

IT Infrastructure & Administration Training

Duration: 32 Hours

Day 1 — Identity Foundations: Active Directory Domain Services (AD DS)

- Introduction to Identity & Access Management (IAM)
- AD DS Architecture — Forests, Domains, Trees, Trusts
- Organizational Units (OUs), Users, Groups, Computer Objects
- Group Policy Objects (GPO) — Creation, Linking, Precedence, Troubleshooting
- FSMO Roles, Domain Controllers, Global Catalog & AD Replication

Day 2 — Microsoft Entra ID: Cloud & Hybrid Identity

- Introduction to Microsoft Entra ID — Tenants, Licensing, Directory Roles
- Entra ID Objects — Users, Groups, Devices, Administrative Units
- Hybrid Identity — Microsoft Entra Connect (Password Hash Sync, PTA, Federation)
- Conditional Access Policies & Multi-Factor Authentication (MFA)
- Self-Service Password Reset (SSPR), SSO & Enterprise App Registrations

Day 3 — Networking Fundamentals: DNS & DHCP

- TCP/IP Fundamentals & Subnetting for Windows Environments
- Windows Server DNS Role — Zones, Records, Forwarders
- DNS Troubleshooting — `nslookup`, `Resolve-DnsName`, Event Viewer
- Windows Server DHCP Role — Scopes, Reservations, Options
- DHCP Failover & Troubleshooting

Day 4 — VPN, Wireless & Network Troubleshooting

- VPN Concepts — Site-to-Site & Point-to-Site (Azure VPN Gateway)
- Windows Always On VPN Configuration
- Wireless Networking — NPS (Network Policy Server) & RADIUS Authentication
- Network Troubleshooting Tools — `ipconfig`, `pathping`, `Test-NetConnection`, Resource Monitor
- Common Connectivity Issues & Resolution Workflow

Day 5 — Microsoft 365 Administration Fundamentals

- M365 Admin Center — Tenant Setup & Navigation
 - Licensing & Subscription Management
 - Exchange Online Administration — Mailboxes, Distribution Groups
 - SharePoint Online & OneDrive for Business Administration
 - Microsoft Teams Administration
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Day 6 — Microsoft Intune: Endpoint Management & Device Enrollment

- Introduction to Microsoft Intune & Endpoint Manager Admin Center
- Device Enrollment Methods — Windows Autopilot, Entra Join, BYOD
- Compliance Policies & Configuration Profiles
- App Deployment & Management via Intune
- Co-management with Microsoft Configuration Manager (SCCM)

Day 7 — Windows Administration: Server, Client & PowerShell

- Windows Server Roles & Features Overview
- Windows 10/11 Client Administration
- PowerShell Fundamentals for IT Administration
- Windows Update Management — WSUS & Intune Update Rings
- Remote Management — RDP, PowerShell Remoting, Remote Help

Day 8 — Cybersecurity Fundamentals & Microsoft Defender Suite

- Cybersecurity Fundamentals — CIA Triad, Threat Landscape
- Microsoft Defender Antivirus & Firewall
- Microsoft Defender for Endpoint
- Microsoft Defender for Office 365 (Email & Collaboration Security)
- Microsoft Defender for Identity

Day 9 — Advanced Endpoint Security & Compliance

- Microsoft Purview — Data Loss Prevention (DLP)
- Microsoft Purview — Information Protection & Sensitivity Labels
- Microsoft Sentinel Overview — SIEM & SOAR Basics
- Endpoint Security Baselines & Attack Surface Reduction (Intune)
- Security Posture Management — Microsoft Secure Score

Day 10 — IT Service Management & Technical Support

- ITSM Fundamentals & ITIL Framework Basics
- Incident, Problem & Change Management Processes
- Microsoft Service Desk Tools & Ticketing Best Practices
- Remote Support Tools — Quick Assist & Intune Remote Help
- Documentation, Knowledge Base & Capstone Review