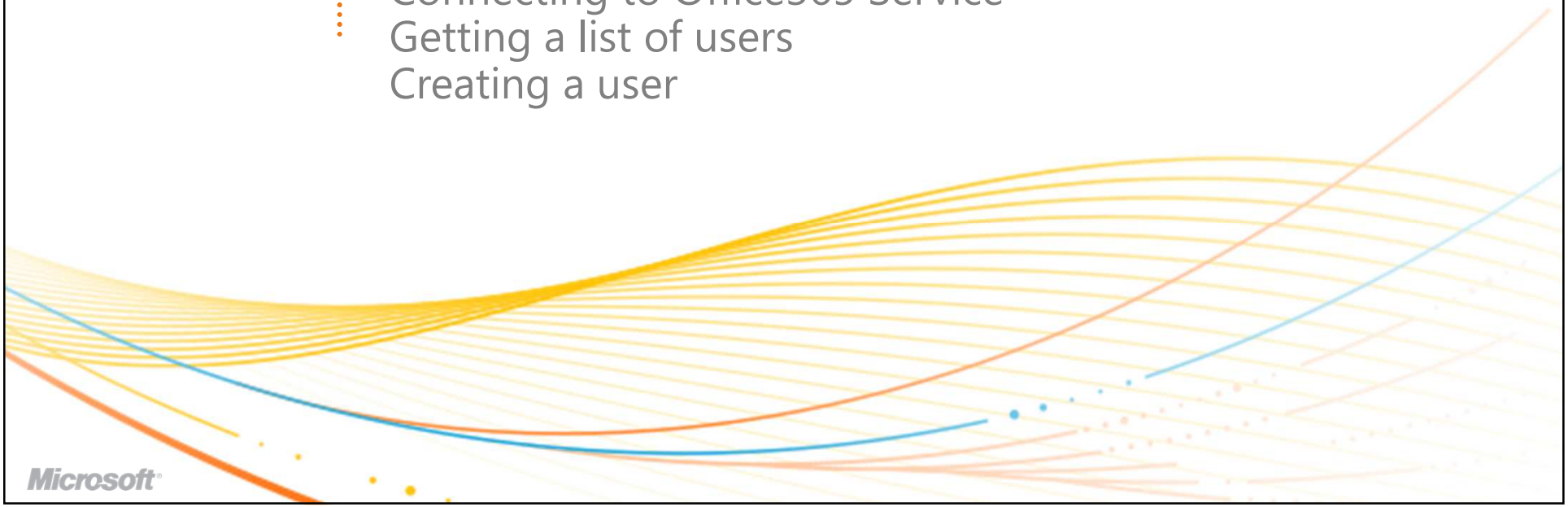
DEMO | Office365 PowerShell Admin

Microsoft Office 365

Launching MOS Module for Windows PowerShell
Connecting to Office365 Service
Getting a list of users
Creating a user



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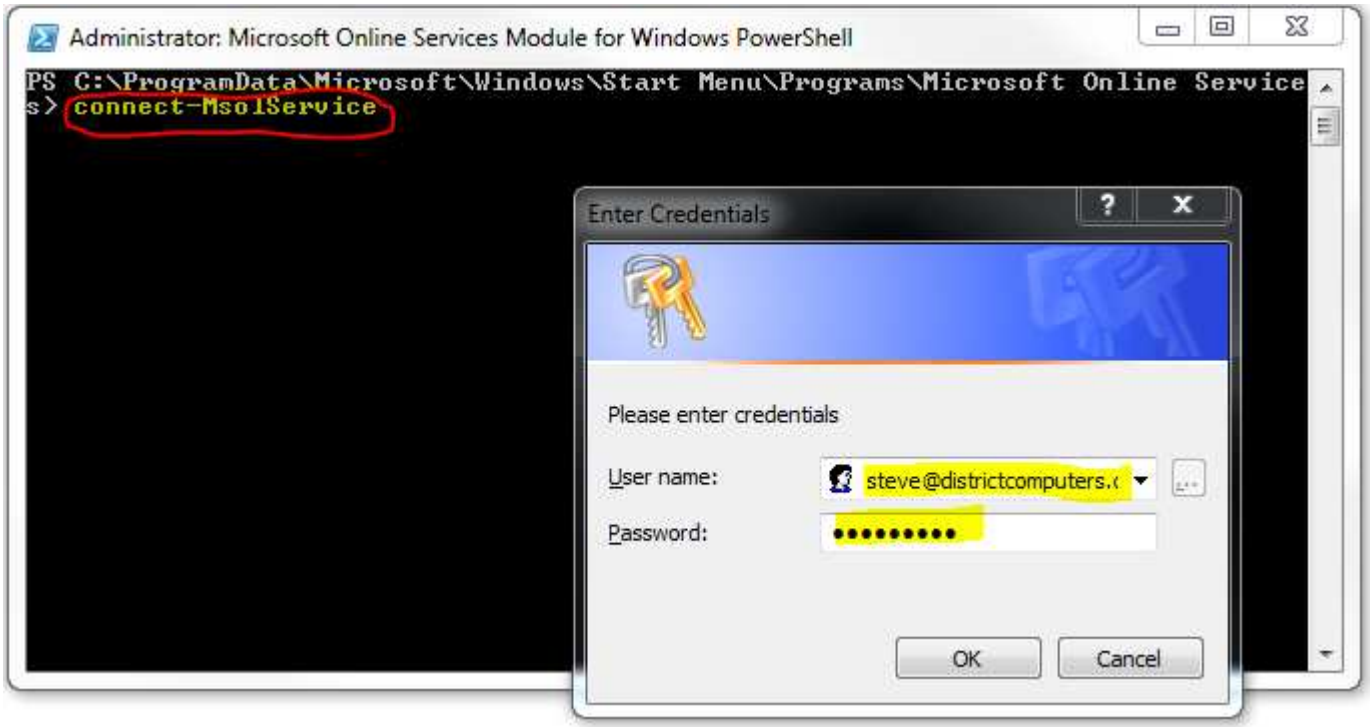
Open PowerShell & Connect to Service



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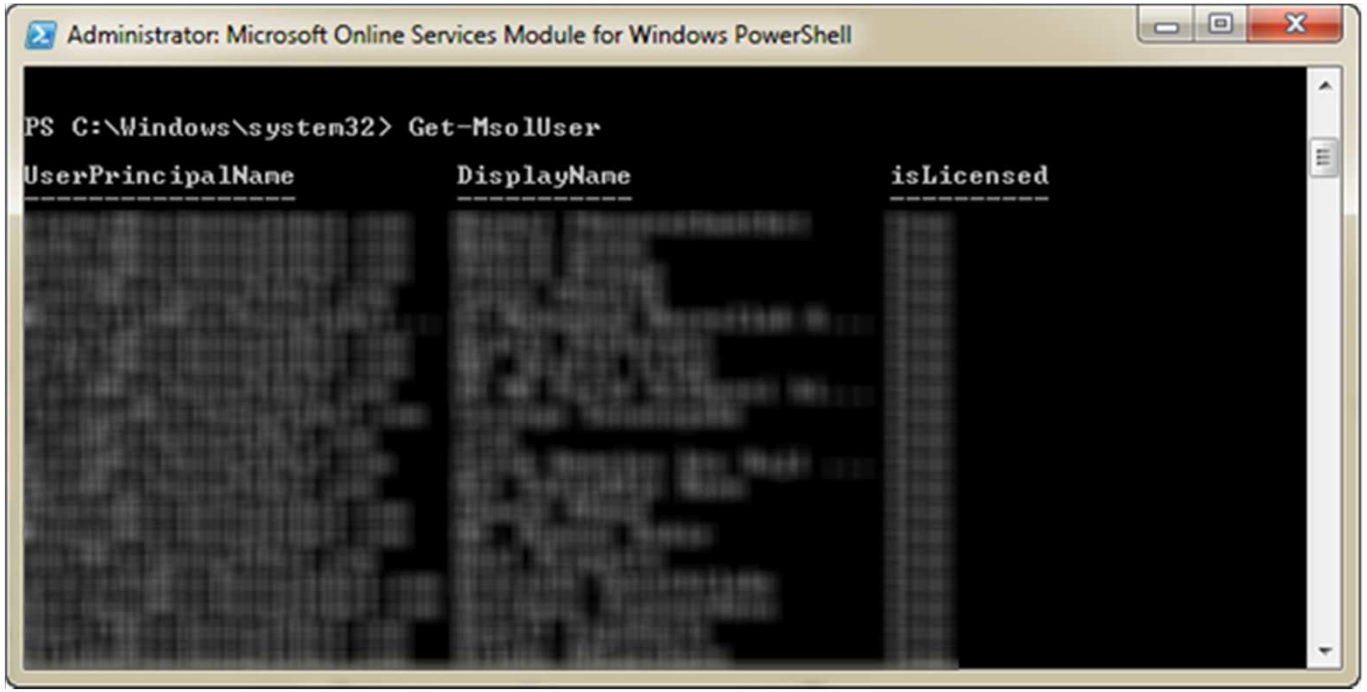
Open PowerShell & Connect to Service



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Module 1: Office 365 Overview & Infrastructure

Microsoft Office 365

Service Overview & Offering
Features & Requirements
Office 365 Administration | Portals & PowerShell
Partner Opportunity

Microsoft

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Partner-Delegated Administrators

