Microsoft

Managing Office 365 Identities and Requirements

Exam Ref 70-346

Orin Thomas

Microsoft

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Orin Thomas

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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.

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 book covers every exam objective, 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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Microsoft certification exams are a great way to build your resume and let the world know about your level of expertise. Certification exams validate your on-the-job experience and product knowledge. Although there is no substitute for on-the-job experience, preparation through study and hands-on practice can help you prepare for the exam. We recommend that you augment your exam preparation plan by using a combination of available study materials and courses. For example, you might use the Exam ref and another study guide for your "at home" preparation, and take a Microsoft Official Curriculum course for the classroom experience. Choose the combination that you think works best for you.

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

CHAPTER 1

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.

IMPORTANT

Have you read page xv?

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

Objectives in this chapter:

- Objective 1.1: Provision tenants
- Objective 1.2: Add and configure custom domains
- Objective 1.3: Plan a pilot

Objective 1.1: Provision tenants

This objective deals with the basic process of setting up an Office 365 tenancy. To master this objective you'll need to understand some of the prerequisites, such as what you'll need to 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 objective covers the following topics:

- Set up an Office 365 trial
- Configure the tenant name
- Tenant region
- Administrator roles
- Manage tenant subscriptions and licensing

Setting up an Office 365 trial

To set up an Office 365 trial, you need to have access to the following things:

- **An email account that will be associated with the trial** You should sign up for a brand-new email account that you will use only with the trial. To ensure that the email account remains secure, you should also configure this account to use two-factor authentication. Outlook.com email accounts support two-factor authentication, including text-messages and time-based codes generated by apps that are downloadable from each mobile operating system vendor's app store. You should avoid associating a subscription, even a trial subscription, with a personal email account because trial subscriptions can eventually become ongoing corporate subscriptions.
- **A mobile device that can receive SMS messages** This device will be used to verify your identity.

Once you have the prerequisite elements to set up an Office 365 enterprise trial, perform the following steps:

1. Navigate to *https://products.office.com/en-us/business/office-365-enterprise-e3-business-software* and click Free Trial.
2. On the Welcome page, shown in Figure 1-1 (be aware that Office 365 screens are liable to change as the product evolves), provide the following information and click Next:
   - **Region** Note that you will be unable to change the region associated with the subscription after signup. This should be the geographical region in which the organization for which you are creating the subscription is based. For example, if you were in Hobart, in the state of Tasmania, Australia, you would choose Australia.
   - **First name** Input your first name.
   - **Last name** Input your last name.
   - **Business email address** Input the email address to be associated with the subscription. This should not be a personal account, but should be a secure account created expressly for the purpose of being associated with the subscription. This account will be used if you need to recover the tenancy's global administrator account password. Because the global administrator is able to take any action, you want to ensure that the account that the recovery password can be sent to is secure and is only accessible to authorized people.
   - **Business phone number** Input the phone number to be associated with the subscription.

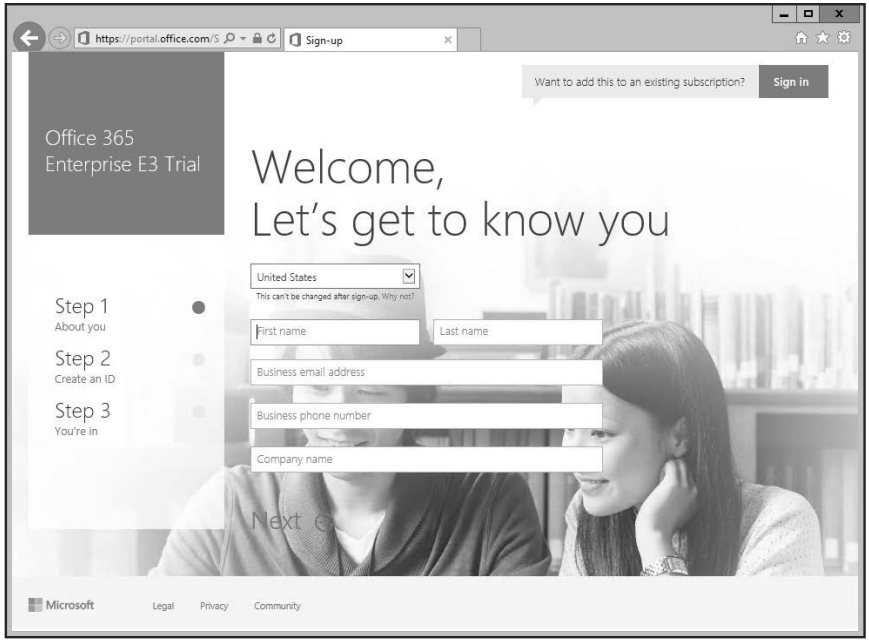

FIGURE 1-1 Welcome page

3. On the Create Your User ID page, shown in Figure 1-2, specify the following and click Next:
   - **User name** This will be the username of the global administrator account. For an organization, the name for this account should not be a standard user name, but should be appropriate for an account that will have the highest level of permissions.
   - **Company name** This will be your organization's onmicrosoft.com name. You'll be able to configure Office 365 to use a more traditional domain name at a later point in time.
   - **Password** The password must be 8-16 characters, combine upper case and lower case letters, numbers, and the following symbols: ! @ # $ % ^ & * - _ = [ ] | \ : ' , . ? / ` ~ " ( ) ;.

FIGURE 1-2 Create your user ID

4. On the Prove You're Not A Robot page, shown in Figure 1-3, provide a mobile phone number where you can receive a text message and click Text Me. The important takeaway from this page is that the secret to humanity defeating the eventual robot uprising is that robots are unable to read text messages.

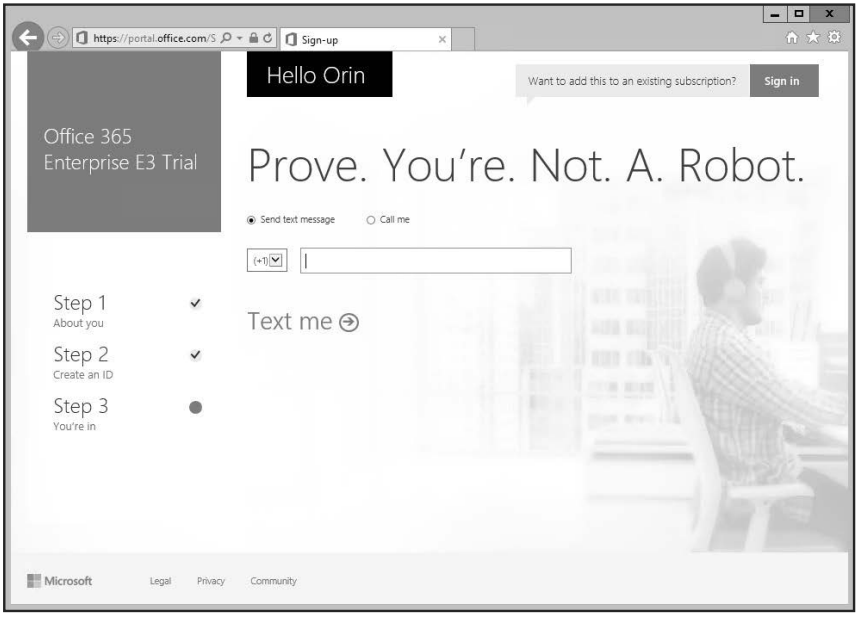

FIGURE 1-3 Prove you are not a robot

5. When you receive the text message, enter the verification code and then click Create My Account on the page shown in Figure 1-4.

