



Managing Office 365 Identities and Requirements

SECOND EDITION

Exam Ref 70-346

Orin Thomas

Managing Office 365 Identities and Requirements Second Edition

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Exam Ref 70-346 Managing Office 365 Identities and Requirements, Second Edition

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Introduction

The 70-346 exam deals with advanced topics that require candidates to have an excellent working knowledge of both Office 365 and Windows Server. Some of the exam comprises topics that even experienced Office 365 and Windows Server administrators may rarely encounter unless they are consultants who deploy new Office 365 tenancies on a regular basis. To be successful in taking this exam, candidates not only need to understand how to deploy and manage Office 365, they need to understand how to integrate Office 365 with an on-premises Active Directory environment. They also need to keep up to date with new developments with Office 365, including new features and changes to the interface.

Candidates for this exam are Information Technology (IT) Professionals who want to validate their advanced Office 365 and Windows Server management skills, configuration skills, and knowledge. To pass this exam, candidates require a strong understanding of how to provision Office 365, plan and implement networking and security in Office 365, manage cloud identities, configure and manage identity synchronization between on-premises and cloud Active Directory instances, implement and manage federated identities as well as have the ability to monitor and troubleshoot Office 365 availability and usage. To pass, candidates require a thorough theoretical understanding as well as meaningful practical experience implementing the technologies involved.

This edition of this book covers Office 365 and the 70-346 exam objectives circa mid-2017. As Office 365 evolves, so do the Office 365 exam objectives, so you should check carefully if any changes have occurred since this edition of the book was authored and study accordingly.

This book covers every exam objective as of mid-2017, but it does not cover every exam question. Only the Microsoft exam team has access to the exam questions themselves and Microsoft regularly adds new questions to the exam, making it impossible to cover specific questions. You should consider this book a supplement to your relevant real-world experience and other study materials. If you encounter a topic in this book that you do not feel completely comfortable with, use the links you'll find in text to find more information and take the time to research and study the topic. Great information is available on TechNet, through MVA courses, and in blogs and forums.

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Certification exams validate your on-the-job experience and product knowledge. To gauge your readiness to take an exam, use this Exam Ref to help you check your understanding of the skills tested by the exam. Determine the topics you know well and the areas in which you need more experience. To help you refresh your skills in specific areas, we have also provided “Need more review?” pointers, which direct you to more in-depth information outside the book.

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This book is organized by the “Skills measured” list published for the exam. The “Skills measured” list for each exam is available on the Microsoft Learning website: <https://aka.ms/examlist>.

Note that this Exam Ref is based on publicly available information and the author’s experience. To safeguard the integrity of the exam, authors do not have access to the exam questions.

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Provision Office 365

Setting up an Office 365 tenancy is straightforward as long as you have a good understanding of what you need to have ready before you provision the tenancy, and what steps you need to take immediately after you provision the tenancy so that you can start seamlessly moving workloads into the cloud.

Skills in this chapter

- Provision tenants
- Add and configure custom domains
- Plan a pilot

IMPORTANT

Have you read page xv?

It contains valuable information regarding the skills you need to pass the exam.

Skill 1.1: Provision tenants

This skill deals with the basic process of setting up an Office 365 tenancy. To master this skill you'll need to understand some of the prerequisites, such as what you must think about before signing up for an Office 365 subscription, what an Office 365 tenant name is, what the different administrator roles are, and what to manage regarding tenant subscriptions and licensing.

This covers the following topics:

- Configure the tenant name
- Tenant region
- Initial global administrator
- Administrator roles
- Manage tenant subscriptions and licensing
- Configure tenant for new features and updates

Configure the tenant name

When you set up your Office 365 subscription, you specify a tenant name in the form of *name.onmicrosoft.com*, where *name* is the name you want to assign to your organization's tenancy. This name has to be unique and no two organizations can share the same tenant name. The tenant name cannot be changed after you configure your Office 365 subscription.

You can assign a domain name that you own to the tenant so that you don't have to use the tenant name on a regular basis. For example, you might sign up to an Office 365 subscription with the tenant name *contoso.onmicrosoft.com*. Any accounts you create will use the *contoso.onmicrosoft.com* email suffix for their Office 365 mailboxes. Once you've set up Office 365, however, you can assign a custom domain name and have the custom domain name used as the primary email suffix. For example, assuming that you owned the domain name *contoso.com*, you could configure your tenancy to use the custom domain name *contoso.com* with the *contoso.onmicrosoft.com* tenancy. You'll learn more about using custom domains later in this chapter.