Permission	Global administrator
View company and user information	Yes
Manage support tickets	Yes
Reset user passwords	Yes
Perform billing and purchasing operations	Yes
Create and manage user views	Yes
Create, edit, and delete users and groups, and manage user licenses	Yes
Manage domains	Yes
Manage company information	Yes
Delegate administrative roles to others	Yes
Use directory synchronization	Yes

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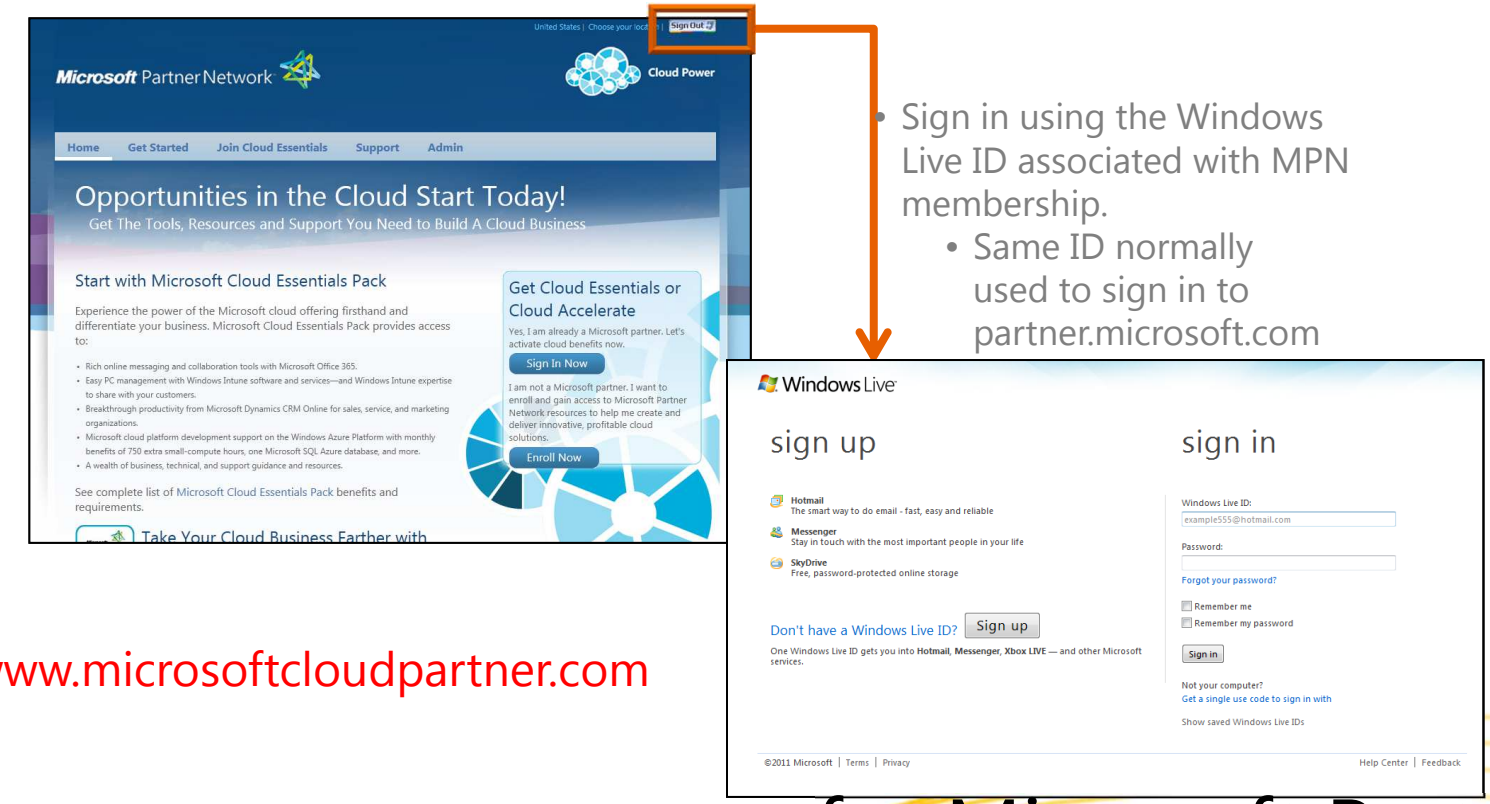

- Sign in using the Windows Live ID associated with MPN membership.
  - Same ID normally used to sign in to partner.microsoft.com

http://www.microsoftcloudpartner.com

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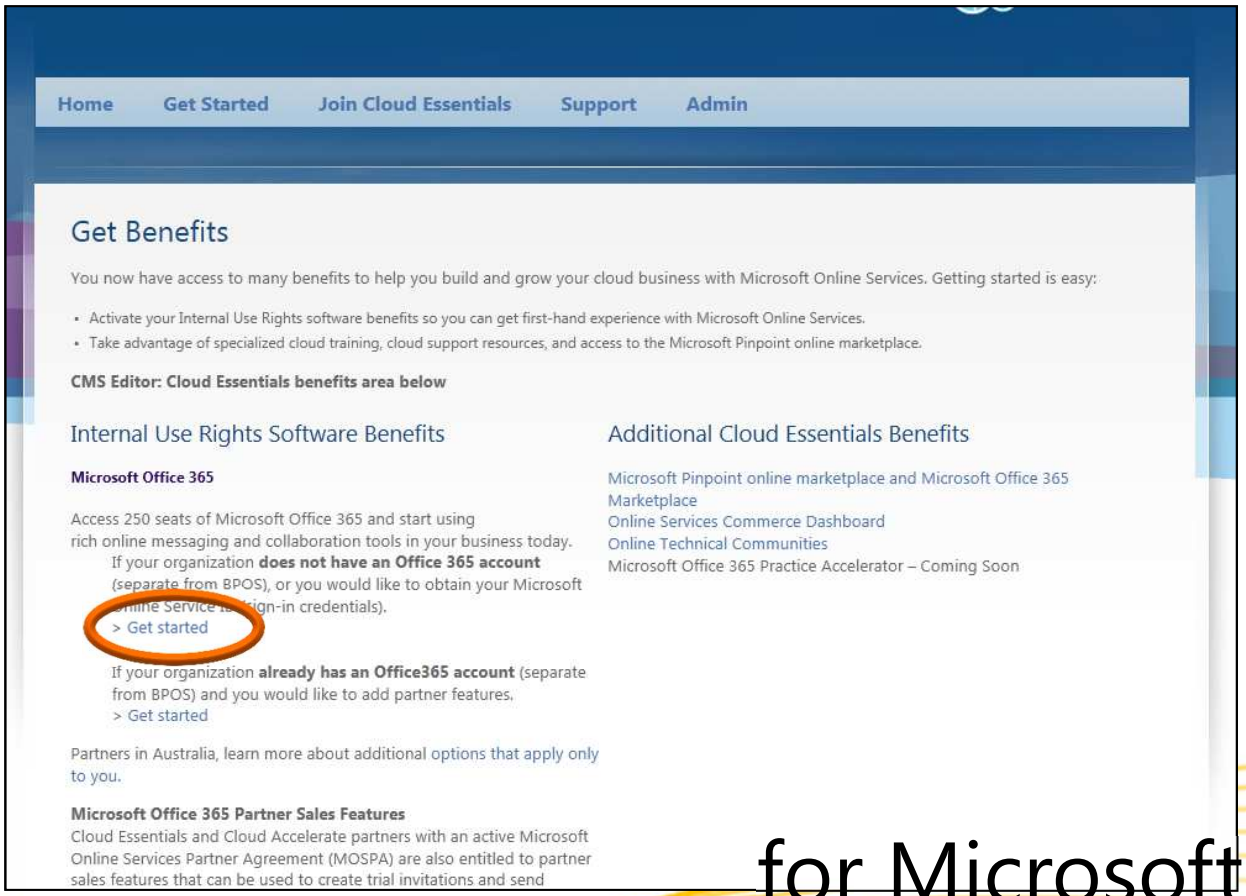
Request Benefits



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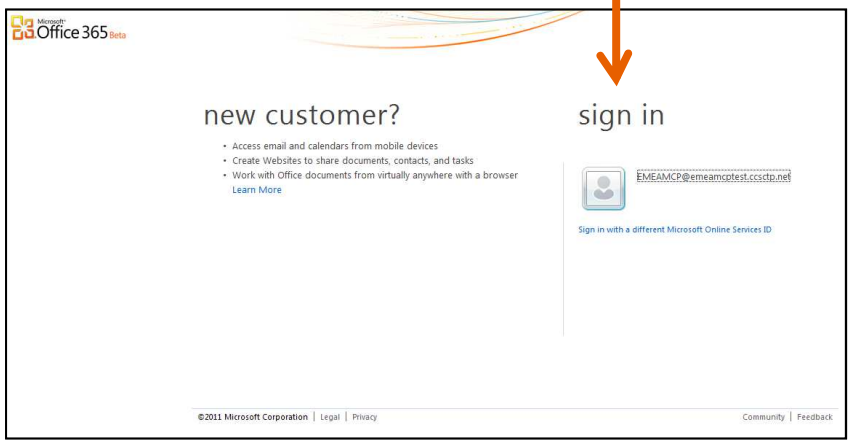
Log in or Sign Up for Office 365