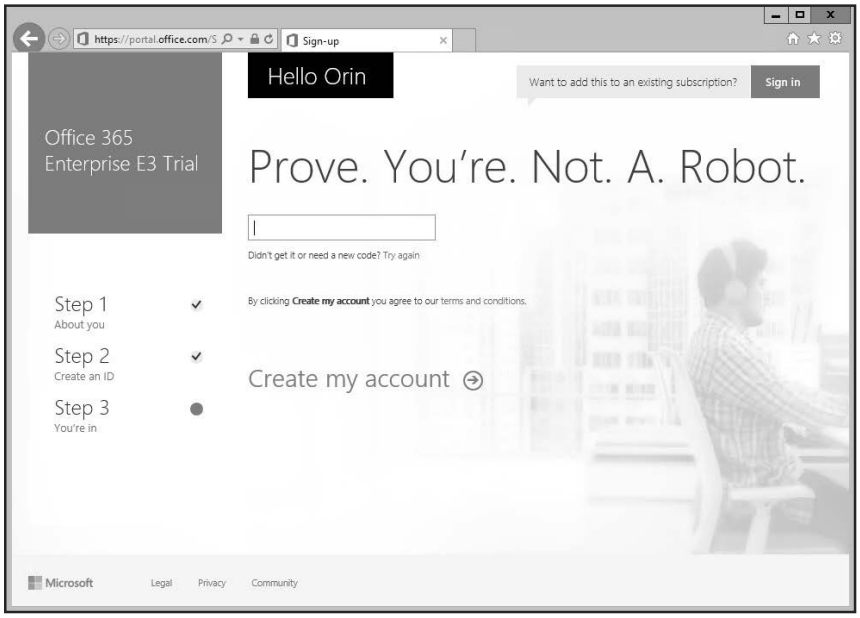

FIGURE 1-4 Enter the verification code

6. On the Save This Info page, shown in Figure 1-5, review the information, which will include your Office 365 ID and the Office 365 sign-in page.

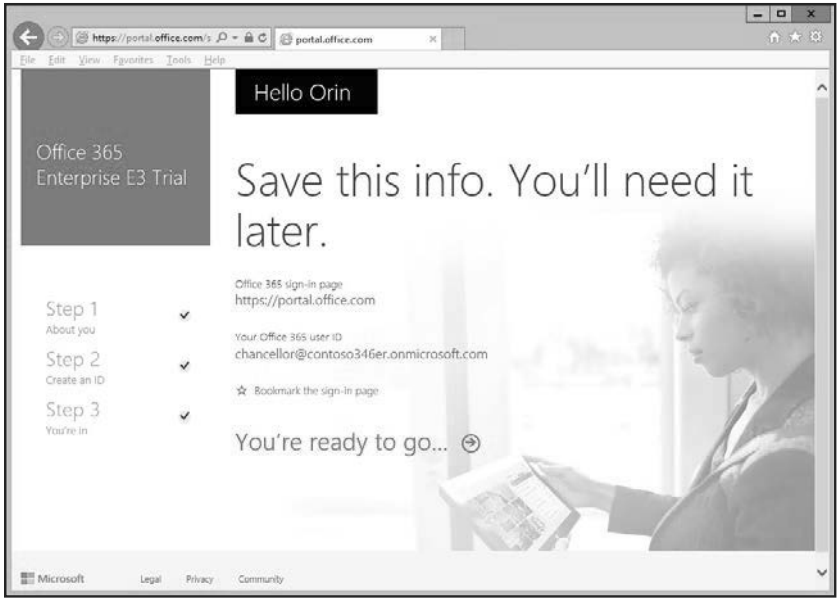

FIGURE 1-5 Trial ready

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. However, once you've set up Office 365, 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-za/article/About-your-initial-onmicrosoftcom-domain-in-Office-365-b9fc3018-8844-43f3-8db1-1b3a8e9cfd5a*.

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 as 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.

MORE INFO **ABOUT OFFICE 365 REGIONS**

You can learn more about Office 365 regions at *https://support.office.microsoft.com/en-US/article/Change-your-organizations-address-technical-contact-email-and-other-information-a36e5a52-4df2-479e-bb97-9e67b8483e10*.

Administrator roles

There are five Office 365 management roles. The Office 365 roles are as follows:

- **Global administrator** Office 365 users assigned this role have 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** Office 365 users assigned this role are able to make purchases, manage subscriptions, manage support tickets, and monitor service health.
- **Password administrator** Office 365 users assigned the password admin role are able 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** Office 365 users assigned the service admin role are able to manage service requests and monitor service health.
- **User management administrator** When assigned this role, users can 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.

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 1-6.

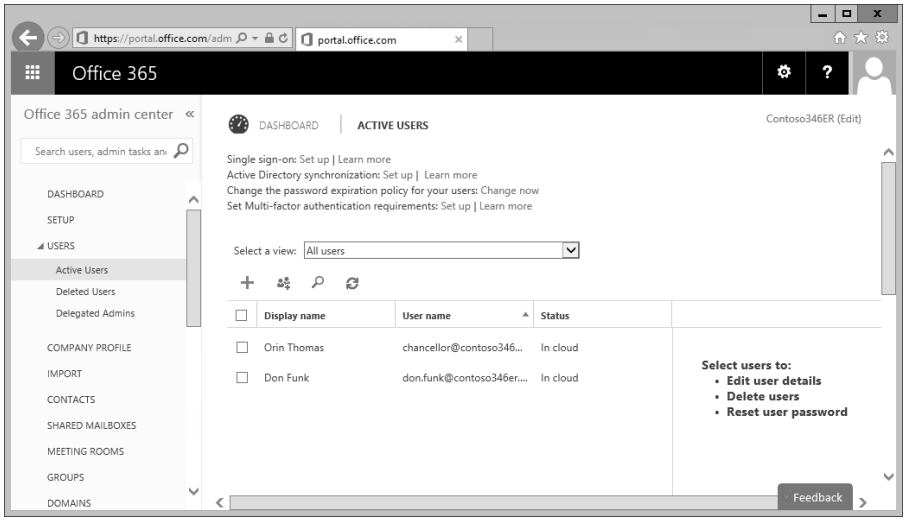

FIGURE 1-6 Active Users

2. In the Active Users node, select the user that you want to assign global admin privileges to and then click Edit.
3. On the user properties page, click Settings.
4. On the Settings page, select Yes under Assign Role and then select the Global Administrator role as shown in Figure 1-7 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.