While you can configure a custom domain name to be the default domain name and use the custom domain name exclusively when performing Office 365 related tasks, you won't be able to remove the tenant name. The tenant name chosen at setup remains with the subscription over the course of the subscription's existence.

MORE INFO ONMICROSOFT.COM DOMAIN

You can learn more about initial *onmicrosoft.com* domains at: <https://support.office.com/en-us/article/Domains-FAQ-1272bad0-4bd4-4796-8005-67d6fb3afc5a>.

Tenant region

Tenant region determines which Office 365 services will be available to the subscription, the taxes that will be applied as a part of the subscription charges, the billing currency for the subscription, and the Microsoft datacenter that will host the resources allocated to the subscription. For example, selecting United States for a region will mean that your organization's Office 365 tenancy is allocated resources in a United States datacenter. Selecting New Zealand currently means that your organization's Office 365 will be allocated resources in a datacenter in Australia because this is currently the closest Microsoft datacenter to New Zealand.

Unlike other Office 365 settings, you cannot change the tenant region once you have selected it. The only way to alter a tenant region is to cancel your existing subscription and to create a new subscription. Selecting the correct tenant is very important from a compliance perspective and there are many stories of consultants in countries outside the US setting up US tenancies, only to find out later that they need to recreate the tenancy because customer data is stored outside the associated organization's national borders.

MORE INFO ABOUT OFFICE 365 REGIONS

You can learn more about Office 365 regions and where data is stored at: <https://www.microsoft.com/online/legal/v2/?docid=25>.

Administrator roles

There are five Office 365 management roles that Office 365 users can be assigned as follows:

- **Global administrator** This role provides you with access to all administrative features. Users assigned this role are the only users able to assign other admin roles. More than one Office 365 user account can be assigned the global admin role. The first tenancy account created when you sign up for Office 365 is automatically assigned the global admin role. This role has the most rights of any available role.
- **Billing administrator** This role gives you the ability to make purchases, manage subscriptions, manage support tickets, and monitor service health.
- **Password administrator** This role allows you to reset the passwords of most Office 365 user accounts, except those assigned the global admin, service admin, or billing roles. Users assigned the password admin role can reset the passwords of other users assigned the password admin role.
- **Service administrator** This role allows you to manage service requests and monitor service health.
- **User management administrator** This role allows users to reset passwords and monitor service health. They can also manage user accounts, user groups, and service requests. Users assigned this role are unable to delete accounts assigned the global admin role; create other admin roles; or reset passwords for users assigned the billing, global, or service admin roles.

There are also roles that are associated with specific services that are enabled for the subscription. These allow management of specific Office 365 services rather than Office 365 itself. These roles include:

- Dynamics 365 service administrator
- Exchange administrator
- Skype for Business administrator
- Power BI service administrator
- SharePoint Administrator

To assign a user the global admin role, perform the following steps:

1. In the Office 365 Admin Center, select the Active Users node under the Users node as shown in Figure 1-1.

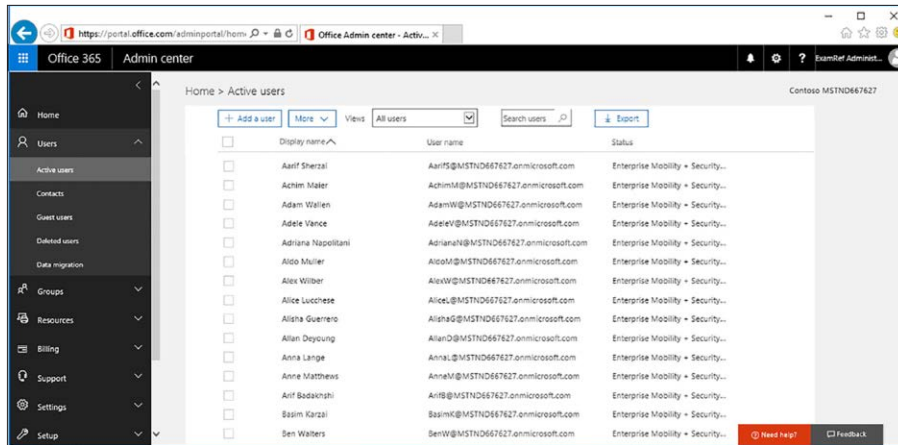


FIGURE 1-1 Active Users

2. In the Active Users node, select the user that you want to assign global admin privileges to. This will open the user's properties page, shown in Figure 1-2.