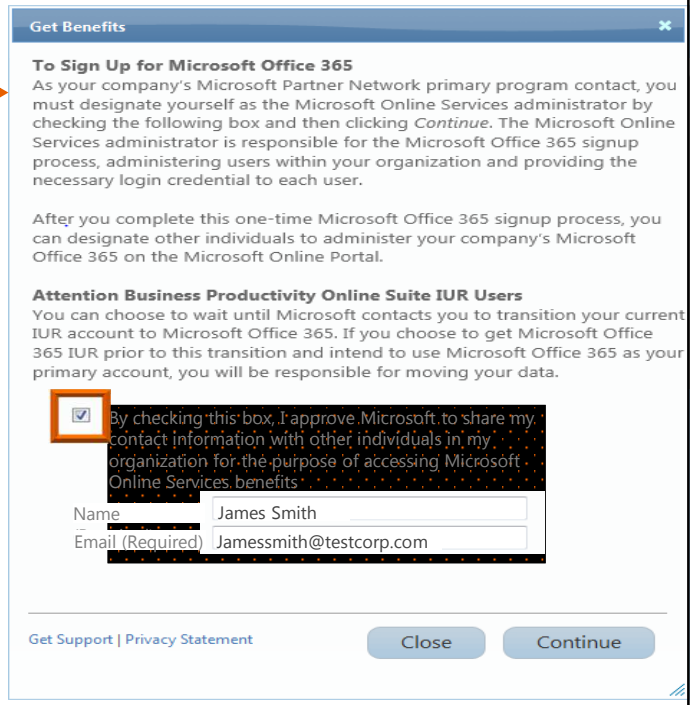
Sign in with Office 365 ID

(if you have an Office 365 account)



Sign up for Office 365 Service

(if you do not use Office 365)



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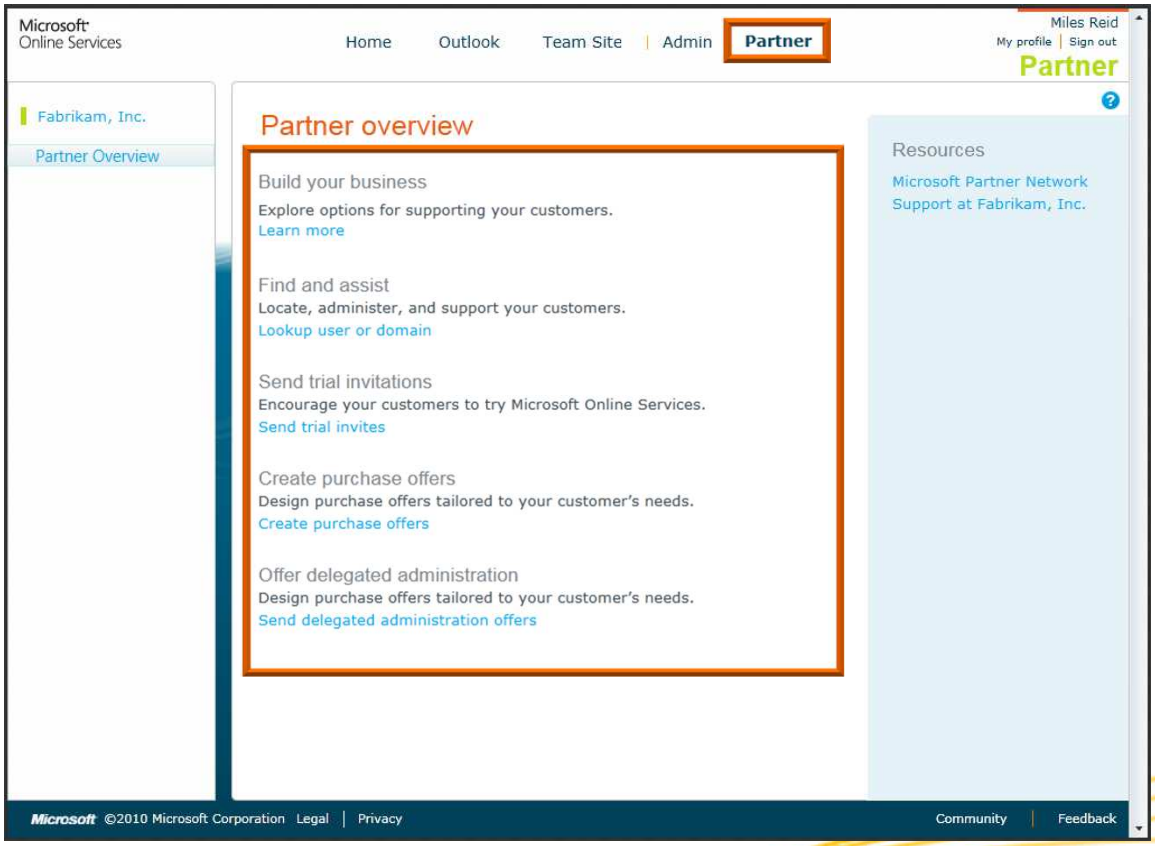
Office 365 Partner Admin Portal



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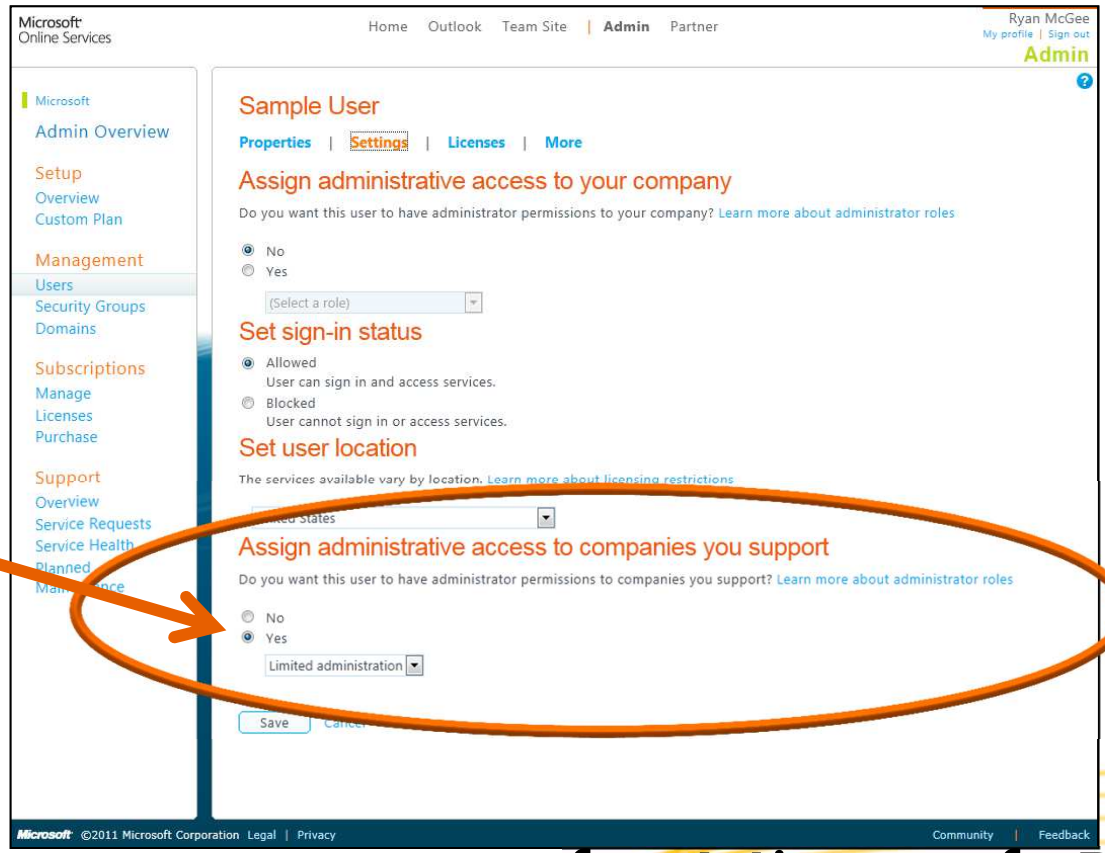
Add Partner Admin Users

To ensure others in your company can see and use the partner features, select 'yes'