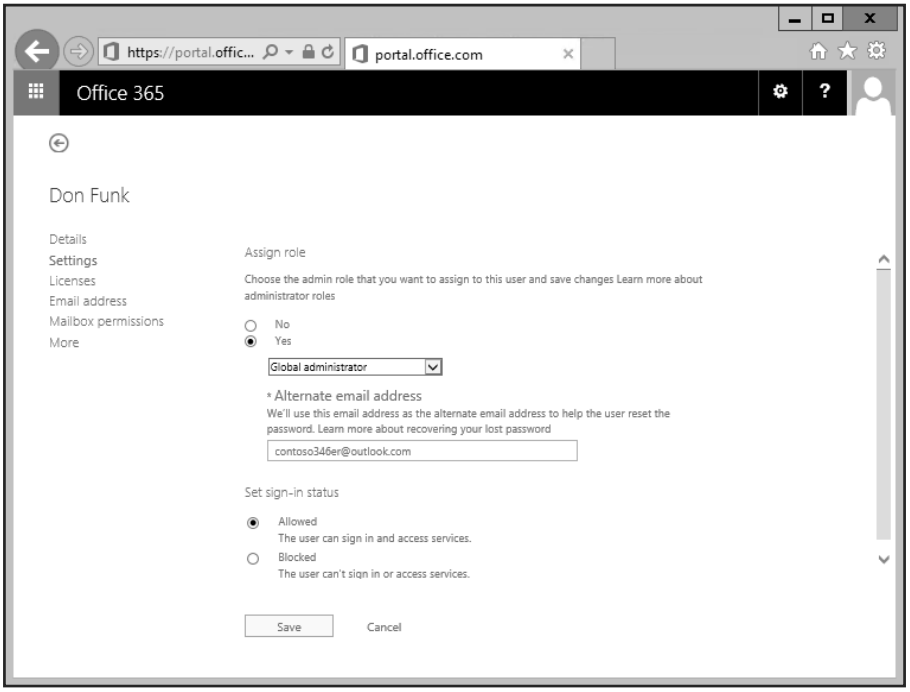

FIGURE 1-7 Global Administrator

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 1-8.

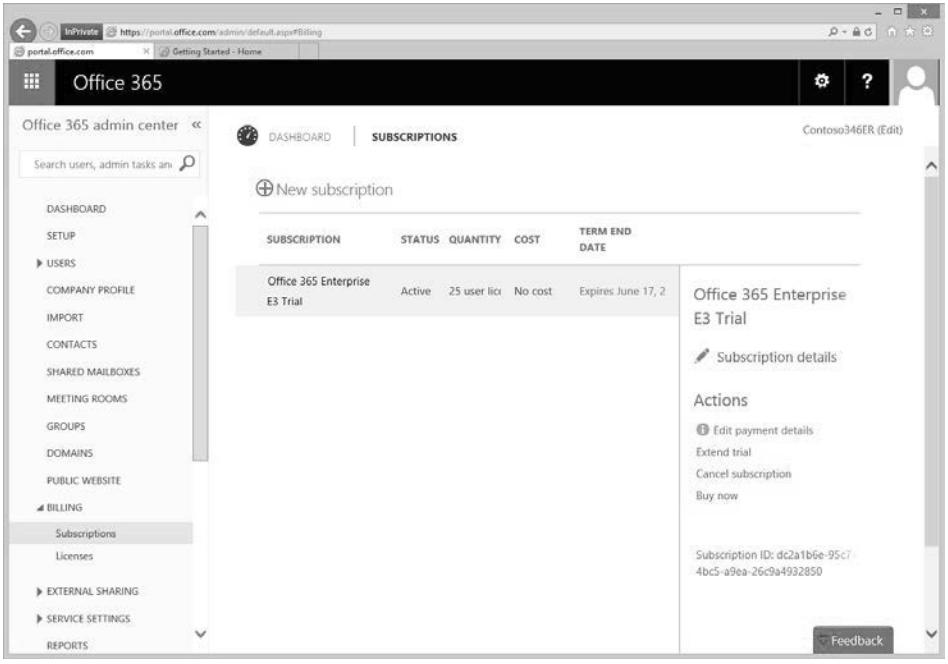

FIGURE 1-8 Subscriptions

When you are signed up to an Office 365 subscription that is not a trial subscription, you'll also be able to view a node named Bills. You can use this node to review invoices by date. Organizations can pay for Office 365 by credit card or invoice. If you want to change the payment method at a later point in time, you will need to call Office 365 support as altering the payment method cannot be performed through the Office 365 Admin Center.

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-e28093-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 OS X.

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 1-9.

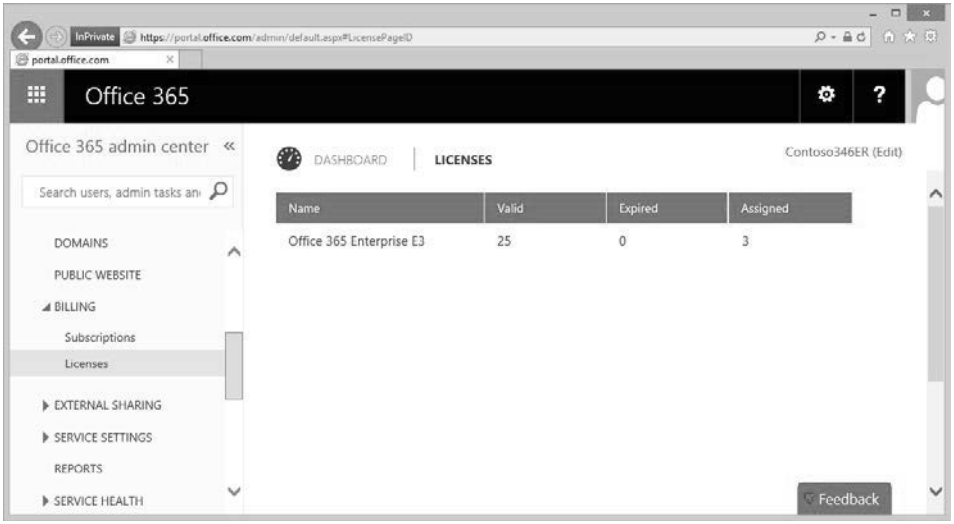

FIGURE 1-9 Licenses

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. On the Licenses tab of the user's properties, you can assign a license by selecting the check box next to each license type. You can also remove a license by clearing the check box. Figure 1-10 shows the Licenses tab of the properties of an Office 365 user.

