MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

ICT and Security Management

Microsoft Office 365 Administrator

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2646	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

The Microsoft Office 365 Administrator course offered by Magna Skills is designed to equip participants with the knowledge and skills required to effectively administer and manage Microsoft Office 365 environments within organizations. This course covers essential administrative tasks, security measures, and troubleshooting techniques to ensure smooth operation and optimal utilization of Office 365 applications and services.

Course Outcomes

1. **Understanding Office 365 Architecture:** Gain insights into the architecture and components of Office 365, including Exchange Online, SharePoint Online, Teams, and OneDrive for Business, and understand their integration with on-premises environments.
2. **User and Group Management:** Learn how to create and manage user accounts, groups, and distribution lists in Office 365, and understand the role of Azure Active Directory in user authentication and authorization.
3. **Email and Communication Management:** Explore administration tasks related to Exchange Online, including mailbox management, email routing, distribution lists, and message hygiene settings to ensure efficient email communication.
4.

SharePoint Online Administration: Understand SharePoint Online administration tasks, including site collection management, permissions and security settings, content management, and collaboration features.

5. **Teams and Skype for Business Administration:** Learn how to manage Teams and Skype for Business settings, including user policies, meetings, chat settings, and integration with other Office 365 services.

Course Outline / Curriculum

Module 1: Introduction to Office 365 Administration

- Overview of Office 365 services and subscription plans
- Roles and responsibilities of Office 365 administrators

Module 2: User and Group Management

- Creating and managing user accounts in Office 365
- Managing security groups, distribution lists, and user licenses

Module 3: Exchange Online Administration

- Managing Exchange Online mailboxes and email addresses
- Configuring email protection, anti-spam settings, and mail flow rules

Module 4: SharePoint Online Administration

- Creating and managing SharePoint Online sites and site collections
- Configuring permissions, content types, and document libraries

Module 5: Teams and Skype for Business Administration

- Managing Teams settings, policies, and channels
- Configuring Skype for Business meetings, chat settings, and voice features

Module 6: OneDrive for Business Administration

- Managing OneDrive for Business settings and storage quotas
- Configuring sharing and synchronization settings for OneDrive files

Module 7: Security and Compliance Management

- Implementing security measures and compliance policies in Office 365
- Monitoring user activity, auditing, and reporting

Module 8: Office 365 Migration and Deployment

- Planning and executing Office 365 migration projects
- Troubleshooting common migration issues and challenges

Module 9: Integration with On-Premises Environments

- Configuring hybrid connectivity with on-premises Active Directory
- Integrating Exchange Server, SharePoint Server, and Skype for Business with Office 365

Module 10: Office 365 Best Practices and Optimization

- Implementing best practices for Office 365 administration and management
- Optimizing Office 365 performance, reliability, and security

The Microsoft Office 365 Administrator course empowers participants with the knowledge and skills necessary to administer and manage Office 365 environments effectively. Through a combination of theoretical learning, hands-on exercises, and real-world scenarios, participants will gain practical experience in performing administrative tasks, implementing security measures, and troubleshooting issues to ensure the smooth operation of Office 365 services within their organizations

Target Audience

- Channel field engineers
- Cisco Network Consulting Engineers
- New Unified Communications partners
- Customer network engineers
- Customer network managers

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flex

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Microsoft Office 365 Administrator
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____