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Published: 8/28/2012

Creating Purchase Offers, Trials & Offering Delegate Administration

As a Microsoft Cloud Partner

for Microsoft Partners

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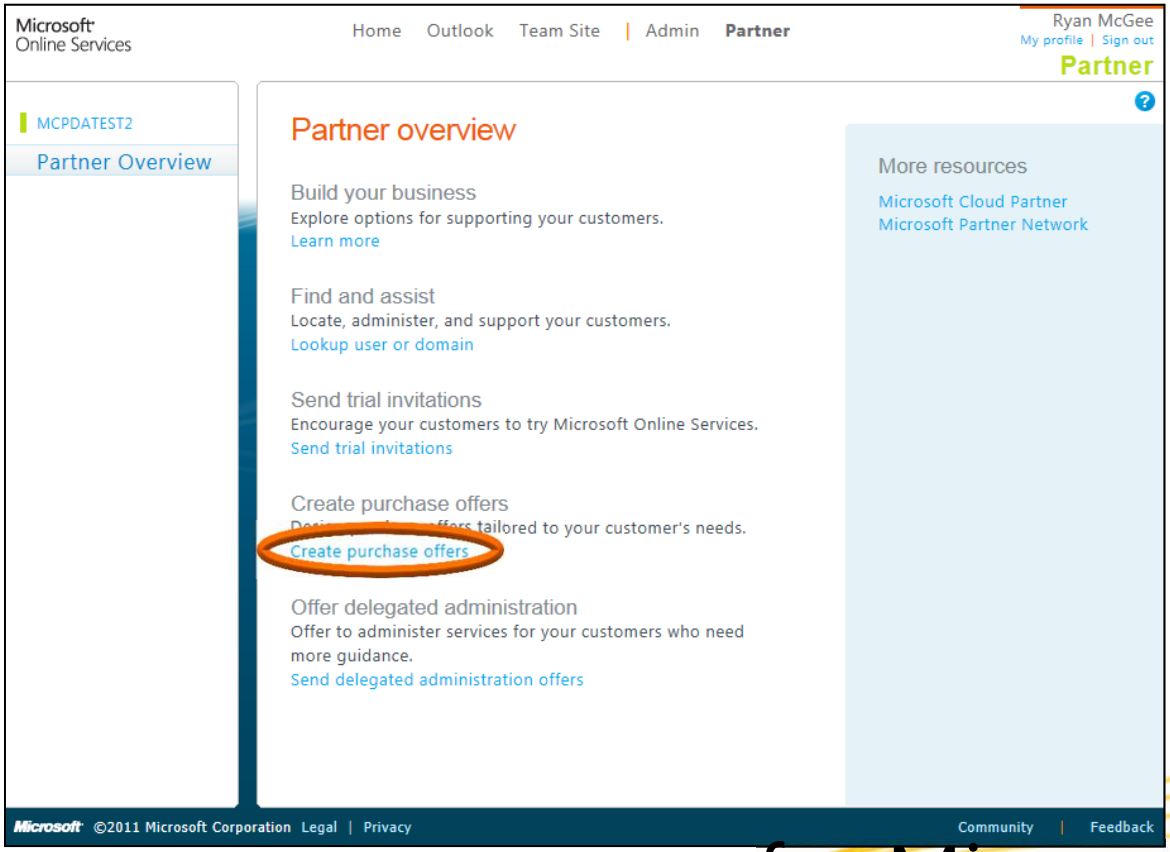
Create Purchase Offers



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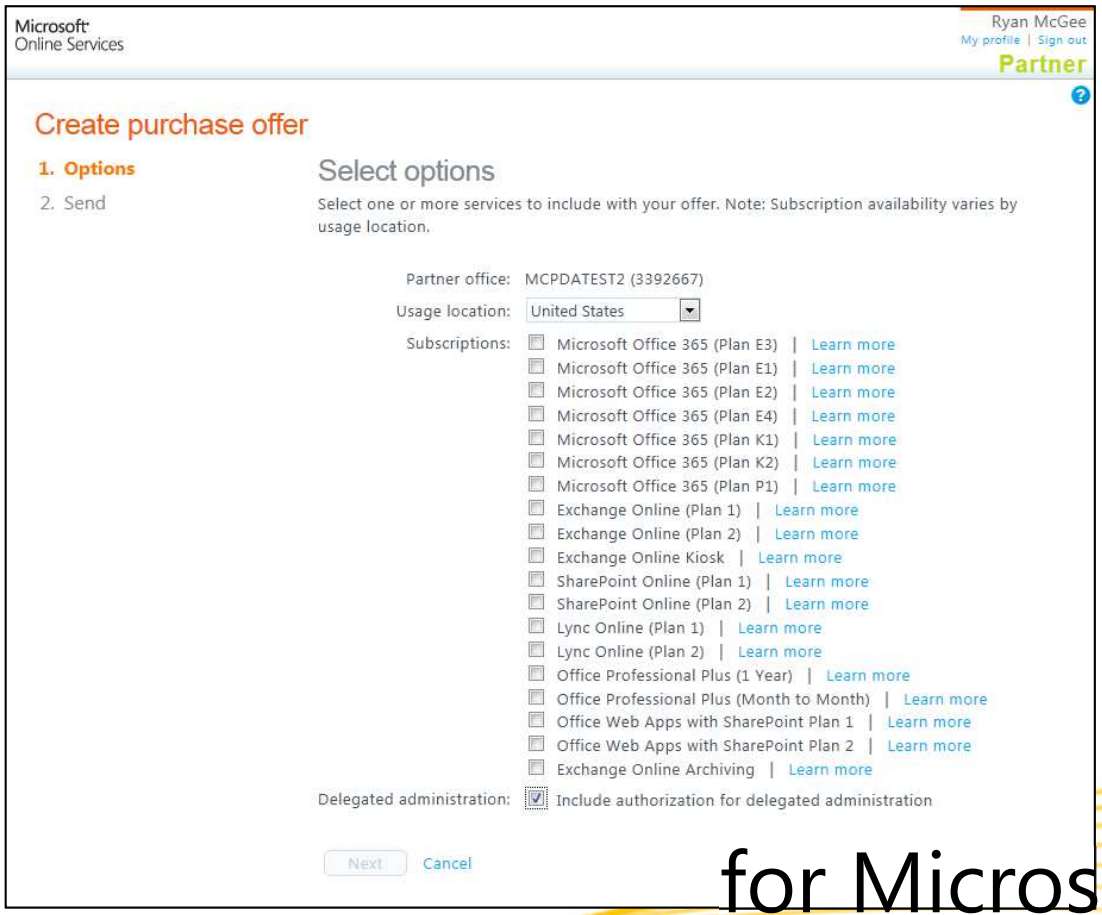
Select Plans and License Counts



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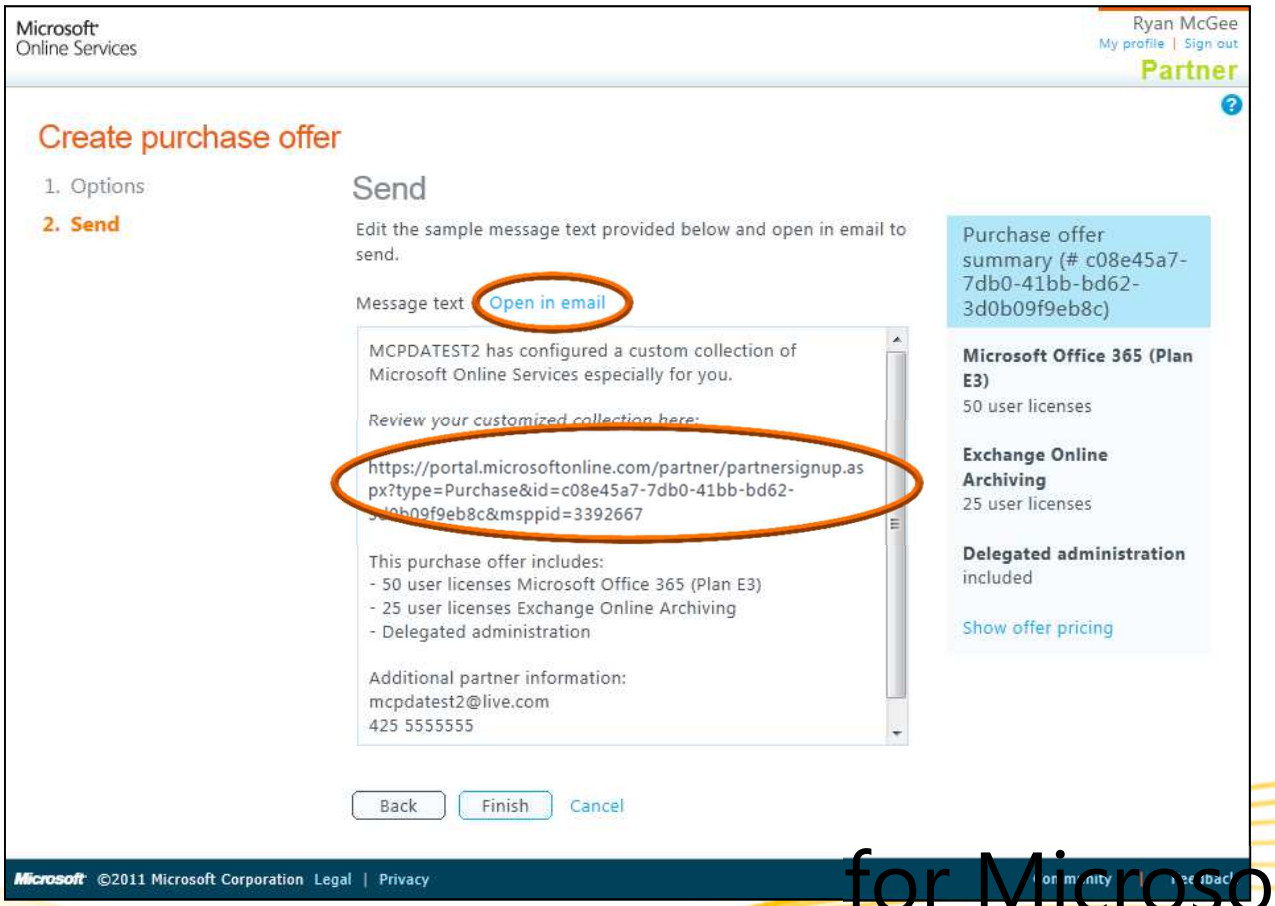