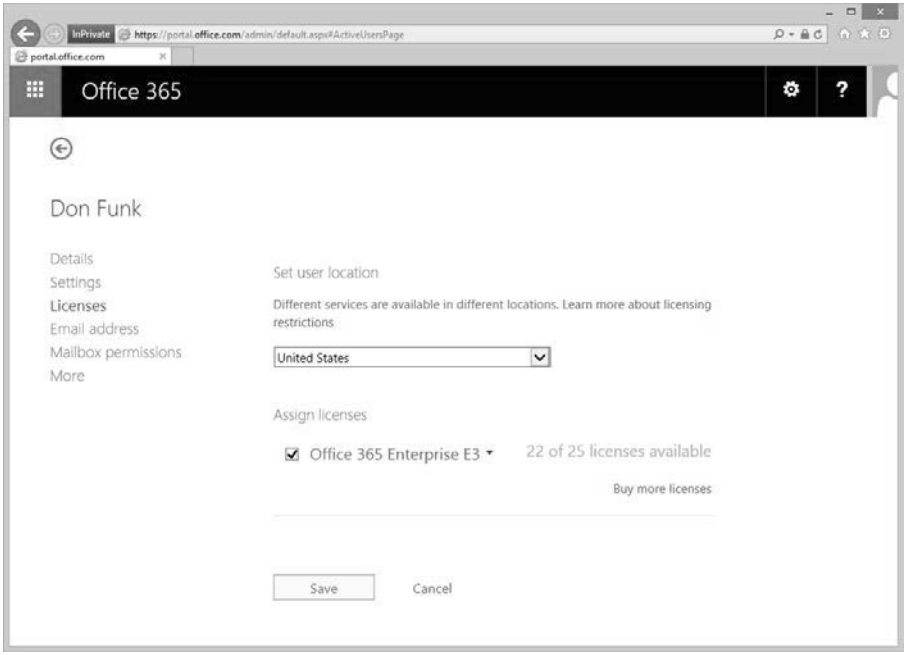

FIGURE 1-10 User license

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*.

EXAM TIP

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

Thought experiment

Office 365 setup at Fabrikam

In this thought experiment, apply what you've learned about this objective. You can find the answers to these questions in the "Answers" section at the end of the chapter.

You have been asked to provide some advice to Fabrikam, a small manufacturing business that migrated to Office 365. Fabrikam needs your advice because the person responsible for Fabrikam's IT recently left the company. During the process, they handed over the credentials of all their Office 365 accounts to the CEO.

The CEO also reports to you that there have been license problems. The company initially purchased a 50-license subscription. Since then, 10 new users have been employed to replace 10 people who left the company over the last few months. The employees who departed still have Office 365 accounts.

With this information in mind, answer the following questions:

1. **Describe the nature of at least one user account that will have global administrator rights for Fabrikam's Office 365 subscription.**
2. **What methods can be used to resolve the license conflicts?**

Objective summary

- The tenant name is the name that precedes the onmicrosoft.com name for the Office 365 tenancy. This name must be unique.
- While the tenant name can be used as the organization's email domain, you can also configure the tenancy to use a custom email domain for this purpose.
- You will need to have a device that can receive SMS messages to prove that you are not a robot during the Office 365 setup process.
- The first account setup for the tenancy will be assigned the global administrator role.
- Users assigned the global administrator role have access to all administrative features.

- Users assigned the billing administrator role are able to make purchases, manage subscriptions, manage support tickets, and monitor service health.
- Users assigned the password administrator role are able to reset the passwords of most Office 365 user accounts (except those assigned the global admin, service admin, or billing roles).
- Users assigned the service administrator role are able to manage service requests and monitor service health.
- Users assigned the user management admin are able to reset passwords; monitor service health; and manage user accounts, user groups, and service requests.
- You can assign and remove licenses by editing an Office 365 user's properties.
- Deleting a user removes all licenses assigned to that user.

Objective review

Answer the following questions to test your knowledge of the information in this objective. You can find the answers to these questions and explanations of why each answer choice is correct or incorrect in the "Answers" section at the end of the chapter.

1. Which of the following cannot be changed after you deploy an Office 365 tenancy? (Choose two.)
   - **A.** Tenant name
   - **B.** Tenant region
   - **C.** Global administrator
   - **D.** Billing administrator
2. Which of the following Office 365 user roles has the ability to change the password of users who are members of the global administrator role?
   - **A.** Global administrator
   - **B.** Password administrator
   - **C.** User management administrator
   - **D.** Service administrator
3. Which role should you assign to help desk staff who should be able to reset the passwords of non-privileged Office 365 users without assigning any unnecessary privileges?
   - **A.** Global administrator
   - **B.** Service administrator
   - **C.** Password administrator
   - **D.** User management administrator

4. Which role should you assign to staff who you want to be able to create non-privileged Office 365 users without assigning any unnecessary privileges?

   A. Global administrator

   B. Service administrator

   C. Password administrator

   D. User management administrator

Objective 1.2: Add and configure custom domains

This objective 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 objective 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 objective covers the following topics:

- Specify domain name
- Confirm ownership
- Specify domain purpose
- Move ownership of DNS to Office 365

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 as shown in Figure 1-11.

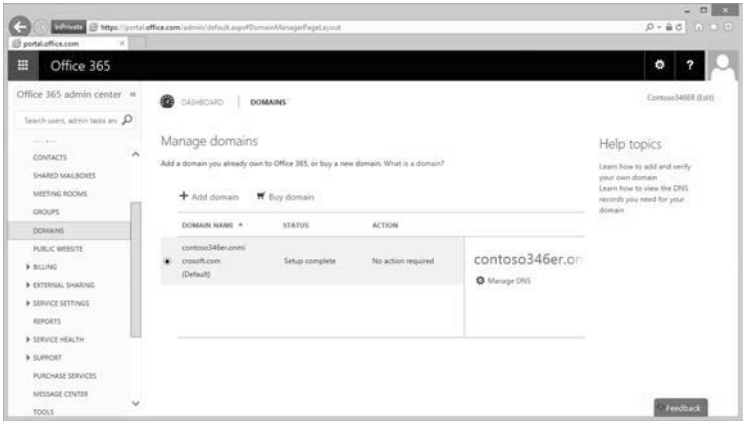

FIGURE 1-11 Domains

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 records.
3. On the What You Need To Know About Domains And DNS page, shown in Figure 1-12, click Let's Get Started.

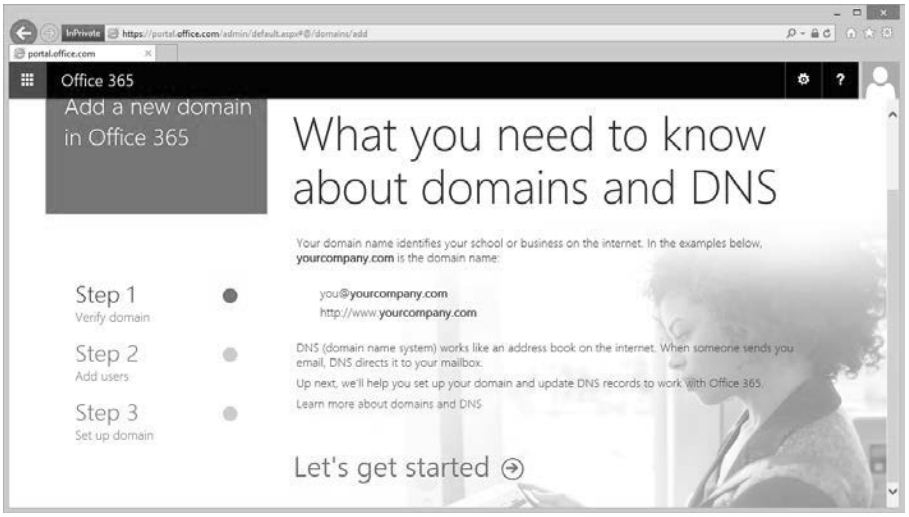

FIGURE 1-12 Add a new domain in Office 365

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.

To confirm ownership of your organization's domain, perform the following steps:

1. After clicking Let's Get Started as detailed in the previous section, on the Which Domain Do You Want To Use page, type the name of the domain as shown in Figure 1-13 and click Next.

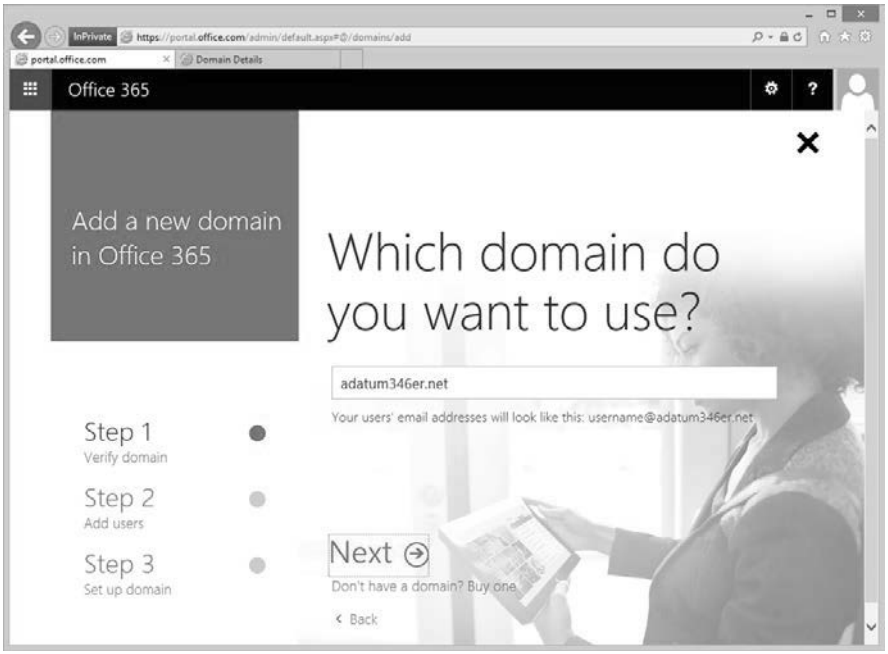

FIGURE 1-13 Choose a domain

2. If your account is registered through GoDaddy, you can sign in to GoDaddy to have Office 365 automatically configure the domain for you. Otherwise, click Use A TXT Record to verify that you own this domain.
3. Add the listed TXT record to your domain using the appropriate set of DNS tools. Figure 1-14 shows that the TXT record @ with a value of MS=ms94665460 with a time to live (TTL) of 3600 should be added to the domain. The value of this TXT record will be different each time you run the wizard.

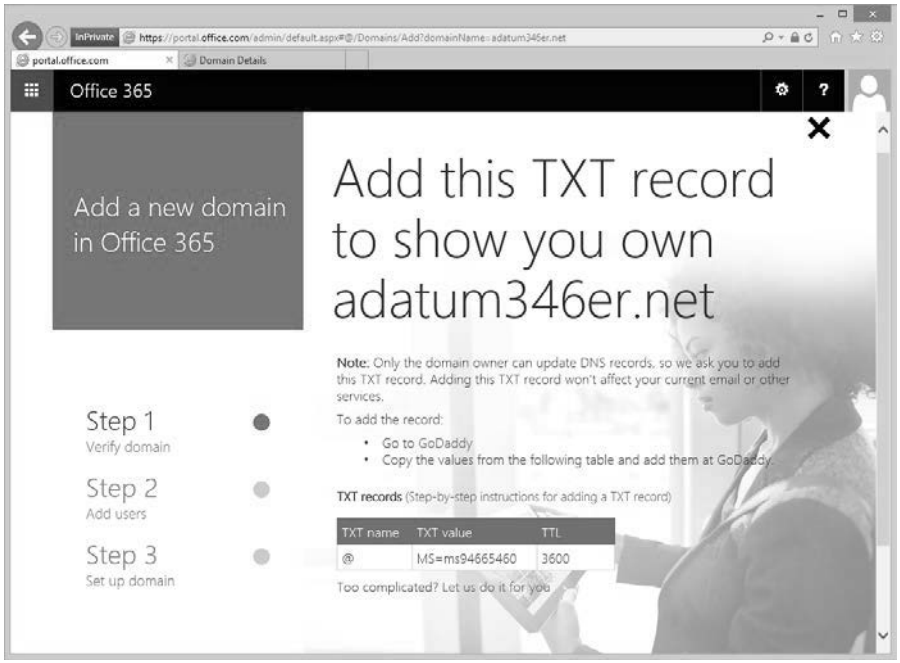

FIGURE 1-14 TXT records

4. Figure 1-15 shows the Add Zone Record dialog box in the GoDaddy DNS manager.

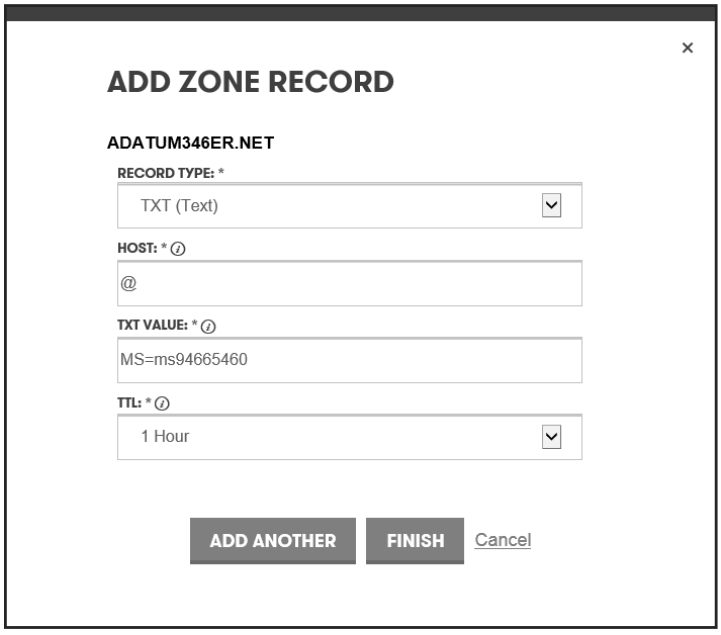

FIGURE 1-15 Add Zone record

5. Once you have added the record in your DNS manager, you'll need to click Okay, I've Added The Record. Office 365 will then attempt to verify that the record has been correctly added by performing a DNS query. Depending on DNS propagation delays, this might not occur immediately. Some DNS providers warn that it can take up to 48 hours for a DNS record to successfully propagate. When propagation is successful, you'll see the successful verification message shown in Figure 1-16.

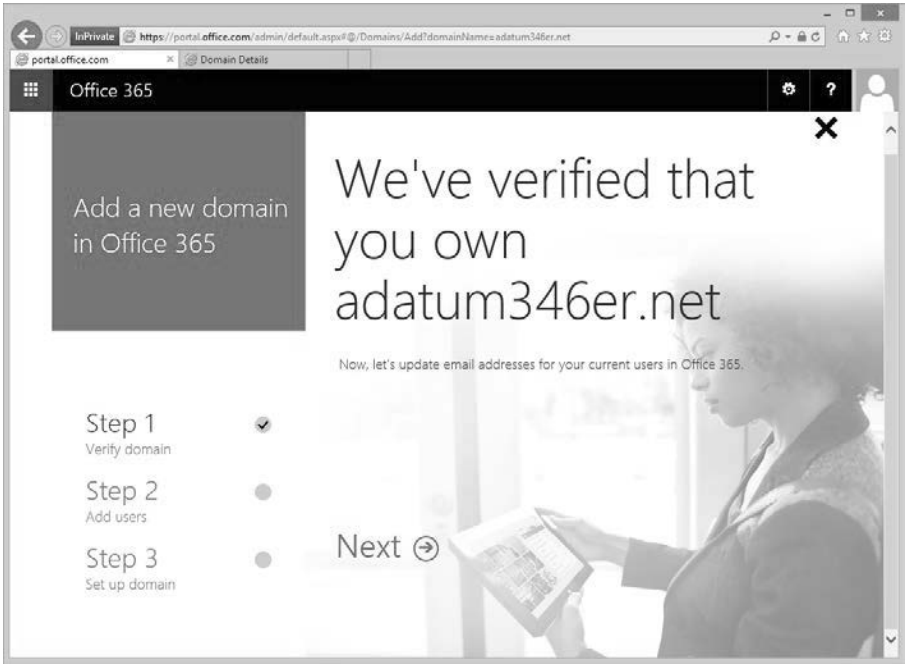

FIGURE 1-16 Custom domain verification

6. If you click Next, you'll have the option of updating user accounts to use the new name rather than the existing name as shown in Figure 1-17. Click Skip This Step to avoid updating these users.

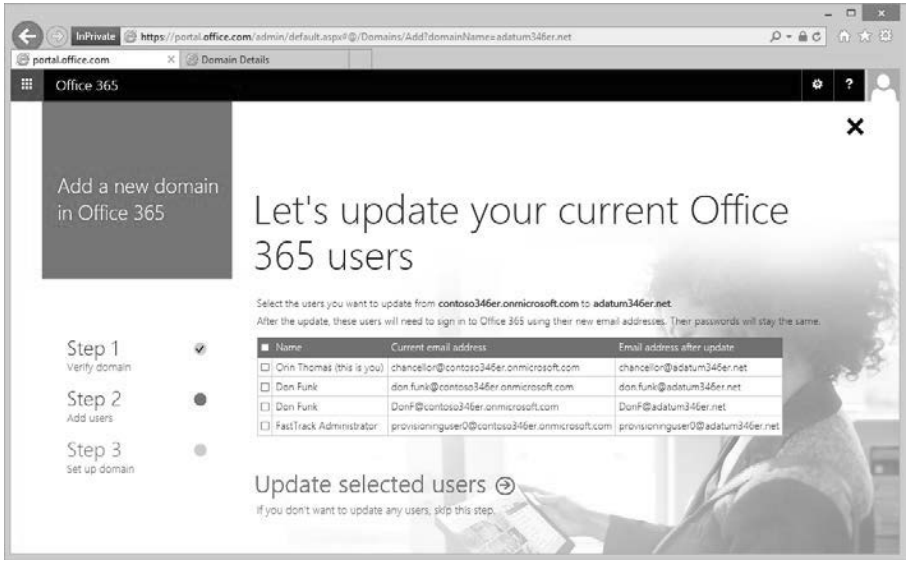

FIGURE 1-17 Update current Office 365 users

7. The next page is the Add New Users dialog box shown in Figure 1-18. You can click Skip This Step to bypass this page.

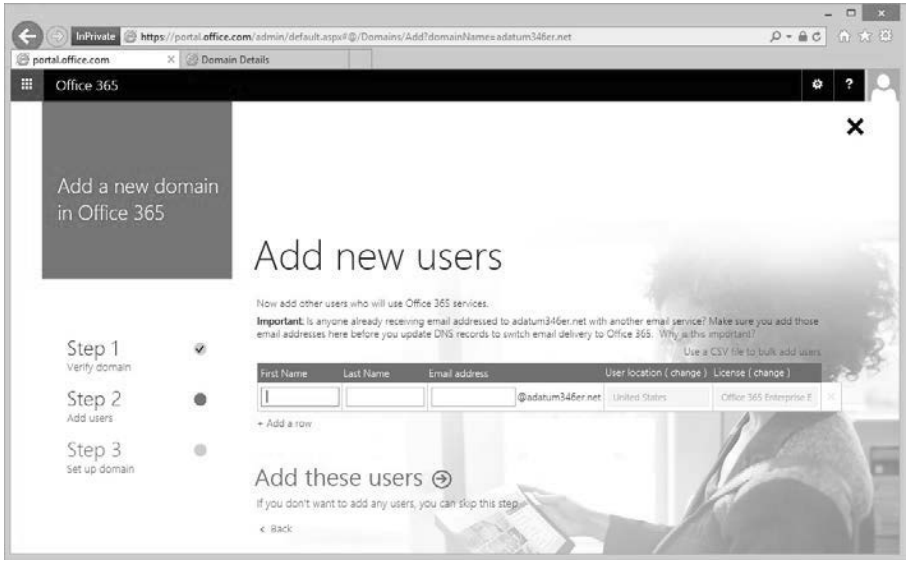

FIGURE 1-18 Add new users

8. On the Get Ready To Update DNS Records To Work With Office 365 page, click Next.
9. On the Which Services Do You Want To Use With adatum346er.net page, shown in Figure 1-19, specify whether you want to use the following services with the newly configured custom domain:
   - Outlook on the web for email, calendar, and contacts.
   - Skype for Business for instant messaging and online meetings.

