

OFFICIAL MICROSOFT LEARNING PRODUCT

# 20346C

## Managing Office 365™ Identities and Services

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Product Number: 20346C

Part Number (if applicable): X19-82804

Released: 03/2015

# Module 1

## Preparing for Office 365

### Contents:

Lesson 4: Enabling Client Connectivity	2
Module Review and Takeaways	3

## Lesson 4

# Enabling Client Connectivity

### Resources



**Reference Links:** Exchange Client Network Bandwidth Calculator, at <http://go.microsoft.com/fwlink/?LinkId=401130>

Lync 2010 and 2013 Bandwidth Calculator, at <http://go.microsoft.com/fwlink/?LinkId=401131>

## Module Review and Takeaways

### Best Practice

Best practices for this stage of the Office 365 deployment process are as follows:

Ensure that you understand the organization's need for Office 365.

Identify any in-house services that are not going to transition to Office 365.

Recruit the right people to be pilot users.

Check that you have suitable infrastructure to support a connection to Office 365.

# Module 4

## **Planning and Managing Clients**

### **Contents:**

Module Review and Takeaways

2

## Module Review and Takeaways

### Best Practice

Obstacles to a successful client deployment include incomplete data, custom application incompatibilities, and not gathering enough or important information from existing implementations and running into compatibility issues later.

The chances for a successful user-driven deployment can be jeopardized when there is lack of planning or testing, deploying the incorrect plan, or not understanding what happens when you revoke a license.

For managed deployments, it is important to prepare a thorough support plan for users, to help guide them through the transition to Office 365 applications.

### Common Issues and Troubleshooting Tips

Common Issue	Troubleshooting Tip
Users do not all use the same first language.	Ensure that each user has access to software in their preferred language.

# Module 5

## Planning DNS and Exchange Migration

### Contents:

Lesson 2: Recommend a Mailbox Migration Strategy	2
Module Review and Takeaways	3

## Lesson 2

# Recommend a Mailbox Migration Strategy

## Cutover Exchange Migration



**Best Practice:** If you implement a single sign-on solution, you are strongly recommended to maintain at least one Exchange server so that you can access Exchange System Manager (Exchange 2003) or Exchange Management Console/Exchange Management Shell (Exchange 2007 and Exchange 2010) to manage mail-related attributes on the on-premises mail-enabled users. For Exchange 2007 and Exchange 2010, the Exchange server that you maintain should have the Hub Transport, Client Access, and Mailbox server roles installed.

## PST Migration



**Additional Reading:** For more information about PST Capture, see the following article:  
<http://go.microsoft.com/fwlink/?LinkId=321127>

# Module Review and Takeaways

## Best Practice

Best practices when planning Exchange Online and migration include:

Ensure you have considered all the factors when selecting the migration path to Exchange Online.

Analyze the risks to consider all possible “what-if” scenarios and identify mitigation plans to deal with each risk.

Ensure you apply a structured change management methodology to the migration plan and adoption process.

Keep your project sponsor, management team, administrators, and users informed about what is going on, particularly in the lead-up to any switchover.

Make sure that everyone involved in the project has had sufficient training and is competent to carry out their tasks.

## Common Issues and Troubleshooting Tips

Common Issue	Troubleshooting Tip
Timing of DNS updates	Leave plenty of time for DNS to update. It can happen in minutes or sometimes take several hours.
MX records	Incorrectly configured MX records can cause mail delivery failures for the domain. Ensure that the MX record points to the Office 365 communication endpoint or to the on-premises mail server publication IP address.

# Module 6

## Planning Exchange Online and Configuring DNS Records

### Contents:

Module Review and Takeaways

2

## Module Review and Takeaways

### Best Practice

Best practices when planning Exchange Online and migration include:

Ensure you have considered all the factors when selecting the migration path to Exchange Online.

Analyze the risks to consider all possible "what-if" scenarios and identify mitigation plans to deal with each risk.