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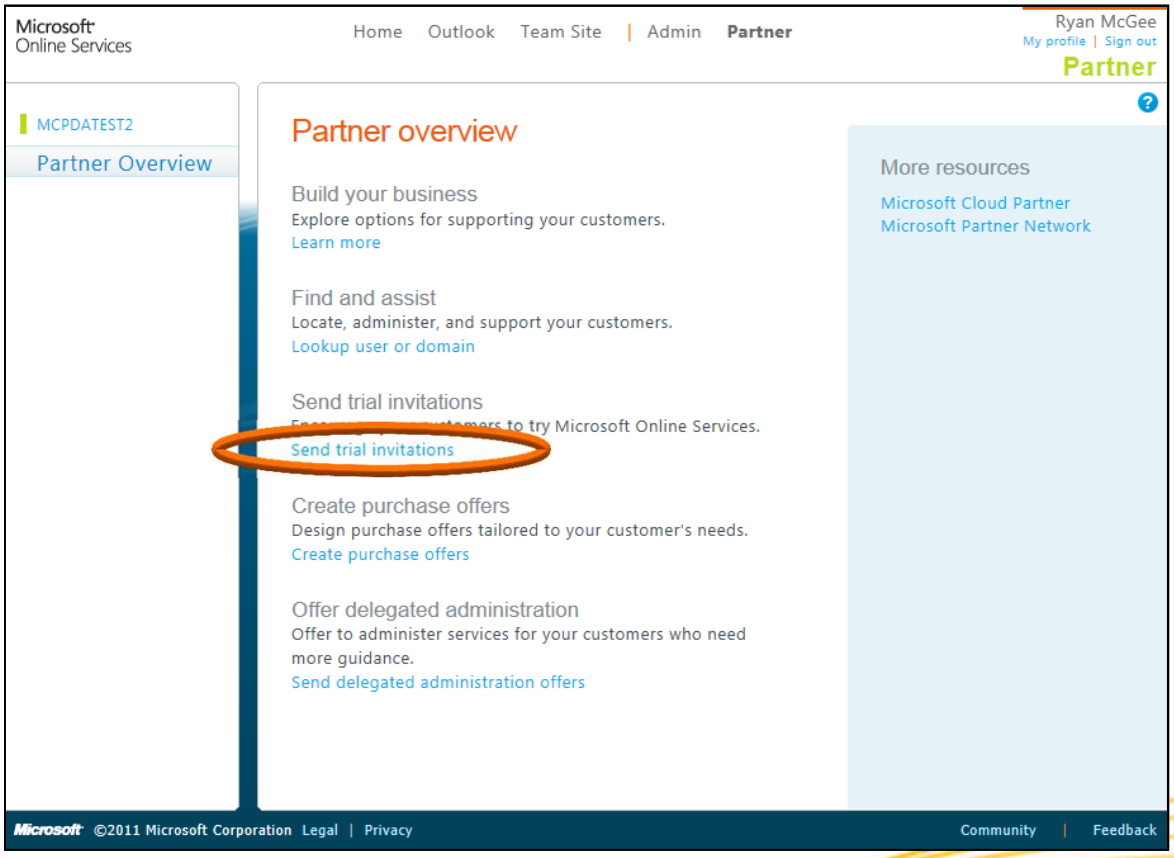
Send Trial Invitations



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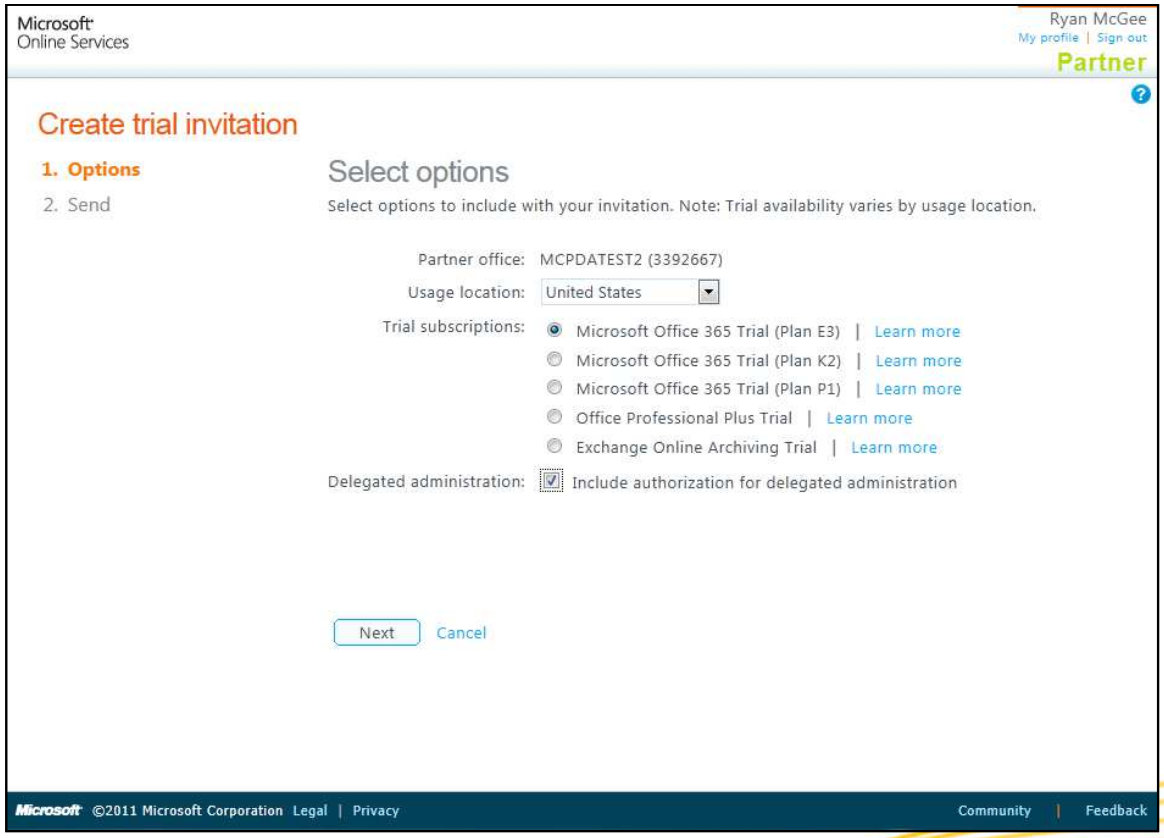
Select Which Trial to Offer



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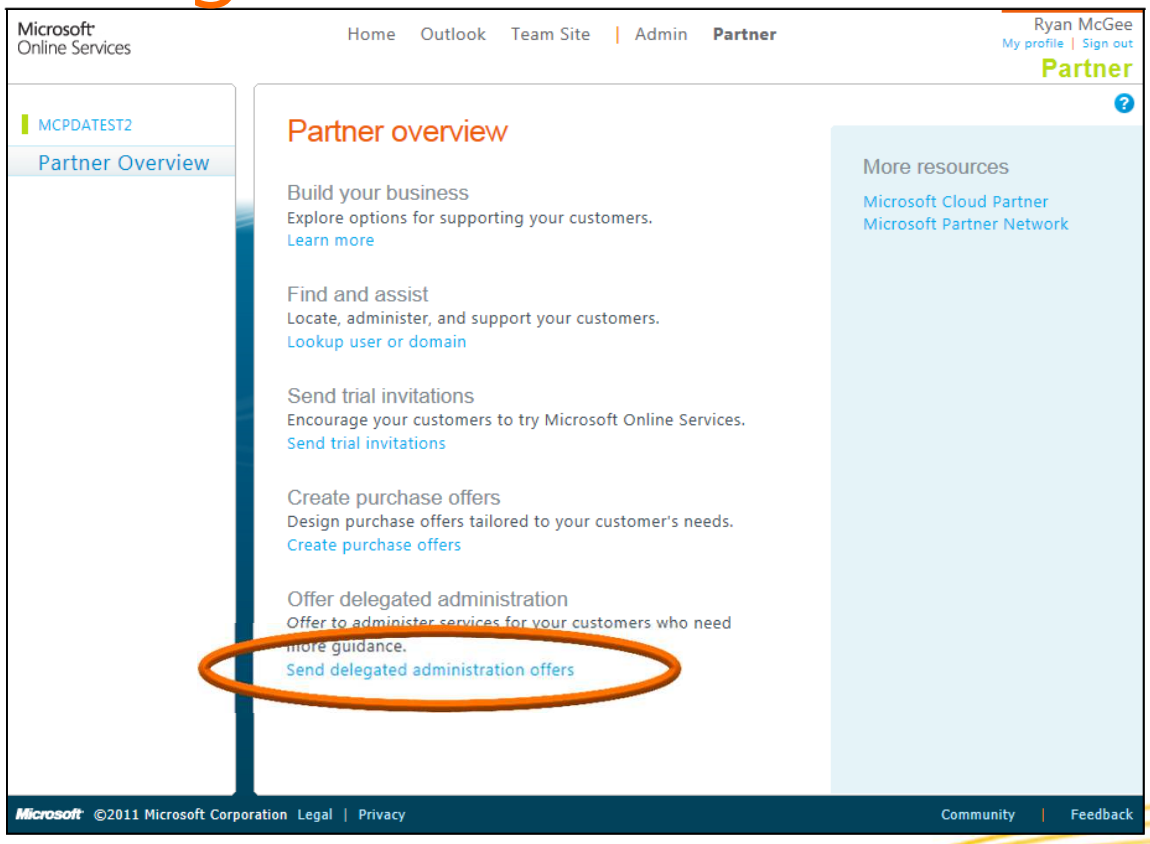
Send Delegated Administration Offers



