



MFE-IT

Reference: YAS/EN/ESIT

Microsoft 365 Troubleshooting and Expert Assistance Training Course

Advanced Administration for IT Teams

Duration: 3 Days | Hours: 21 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

When level 1 support escalates an incident, it usually means the simple fixes have failed and the issue lies deeper — at the tenant, identity, service-specific or hybrid-sync layer. Resolving these incidents requires structured diagnostics, deep knowledge of each Microsoft 365 service and the ability to read logs and message traces with confidence.

This Microsoft 365 Troubleshooting and Support Expert training course enables intermediate to advanced IT teams to acquire the skills to diagnose and resolve incidents in a Microsoft 365 environment. You will learn how to administer tenants, manage identities and devices, and troubleshoot critical services such as Exchange Online, OneDrive, SharePoint and Teams. With 60% of the course devoted to hands-on practice using real-world scenarios, you will be ready to provide quality support and maintain service continuity at the L2/L3 level.

LEARNING OBJECTIVES

By the end of this training course, participants will be able to:

- Administer and diagnose a Microsoft 365 / Entra ID tenant: logs, roles, permissions, domains
- Manage and troubleshoot identities, users, groups and licences
- Resolve issues related to devices and access (Entra Join, Hybrid Join, guests)
- Diagnose and repair incidents on Exchange Online, Outlook, OneDrive, SharePoint, Teams
- Implement best practices for level 2/3 technical support at the enterprise level

PREREQUISITES

- Basic knowledge of Microsoft 365 and the Office suite
- Ideally, prior experience in basic administration (users, groups, licences)
- Microsoft 365 administration access to audit portals, logs and services for practical exercises

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

- Second and third-level IT support teams working on Microsoft 365
- Microsoft 365 administrators developing troubleshooting and professional support skills

- IT infrastructure or service managers responsible for Microsoft 365 service quality and continuity

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Entra ID and Tenant Management

- Tenant architecture, Entra ID and licences
- Tenant configuration diagnostics: logs, Service Health portal
- RBAC, roles, permissions, administrative units, domains and DNS

Module 2 – Identities, Users and Licences

- Creating, modifying and deleting users
- Microsoft 365 groups vs security vs distribution and synchronisation
- Licence assignment and detection of blocked licences

Module 3 – Device Management and Access

- Entra Join, Hybrid Join and device registration
- External identities: invitations and guest lifecycle management
- Conditional Access troubleshooting

Module 4 – Hybrid Identity and Synchronisation

- On-premises ↔ cloud integration: Azure AD Connect / Cloud Sync
- PHS, PTA and federated authentication
- Logs and conflicting attribute detection

Module 5 – Exchange Online

- Mailboxes, shared mailboxes and Exchange Online Protection (EOP)
- Advanced message tracing
- Distribution lists and group troubleshooting

Module 6 – Outlook and Outlook Web App

- Exchange / IMAP / POP configuration and Outlook profiles
- Synchronisation and offline mode
- Calendar troubleshooting and Teams add-in

Module 7 – OneDrive and SharePoint Online

- OneDrive operation, Files on Demand and synchronisation
- Conflict resolution and locked files
- SharePoint permission model, sharing and 'access denied' issues

Module 8 – Microsoft Teams

- Teams policies and Exchange / SharePoint dependencies
- Call Quality Dashboard and licence troubleshooting
- Connection diagnostics and modern Teams client

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts