PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Managing Microsoft Teams	**Course Duration**: 4.0 Days
Exam: Not Included	**Exam Type**: Proctored Exam
Qualification: Managing Microsoft Teams Certificate	

Course Syllabus

Our Managing Microsoft Teams training course will cover the following Modules:

Module 1: Get started with managing Microsoft Teams

This module will give you an overview of Microsoft Teams, including Teams architecture and related Microsoft 365 workloads. You will also learn the management tools for Teams and how to employ governance and manage Teams lifecycle.

Lessons

- Explore Microsoft Teams
- Plan and deploy Microsoft Teams
- Implement lifecycle management and governance for Microsoft Teams
- Monitor your Microsoft Teams environment

Lab: Manage Microsoft Teams

- Prepare Teams admin roles and licenses
- Explore Teams management tools
- Create groups and teams
- Implement lifecycle management and governance for Microsoft Teams
- Enable access to Teams public preview features using Teams update policies

Module 2: Prepare the environment for a Microsoft Teams deployment

In this module, you will learn how to manage access from external users from different admin centers across Microsoft 365 and what security and compliance features to protect the Teams environment, including conditional access, MFA, Threat Management for Microsoft Teams, DLP policies, eDiscovery cases, and communication compliance. You will also learn to plan and configure network settings for Microsoft Teams.

Lessons

- Manage access for external users
- Implement security for Microsoft Teams
- Implement compliance for Microsoft Teams
- Plan and configure network settings for Microsoft Teams

Lab: Prepare the environment for a Microsoft Teams deployment

- Manage guest access for Microsoft Teams
- Implement security for Microsoft Teams

- Implement compliance for Microsoft Teams
- Prepare network deployment

Module 3: Manage chat, teams, channels, and apps in Microsoft Teams

In this module, you will learn how to create and manage teams and membership from different approaches, manage the collaboration experiences for both chat and channels, and manage apps for Microsoft Teams.

Lessons

- Create and manage teams
- Manage collaboration experiences for chat and channels
- Manage apps for Microsoft Teams

Lab: Manage teams, collaboration, and app settings for Teams

- Manage team resources
- Configure channel and messaging policies
- Manage app settings
- Create and manage app setup policies
- Test configured policy settings

Module 4: Manage meetings and calling in Microsoft Teams

In this module, you will learn how to manage meetings and virtual events experiences with different policies and settings. You will also learn to deploy Teams devices, including Teams Room. You will also learn how to manage phone numbers and Phone Systems for calling experiences in Microsoft Teams and how to troubleshoot audio, video, and client issues.

Lessons

- Manage meetings and events experiences
- Configure and manage Microsoft Teams Room and Teams devices
- Manage phone numbers and settings
- Manage Teams Phone settings and policies
- Troubleshoot audio, video, and client issues

Lab: Manage Teams meetings and calling experiences

- Manage Live events and meetings experiences
- Deploy Teams device profiles
- Set up a Calling Plan (Optional)
- Manage Teams Phone
- Explore reports for call quality in Microsoft Teams

Course Overview

Our four-day Managing Microsoft Teams training course will teach you various Teams management tools, security and compliance features for Teams, network requirements for Teams deployment, and different Teams settings and policies for managing collaboration and communication experience in Teams.

You will learn about Teams architecture. Specifically, you will learn about the integration between Microsoft Teams and various workloads and services in Microsoft 365. You will also learn about preparing the environment for a Microsoft Teams deployment, including security and compliance features for Teams and network settings. Lastly, you will learn how to create and manage teams

and channels. You will further learn about different settings and policies to manage collaboration and communication experiences in Microsoft Teams.

Course Learning Outcomes

Our Managing Microsoft Teams training course will teach you to become proficient in the following:

- Learn what Microsoft Teams is and how the components work together
- How to implement Governance, Security, and Compliance for Microsoft Teams
- How to prepare an organisations environment for a Microsoft Teams deployment
- How to deploy and manage teams
- How to manage collaboration and communication experiences in Microsoft Teams
- Techniques to manage and troubleshoot communication in Microsoft Teams

Audience

Our Managing Microsoft Teams training course will benefit several individuals and organisations, including but not limited to:

- IT Administrators
- Team Owners and Managers
- Team Leaders and Supervisors
- HR Professionals
- Project Managers
- Communication and Collaboration Specialists
- Training and Development Professionals
- Anyone involved in team collaboration, communication, and project management can benefit from learning how to effectively manage Microsoft Teams.

Entry-Level Requirements

Our Managing Microsoft Teams training course requires attendees to have:

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

Recommended Reading

There is no recommended reading for our Managing Microsoft Teams training course.

What's Included

Our Managing Microsoft Teams training course contains the following:

- 4-day instructor-led training course
- Microsoft Official Course content
- Hands-on learning labs included
- After-course instructor coaching included
- Pre-reading
- Course Manual

- Quizzes
- Exercises

Exam Information

Managing Microsoft Teams Exam:

- Format: Multiple Choice
- Pass Mark: 700

What's Next

You may enjoy our Virtual Team Management training course.

Our Virtual Team Management training course will provide you with the knowledge to:

- Operate effectively within a virtual and hybrid operating mode by fostering relationships that reinforce team collaboration and identity.
- Lead the team by creating an environment of trust.
- Use appropriate communication technologies to facilitate productive teamwork.
- Operate effectively within a culturally diverse team.
- Adopt and promote ground rules that improve the effectiveness of the team.

Additional Information

Our Managing Microsoft Teams training course offers several benefits to individuals and organisations, including but not limited to:

- **Improved Collaboration**: Training equips participants with the knowledge and skills to effectively utilise Microsoft Teams' collaboration features, such as channels, file sharing, and real-time co-authoring.
- **Enhanced Communication**: Learning to manage Microsoft Teams enables participants to utilise its communication features, including chat, video conferencing, and meeting scheduling.
- **Increased Productivity**: Training participants gain insights into best practices for managing teams, channels, and notifications.
- **Streamlined Workflows**: Understanding Microsoft Teams' advanced features, such as automations and app integrations, allows participants to streamline workflows and reduce manual effort.
- **Improved Organisation and Access**: Managing Microsoft Teams involves structuring teams, channels, and files, making it easier to organise and access relevant information.
- **Enhanced Security and Compliance**: Training covers security and compliance best practices, enabling participants to configure appropriate access levels, data retention policies, and guest access settings.
- **Efficient Remote Collaboration**: As remote work becomes more prevalent, managing Microsoft Teams becomes essential for seamless collaboration.
- **Professional Development**: Learning to manage Microsoft Teams adds valuable skills to participants' professional repertoire, making them more marketable and adaptable in today's digital workplace.
- **Increased User Adoption**: Training empowers participants to become champions of Microsoft Teams within their organisation.