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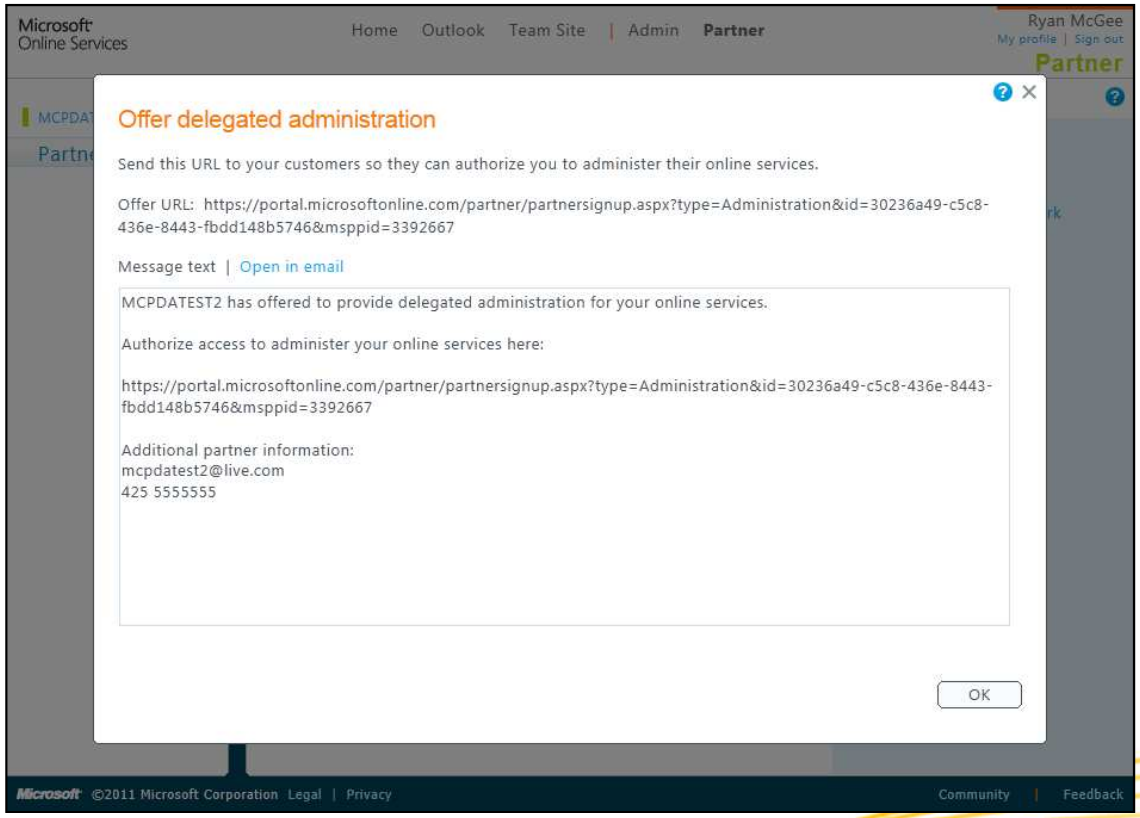

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Performing Delegated Administration

Microsoft Office 365

As a Microsoft Cloud Partner

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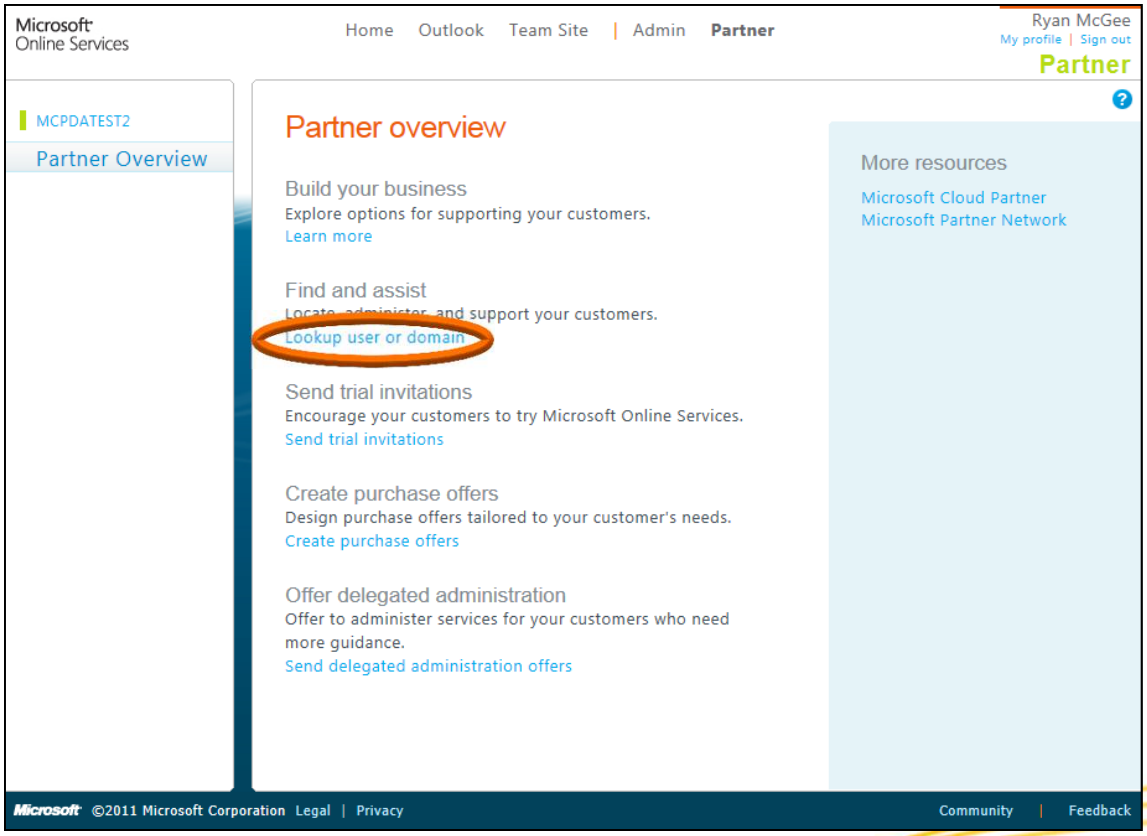
Lookup User or Domain



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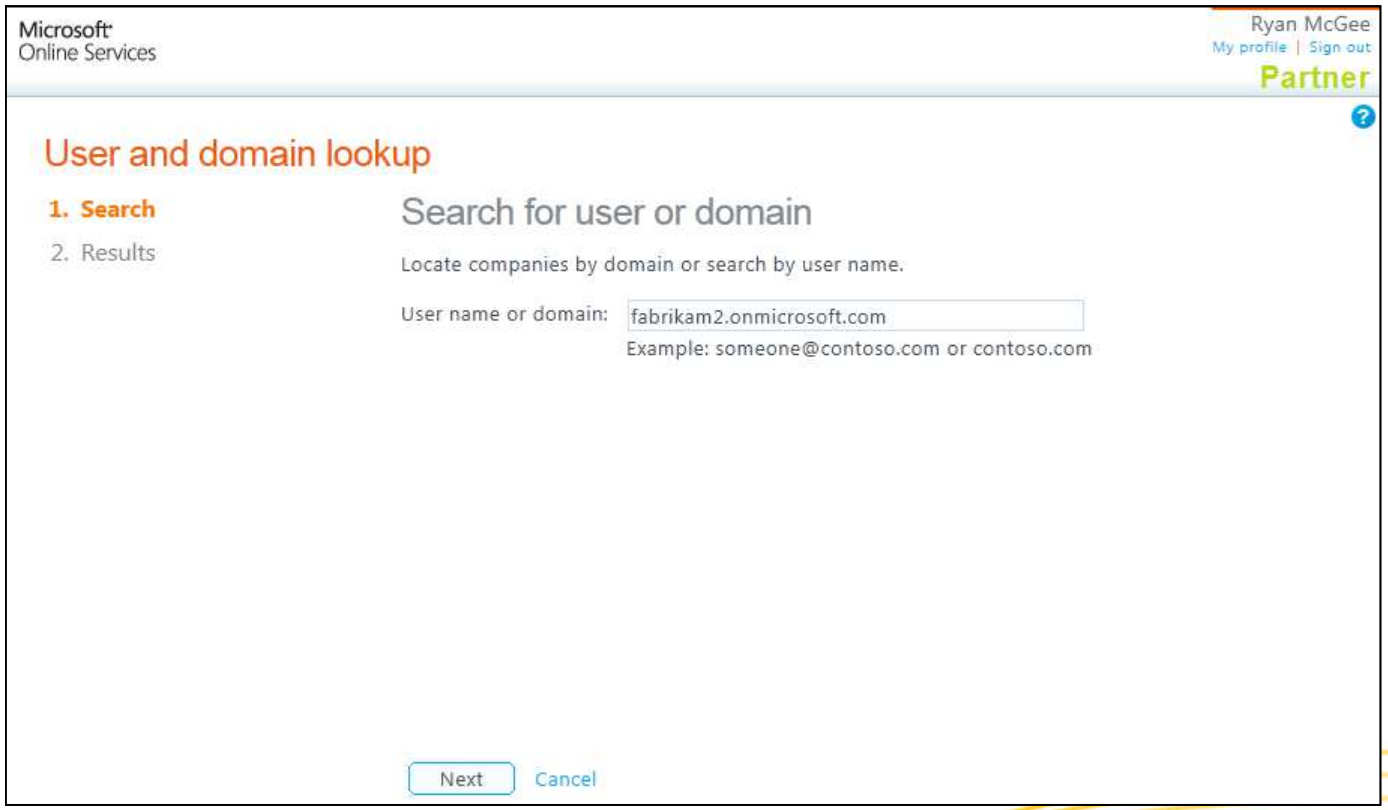
Search for Customer