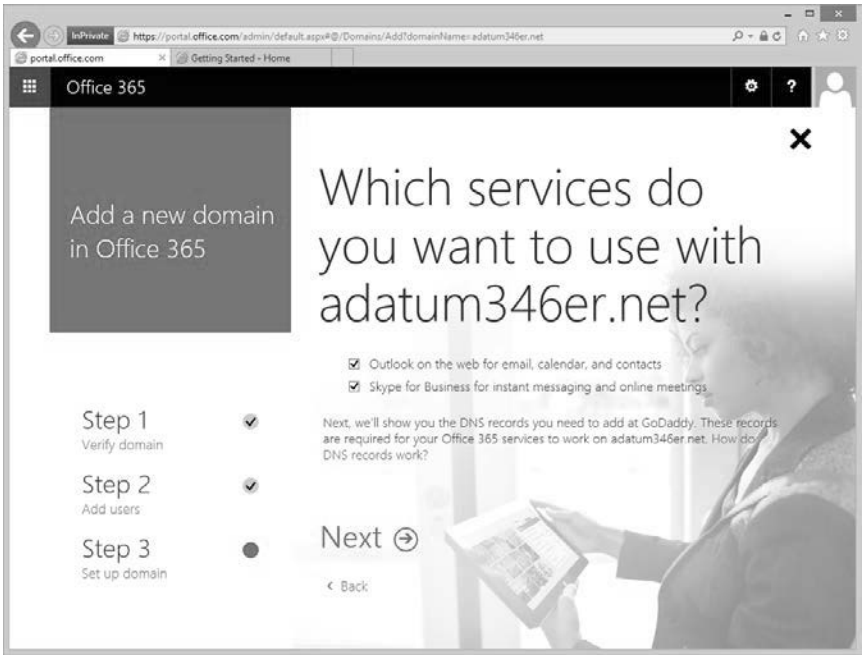

FIGURE 1-19 Domain services

10. You can choose not to set up these records by clearing the check boxes them at this step and performing this task later. When you click Next you'll be presented with the You're All Set Up page, shown in Figure 1-20.

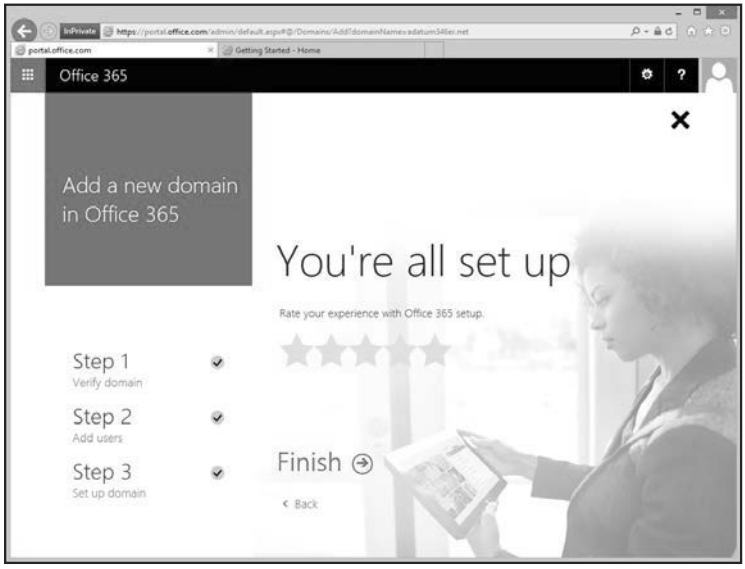

FIGURE 1-20 All set up

11. Once you click Finish, the custom domain will be listed in the list of domains as shown in Figure 1-21.

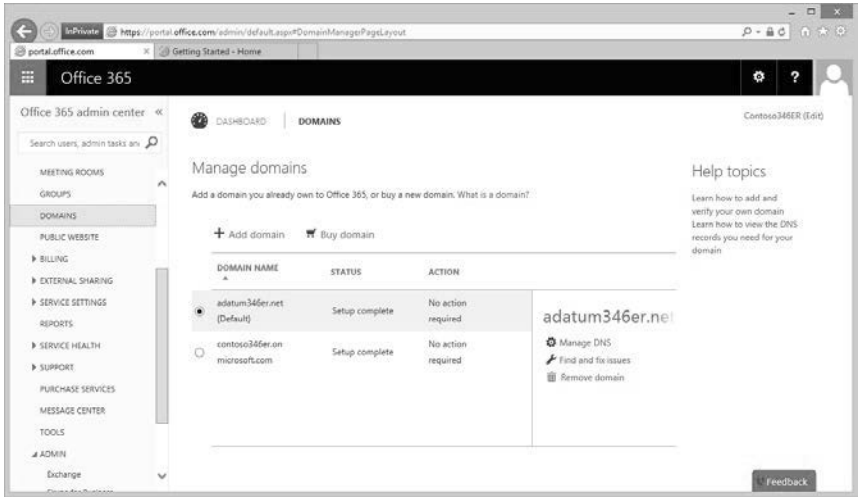

FIGURE 1-21 Domains

MORE INFO **VERIFYING THE DOMAIN NAME**

You can learn more about verifying the domain name at *https://support.office.com/en-in/article/Verify-your-domain-in-Office-365-6383f56d-3d09-4dcb-9b41-b5f5a5efd611*.

Specify domain purpose

By configuring a custom domain's purpose, you can choose how it will be used with Office 365. For example, you might want to use one custom domain as an email suffix, and another custom domain for use with Skype for Business.

To configure domain purpose, perform the following steps:

1. In the Office 365 Admin Center, click Domains. Select the domain for which you want to configure and then click Manage DNS.
2. On the Manage DNS page, shown in Figure 1-22, click Change Domain Purpose.