Ensure you apply a structured change management methodology to the migration plan and adoption process.

Keep your project sponsor, management team, administrators, and users informed about what is going on, particularly in the lead-up to any switchover.

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# Module 7

## Administering Exchange Online

### Contents:

Lesson 2: Manage Anti-malware and Anti-spam Policies	2
Module Review and Takeaways	3

## Lesson 2

# Manage Anti-malware and Anti-spam Policies

## Message Headers and Spam Confidence Levels



**Best Practice:** Use the Message Header Analyzer in Microsoft Remote Connectivity Analyzer to view the headers in the message.

## Module Review and Takeaways

### Best Practice

Design your Exchange Online policies to reflect business need before implementing them.

Ensure that you train users on how to apply retention tags and use archive mailboxes.

Implement a process for managing spam quarantine and designate responsibility for attending to spam items.

Identify who needs to be a mail user and who needs to be a mail contact.

Decide whether mail contacts will be visible in the GAL.

### Common Issues and Troubleshooting Tips

Common Issue	Troubleshooting Tip
Junk mail is not being moved to the junk mail folder.	If you have set another action, such as to prepend spam with a message, then those messages will not be moved to the junk mail folder.
Spam is not being correctly flagged.	The message might be coming from a trusted domain.

# Module 8

## Configuring SharePoint Online

### Contents:

Lesson 1: Manage SharePoint Site Collections

2

## Lesson 1

# Manage SharePoint Site Collections

## Plan Site Collections



**Best Practice:** A recommended best practice is to define more than one site collection administrator, where the additional administrators act as backups to the primary site collection administrator.

# Module 10

## Implementing Directory Synchronization

### Contents:

Module Review and Takeaways

2

## Module Review and Takeaways

### Best Practices

- You must have a proper project plan.
- If using filtering, it should be set up before synchronizing any objects.
- You should work with a cloud services partner.
- You should perform thorough capacity planning.
- You should remediate the Active Directory before building the DirSync infrastructure.
- You should add all SMTP domains as verified domains before synchronizing.

### Common Issues and Troubleshooting Tips

Common Issue	Troubleshooting Tip
DirSync filtering is no longer working.	It is important to be on the latest version of DirSync, since the link from the Office 365 portal or admin center is always to the current release. However, when upgrading to a new version of DirSync, all existing filters and other management agent customizations will not be automatically imported into the new installation. If you are upgrading to a newer version of directory synchronization, you must always manually re-apply filtering configurations after you upgrade, but before you run the first synchronization cycle.

# Module 11

## Implementing Active Directory Federation Services

### Contents:

Module Review and Takeaways

2

## Module Review and Takeaways

### Best Practices

Always plan for using an AD FS proxy server; publishing 443 from the Internet directly to the AD FS server is not a good idea, otherwise any external computer could have direct access to your federation servers.

Avoid having federation servers directly accessible on the Internet; direct Internet access should only be used when setting up a test lab environment, or when the organization does not have a perimeter network. You should isolate your federation servers, so that they can only be accessed by client computers that are authenticated against the corporate network through an AD FS Proxy.

Prepare DNS to mitigate against incorrect DNS updates, especially with split brain DNS. If DNS is not functioning correctly, client computers may not be able to access AD FS.

Pay close attention to networking, firewall, and security design, to ensure that client computers can authenticate to the corporate Active Directory.

Ensure that all certificates are exported to include the private key; this is because both public and private keys are required for certificates to function on the Default Website.

### Common Issues and Troubleshooting Tips

Common Issue	Troubleshooting Tip
AD FS server configuration fails.	Ensure that certificates are correctly configured, and are exported to include private key.

# Module 12

## **Monitoring Office 365**

### **Contents:**

Module Review and Takeaways

2

## Module Review and Takeaways

### **Best Practice**

There is a wide range of tools available to help troubleshoot issues in Office 365; as a starting point, the Office 365 Troubleshooter can help with initial diagnosis.