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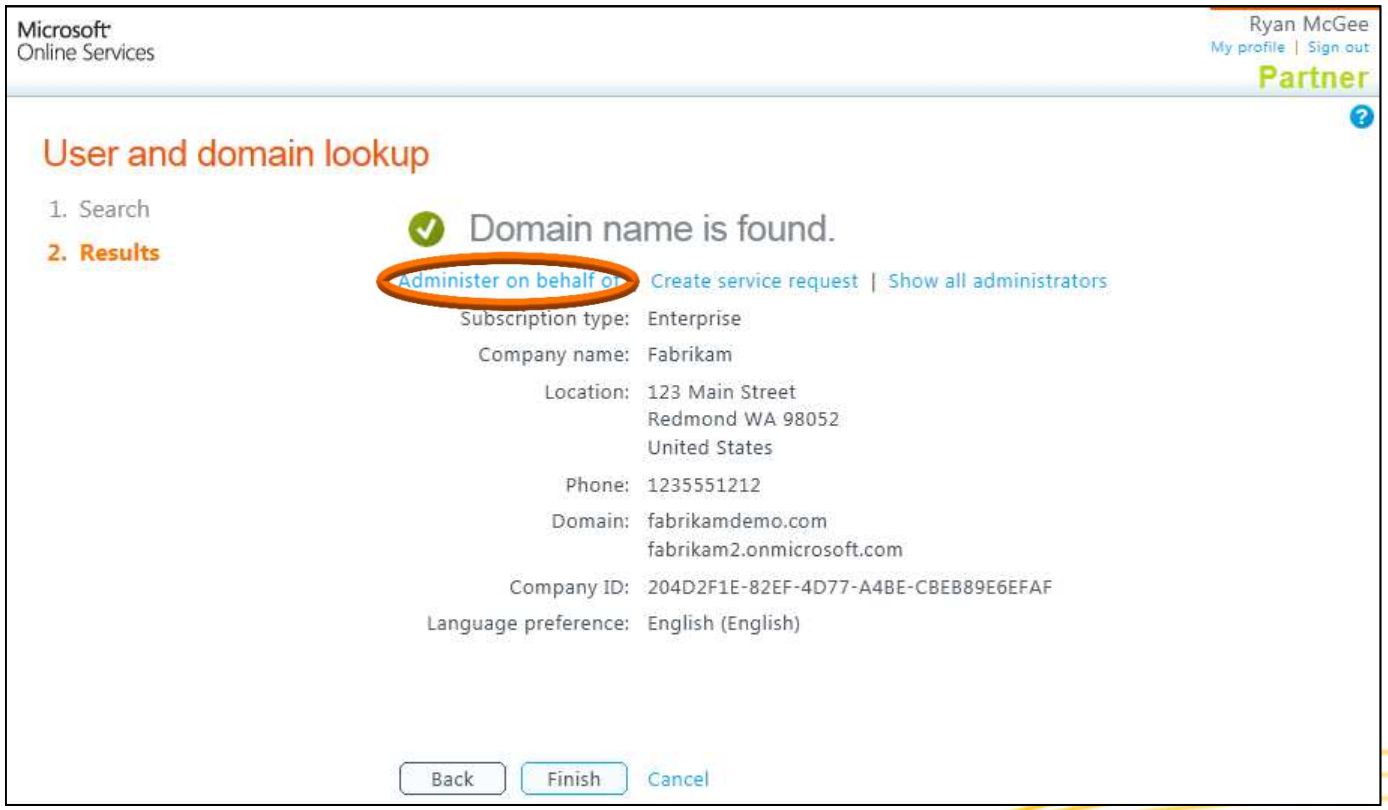
Administer on Behalf of…



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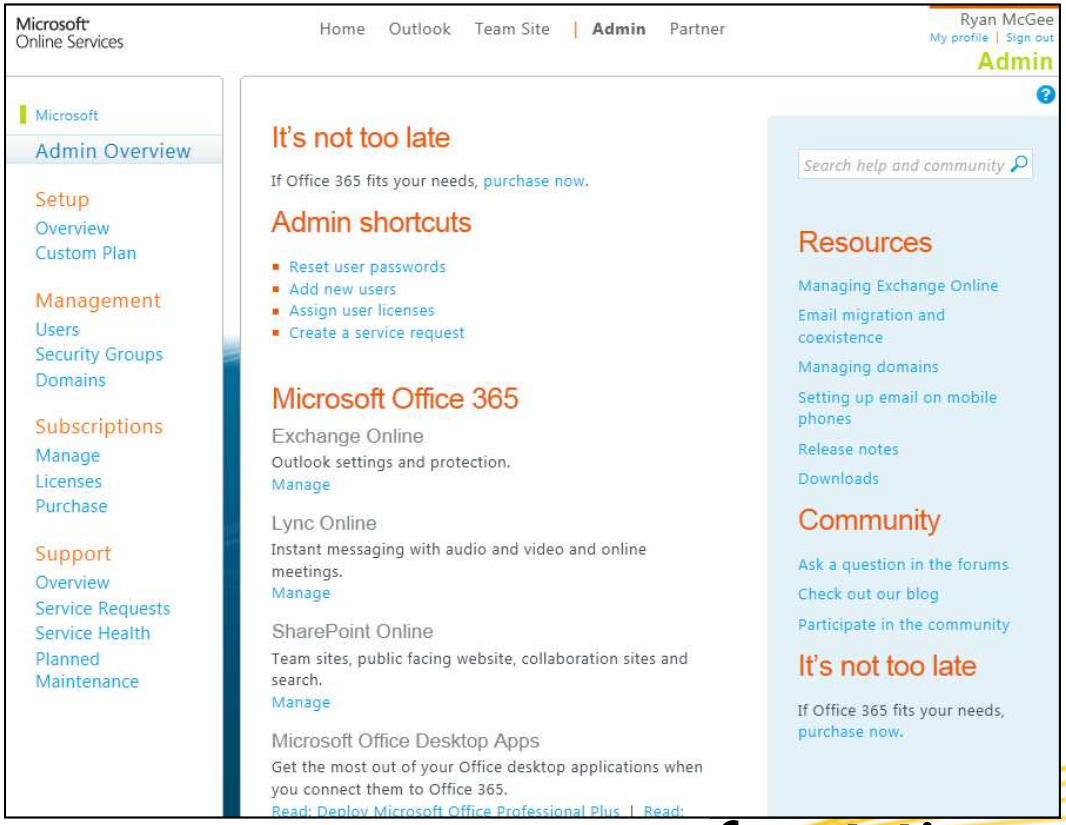
Perform Admin Tasks



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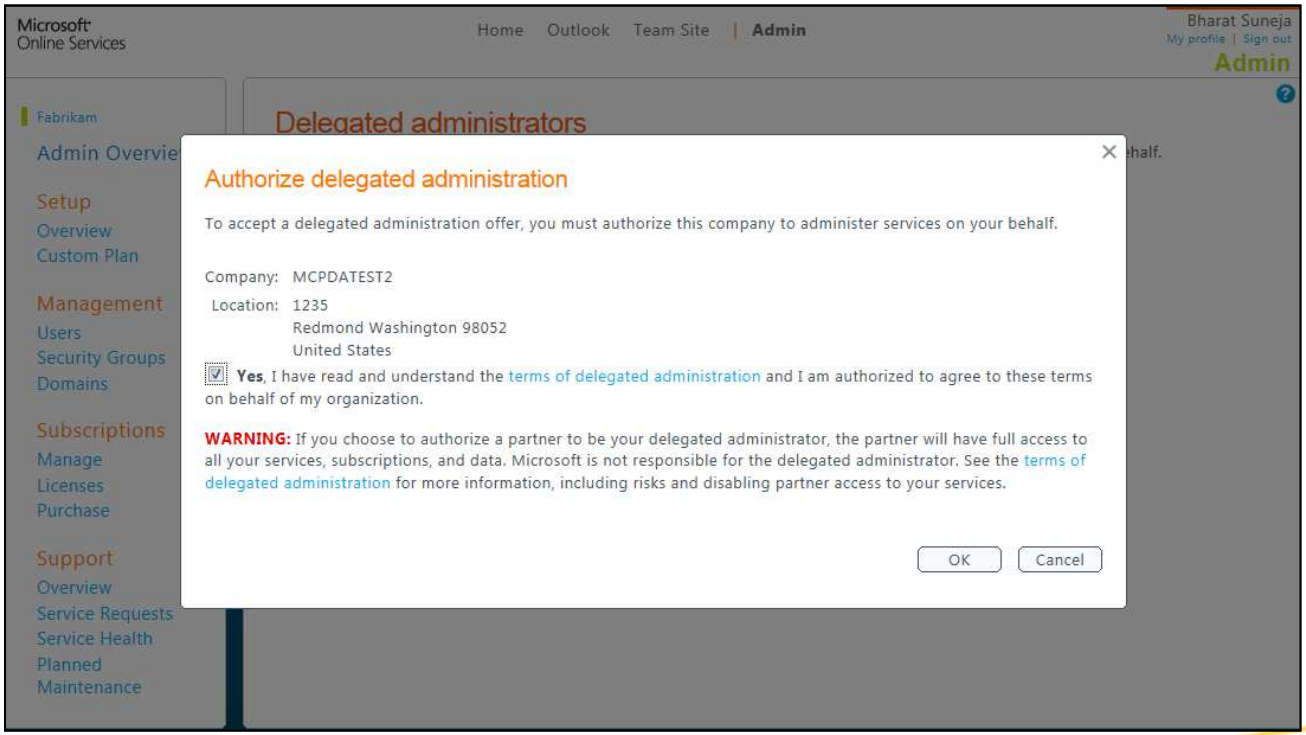
Accepting Delegate Administration Offer



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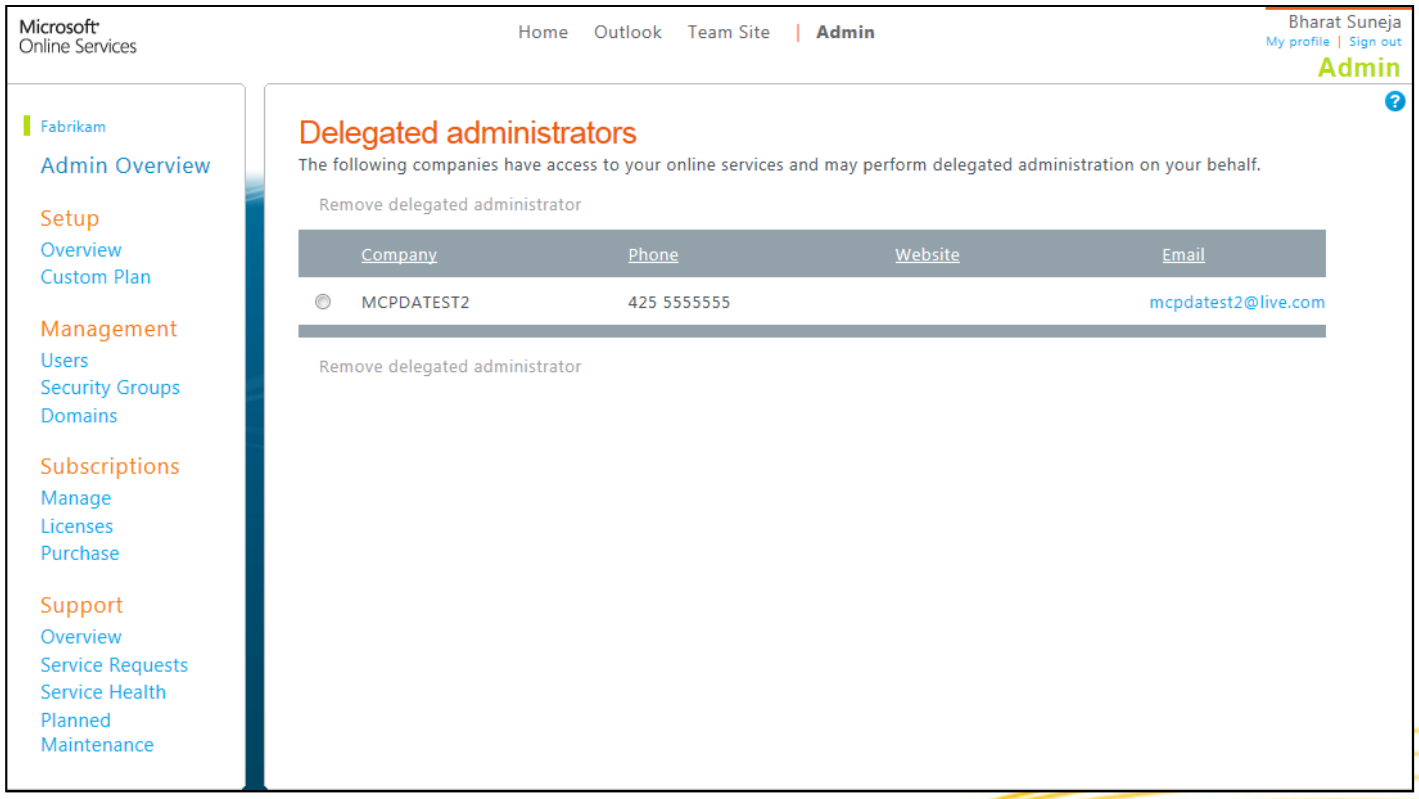
View Delegated Administrators List



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Resources

- **Office 365**
  - http://www.office365.com
- **Office 365 Enterprise Service Descriptions**
  - http://www.microsoft.com/en-us/download/details.aspx?id=13602
- **Office 365 Data Sheets**
  - http://www.microsoft.com/downloads/en/details.aspx?FamilyID=f54b17e1-0cf4-4dab-91d5-fcf386ea7b74
- **Partner Delegate Administration**
  - http://onlinehelp.microsoft.com/en-us/office365-partner01/gg243437.aspx

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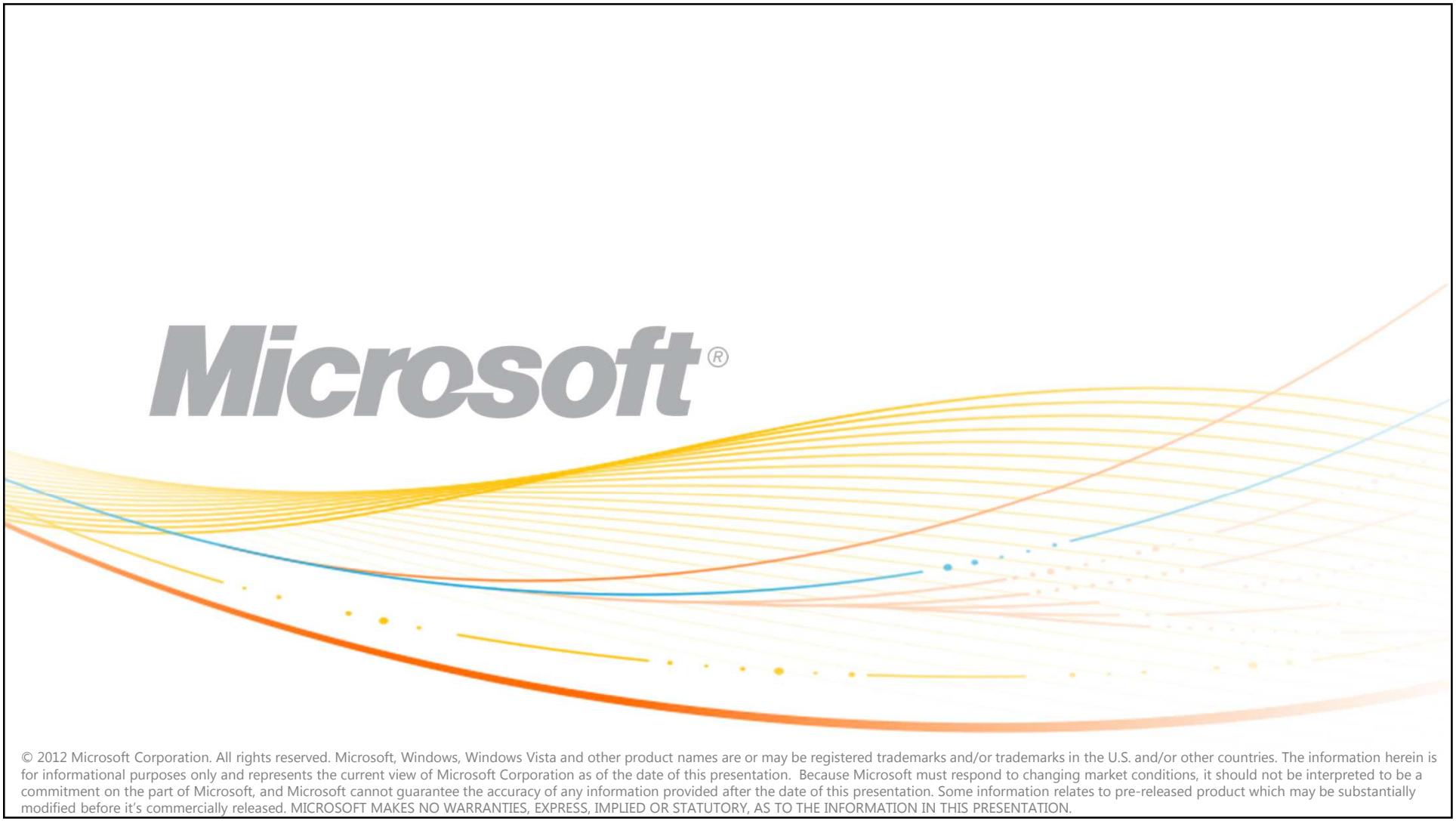

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