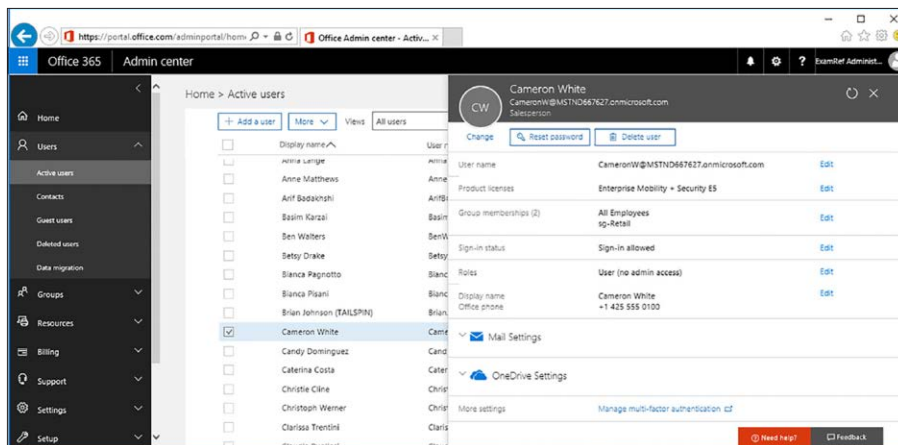


FIGURE 1-2 Select User

3. On the user properties page, click Edit next to Roles.
4. On the Edit User Roles page, select the Global Administrator role as shown in Figure 1-3 and provide an email address where password reset information can be sent. Ensure that this account is secure and protected by two-factor authentication. Click Save to apply the changes.

Cameron White
CameronW@MSTND667627.onmicrosoft.com
Salesperson

Edit user roles
Choose the admin role that you want to assign to this user. [Learn more about administrator roles](#)

☐ User (no administrator access)
☒ Global administrator
☐ Customized administrator

Alternative email address [Edit](#)

Save **Cancel**

FIGURE 1-3 Global Administrator

MORE INFO ADMINISTRATOR ROLES

You can learn more about Office 365 Permissions at: <https://support.office.com/en-us/article/Assigning-admin-roles-eac4d046-1afd-4f1a-85fc-8219c79e1504>.

Manage tenant subscriptions and licenses

You can manage Office 365 tenant subscriptions from the Subscriptions node, which is under the Billing node and is shown in Figure 1-4.

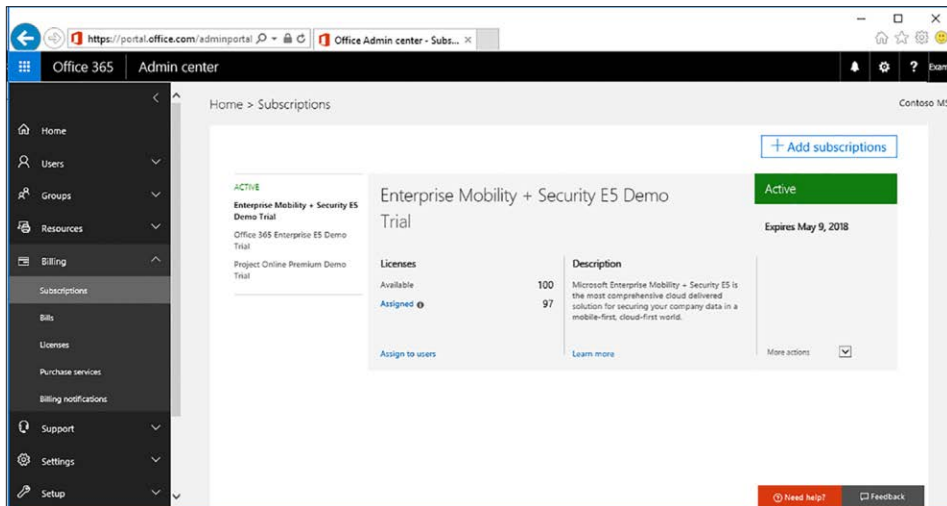


FIGURE 1-4 Subscriptions node

MORE INFO Tenant subscriptions and licenses

You can learn more about tenant subscriptions and licenses at: <https://support.office.com/en-us/article/Billing-in-Office-365-for-business-%e2%80%93-Admin-Help-ea7bf1b2-1c2f-477f-a813-313e3ce0d896>.

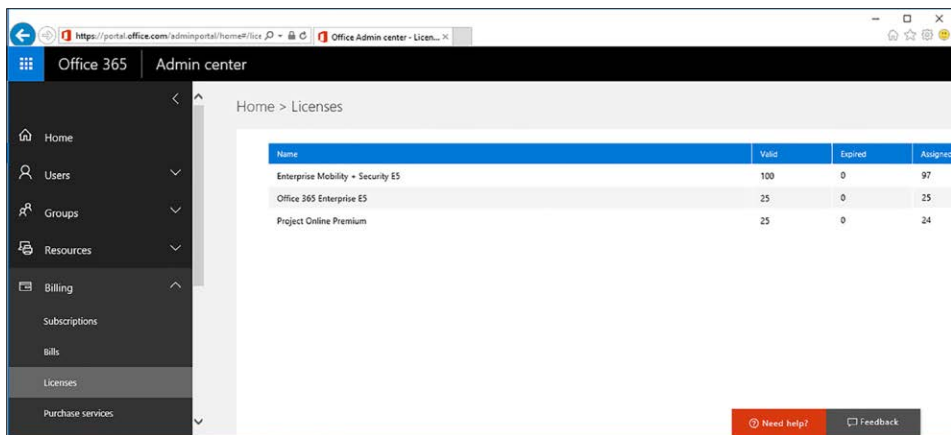
Assigning licenses

Office 365 users require licenses to use Outlook, SharePoint Online, Skype for Business (formerly Lync Online), and other services. Users who have been assigned the global administrator or user management administrator roles can assign licenses to users when creating new Office 365 user accounts or can assign licenses to accounts that are created through directory synchronization or federation.

When a license is assigned to a user, the following occurs:

- An Exchange Online mailbox is created for the user.
- Edit permissions for the default SharePoint Online team site are assigned to the user.
- The user will have access to Skype for Business features associated with the license.
- For Office 365 ProPlus, the user will be able to download and install Microsoft Office on up to five computers running Windows or Mac OSX.

You can view the number of valid licenses and the number of those licenses that have been assigned on the Licenses node, which is underneath the Billing node in the Office 365 Admin Center. This node is shown in Figure 1-5.



Name	Value	Expired	Assigned
Enterprise Mobility + Security E5	100	0	97
Office 365 Enterprise E5	25	0	25
Project Online Premium	25	0	24

FIGURE 1-5 Licenses node

You can assign a license to a user by editing the properties of the user. To do this, select the user's account in the Office 365 Admin Center and then click Edit next to Product Licenses. On the Licenses tab of the user's properties, you can assign a license configuring the slider next to each license type. Figure 1-6 shows the Product licenses page of an Office 365 user.

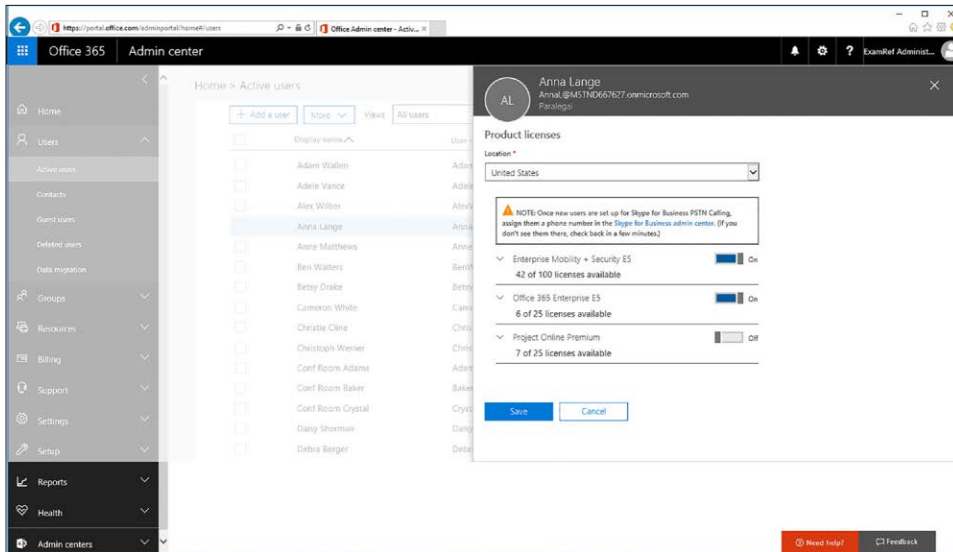


FIGURE 1-6 User license

MORE INFO Assigning licenses

You can learn more about assigning licenses at: <https://support.office.com/en-us/article/Assign-or-unassign-licenses-for-Office-365-for-business-997596b5-4173-4627-b915-36abac6786dc>.

Resolving license conflicts

License conflicts occur when you have assigned more licenses than you have purchased. Methods that you can use to resolve this problem include:

- **Purchasing more licenses** This resolves the issue by ensuring that the number of licenses being consumed matches the number of licenses that have been purchased.
- **Removing licenses from existing users** You can resolve license conflicts by removing licenses from existing users so that the number of licenses being consumed matches the number of licenses that has been purchased.
- **Deleting users** In many cases, license conflicts occur because users who are no longer associated with the organization are still consuming licenses. Deleting these users from Office 365 will release the licenses assigned to these users.

MORE INFO RESOLVING LICENSE CONFLICTS

You can learn more about resolving license conflicts at: <https://support.office.com/en-us/article/Resolve-license-conflicts-796f7eda-b1f8-479a-adee-bd9226ca47ec>.

Configure tenant for new features and updates

You can configure your tenancy so that some or all users get new features and updates faster than those generally available to Office 365 customers. The difference between these is as follows:

- **Standard Release** With this option, users will only be given updates as they become generally available to Office 365 customers. This option is suitable when an organization wants to minimize the amount of retraining it does of its employees to deal with new features.
- **First Release** With this option, users are given updates as they are released. This may mean that software functionality changes with an update. While suitable for users comfortable with change, many organizations avoid using First Release because they prefer a slower cadence when it comes to the introduction of new features.

You configure whether users have the Standard Release or First Release option applied by performing the following steps:

1. In the Office 365 Admin Center, select Organization Profile under Settings.
2. In the Release Preferences section, click Edit.
3. On the Release Preferences page, shown in Figure 1-7, choose the option you want to have apply to your organization and click Next. If you choose First Release For Selected Users, you can select specific users to get First Release updates while other users get Standard Release updates.

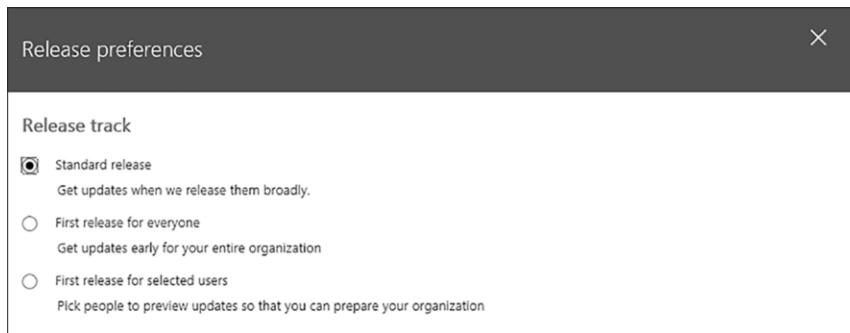


FIGURE 1-7 Release Preferences

MORE INFO STANDARD OR FIRST RELEASE OPTIONS

You can learn more about Standard or First Release options at: <https://support.office.com/en-us/article/Set-up-the-Standard-or-First-Release-options-in-Office-365-3b3adfa4-1777-4ff0-b606-fb8732101f47>.



EXAM TIP

Remember that the account used to configure the Office 365 subscription will automatically be assigned the global administrator role.

Skill 1.2: Add and configure custom domains

This skill deals with configuring Office 365 to use a custom domain name, such as contoso.com, that your organization owns rather than an Office 365 tenant name, like contoso.onmicrosoft.com. To master this skill you'll need to understand the steps that you need to take to configure Office 365 to use a domain name that your organization has registered.

This covers the following topics:

- Specify domain name
- Confirm ownership
- Specify domain purpose
- Move ownership of DNS to Office 365
- Update and verify domain settings

Specify domain name

The first step in configuring Office 365 to use a custom domain name is to add the name of the custom domain name to Office 365. To add a custom domain to Office 365, perform the following steps:

1. In the Office 365 Admin Center, click Domains under Setup as shown in Figure 1-8.

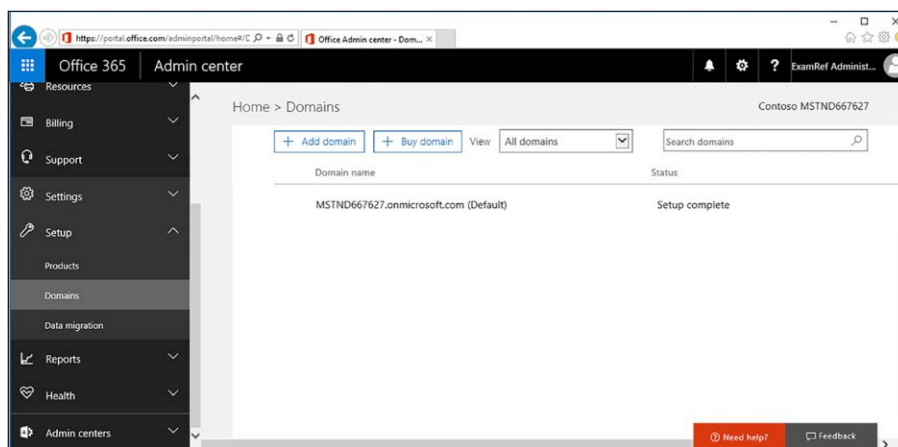


FIGURE 1-8 Domains node

2. If your organization already has a domain, click Add a domain. The alternative is to buy a domain through Office 365 and GoDaddy. The advantage of buying through GoDaddy is that you can have the entire process of assigning a custom domain to Office 365 occur automatically. If your organization's domain is already hosted elsewhere, you'll instead have to confirm ownership by configuring special TXT or MX records. You can't use the Buy Domain option with a trial account.
3. When you click Add A Domain, you are presented with the New Domain page. Enter the name of the existing domain you want to configure as shown in Figure 1-9 and click Next.

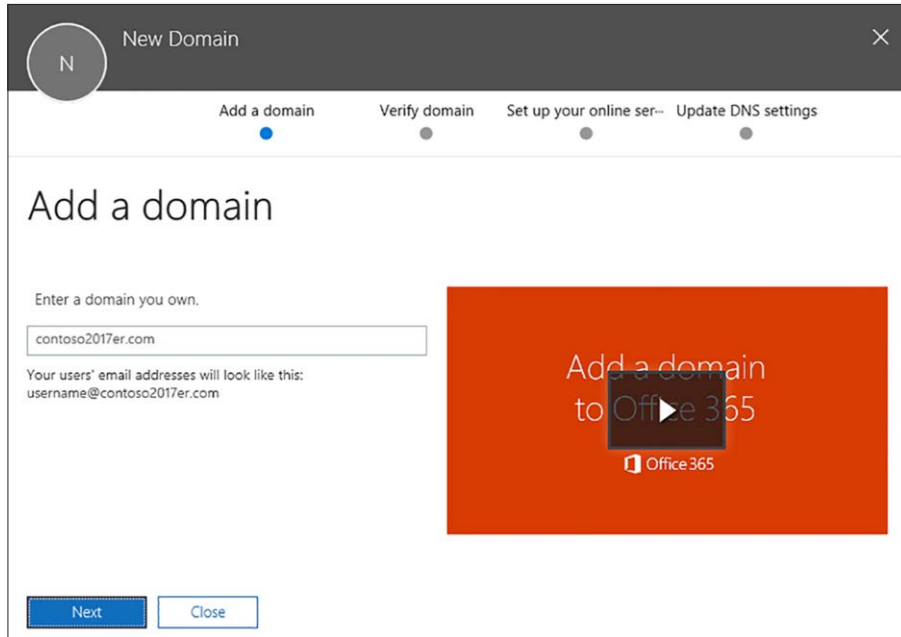


FIGURE 1-9 Add a new domain in Office 365

4. This will begin the process of adding the domain, but you'll need to confirm ownership before you can use the domain.

Confirm ownership

You can only use a custom domain name with Office 365 if your organization owns the domain name. Microsoft requires that you perform a series of DNS configuration changes to the domain name that will prove that your organization controls and has ownership of the domain.