

OFFICE 365 EMPOWERMENT TRAINING SERIES

USER TRAINING

LEVEL 1: OFFICE 365 USER APPLICATIONS TRAINING

LEVEL 2: OFFICE 365 MANAGER'S TRAINING
OFFICE 365 CHAMPION'S TRAINING

LEVEL 3: OFFICE 365 VISIONING WORKSHOP

LEVEL 4: OFFICE 365 ADOPTION CONSULTING

LEVEL 1: OFFICE 365 USER APPLICATIONS TRAINING

Objective: To teach users the basic concepts on how to use various applications within the Office 365 family to improve their daily tasks and company goals.

Focus: This course focuses on teaching users hoe to use a particular application in Office 365. This includes features training and also training based on scenarios faced in daily work.

Duration: Full Day (9am – 4pm)

Content:

- What is Office 365?
- Office 365 Concepts
- Office 365 User Home Page & User Profile
- Outlook
- Skype for Business
- One Drive for Business
- Planner
- Teams
- Yammer

Module: Yes

Certificate: Yes

Price: RM 888.00/pax

LEVEL 2	
OFFICE 365 MANAGER'S TRAINING	OFFICE 365 CHAMPION'S TRAINING
<p>Objective: To teach managers what are the capabilities within Office 365 that managers can utilize to effectively manage their team and help achieve company goals.</p> <p>Focus: This course focuses on applying various applications within Office 365 to manage a team. On how to use a particular tools as a user, please attend Office 365 user training instead.</p> <p>Duration: Half Day (9am – 12pm)</p> <p>Content:</p> <ul style="list-style-type: none"> • Using Office 365 to Achieve Business Goals and Improve Productivity • Administrative Capabilities of Office 365 • Using Outlook to Manage Your Team • Using Skype to Communicate with Your Team • Using One Drive to Share Information with Your Team • Using Planner to Manage Your Team's Tasks • Using Social Communication to Rally Your Team with Yammer <p>Module: No</p> <p>Certificate: Yes</p>	<p>Objective: To teach IT savvy and interested users more advanced concepts on how to maximize the various applications within the Office 365 family to improve their daily tasks and company goals. While basic user training educates a new user how-to knowledge for day-to-day tasks. Champion's Training will generally spend time on the concepts behind these applications, and cover advanced use cases and best practices in using Office 365.</p> <p>Focus: Having Office 365 champions within the organization would increase the adoption and utilization of Office 365. A champion is a person who has a passion and interest in Office 365, and is a person that other colleagues may turn to for help and usage advice.</p> <p>Duration: Half Day (9am – 12pm)</p> <p>Content: Suggested Pre-requisite – Attended User Training</p> <ul style="list-style-type: none"> • Office365 family Advanced Concepts • Outlook Advanced Concepts • Skype For Business Advanced Usage • Planner Advanced Concepts • Teams Advanced Concepts • Yammer Advanced Concepts <p>Module: No</p> <p>Certificate: Yes</p>

LEVEL 3: OFFICE 365 VISIONING WORKSHOP

Objective: To help a group of managers/ Planners to effectively develop a usage strategy to take advantage of the various applications in Office 365 to achieve business goals.

Focus: The Office 365 family offers many productivity tools. Each department/ user may have different favorites. The visioning workshop is a consultant guided session to help a team of managers understand the Microsoft Methodology to formulate an action plan to maximize Office 365 usage.

Duration: Half Day (9am – 12pm)

Content:

- Developing a Vision Statement for Office 365
- Identify Business Scenarios that Office 365 can Improve
- Map Office 365 Features to Business Scenarios
- How to Identify Resources Required
- How to Work out an Adoption Plan
- How to Measure Success and Adjust

Module: No

Certificate: Yes

LEVEL 4: OFFICE 365 ADOPTION CONSULTING

Objective: To provide specific consultation to customer on how to effectively use Office 365 to solve specific business issues/ usage scenarios.

Focus: The focus here is to successfully implement Office 365 features applied to a specific use case.

Duration: Varies

Content:

- Guidance on Forming a Vision Statement
- Guidance on Refining Problem Statement/ Usage Scenarios
- Guidance on Mapping Office 365 Feature to Specific Usage Scenarios
- Guidance on Creation of Adoption Plan Covering Stakeholders, Champions and Users and Measurement Metrics
- Guidance on Resource Planning and Adoption Plan Execution
- Review and Fine Tuning

Module: No

Certificate: Yes

ADMIN TRAINING

LEVEL A1: OFFICE 365 BASIC ADMIN TRAINING

LEVEL A2: OFFICE 365 ADVANCED ADMIN TRAINING

LEVEL A1: OFFICE 365 BASIC ADMIN TRAINING

Objective:	To teach IT Administrators how to administer Office 365
Focus:	This course teaches admins who are new to Office 365 the basic of administering Office 365. Also useful as a refresher course or for Admins who newly join a company already using Office 365.
Duration:	Half Day (9am – 12pm)
Content:	<ul style="list-style-type: none">❖ What is Office 365❖ Office 365 Key Concepts and Solution Stack❖ BASIC Admin for<ul style="list-style-type: none">• Admin Page• Security• Groups• Exchange Online• SharePoint TeamSite• OneDrive for Business• Skype for Business• Planner• Teams• Yammer❖ Common Problem Solving<ul style="list-style-type: none">• User Password Resets• Tracing Emails• Recovering Deleted Items• Delegation• Upgrading or Downgrading Licenses• What to do When Someone Resigns
Module:	Yes
Certificate:	Yes
Price:	RM 480.00/pax

LEVEL A2: OFFICE 365 ADVANCED ADMIN TRAINING

Objective:	To teach IT administrators advanced admin topics on Office 365
Focus:	This course teaches admins of more advanced Office 365 features, found mainly on the premium plans.
Duration:	Half Day (9am – 12pm)
Content:	<ul style="list-style-type: none">❖ Office365 Key Concepts and Solution Stack❖ Azure AD Sync<ul style="list-style-type: none">• AD Pre-Requisites• Azure AD Sync• Pass Thru Authentication❖ Classifying Information<ul style="list-style-type: none">• Labels & Policies• DLP❖ Information Protection<ul style="list-style-type: none">• Encryption• Rights Management❖ Data Governance<ul style="list-style-type: none">• Archive• Retention❖ Threat Management<ul style="list-style-type: none">• Security Policies & Settings• Advanced Threat Protection❖ Search & Investigate<ul style="list-style-type: none">• Legal and In-Place Hold• eDiscovery• Audit Logs & Reporting
Module:	Yes
Certificate:	Yes
Price:	RM 480.00/pax

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