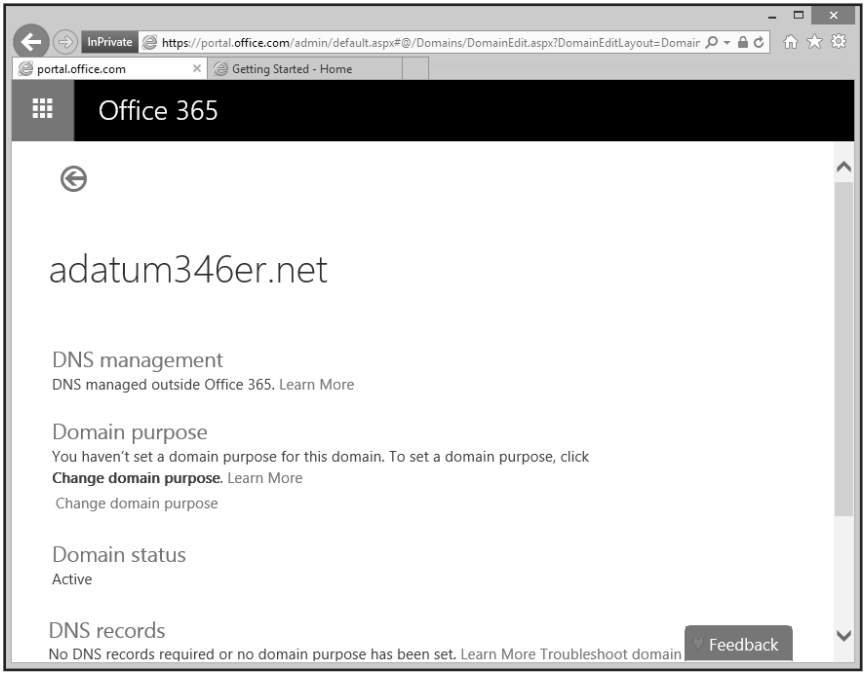

FIGURE 1-22 Domain purpose

3. On the Which Services Do You Want To Use With The Domain page, shown in Figure 1-23, select the services that you want to use with the custom domain name. These are the same options that are available when configuring the custom domain and include:
   - Outlook on the web for email, calendar, and contacts.
   - Skype for Business for instant messaging and online meetings.

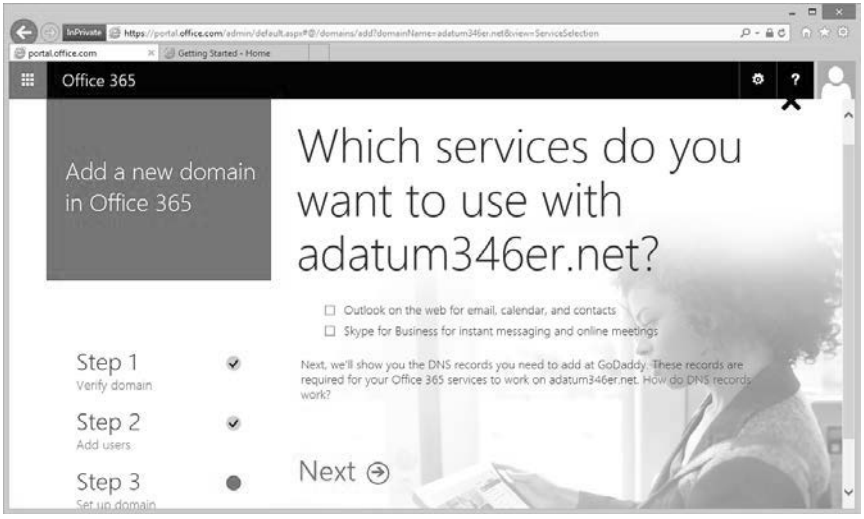

FIGURE 1-23 Which services do you want to use

4. Select the services that you want to configure for Office 365. When you click Next, you can either choose to have the DNS records added by Office 365 or you can click Add These Records Yourself.
5. If you click Add These Records Yourself, the wizard will provide you with the list of records that you need to add to support the selected services as shown in Figure 1-24.

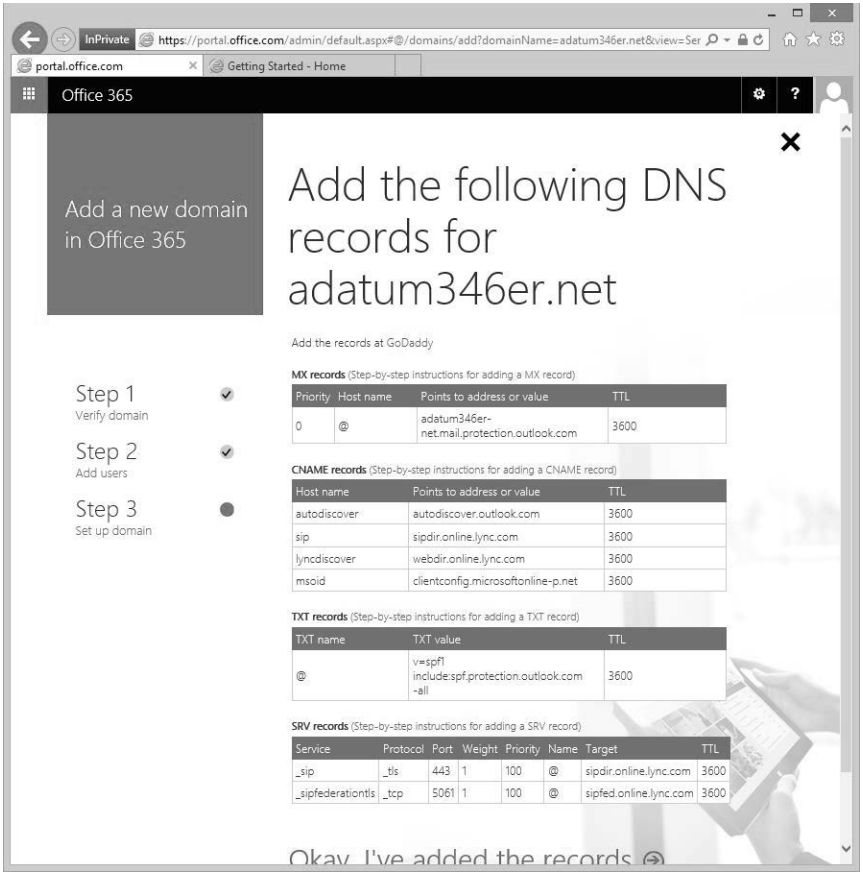

FIGURE 1-24 Add the following records

These records are listed in tables 1-1, 1-2, 1-3, and 1-4.

TABLE 1-1: MX records

Priority	Host name	Points to address or value	TTL
0	@	adatum346er-net.mail.protection.outlook.com	3600

TABLE 1-2: CNAME records

Host name	Points to address or value	TTL
Autodiscover	autodiscover.outlook.com	3600
Sip	sipdir.online.lync.com	3600
Lyncdiscover	webdir.online.lync.com	3600
msoid	clientconfig.microsoftonline-p.net	3600

TABLE 1-3: TXT records

TXT name	TXT value	TTL
@	v=spf1 include:spf.protection.outlook.com -all	3600

TABLE 1-4: SRV records

Service	Protocol	Port	Weight	Priority	Name	Target	TTL
_sip	_tls	443	1	100	@	sipdir.online.lync.com	3600
_sipfederationtls	_tcp	5061	1	100	@	sipfed.online.lync.com	3600

MORE INFO **DOMAIN PURPOSE**

You can learn more about configuring domain purpose at *https://support.office.com/en-ie/article/What-is-the-selecting-services-page-in-the-Office-365-domains-setup-wizard-17f4aa9b-5ece-4af8-8be4-a5e8ff8367f2*.

Move ownership of DNS to Office 365

You can change the name servers that host your custom domain from the original registrar to Office 365. The method that you use to do this depends on the domain registrar that currently hosts the records that point to the name servers associated with the custom domain.

You can only move ownership of DNS to Office 365 if you have gone through the process of confirming that your organization owns the domain through the configuration of the appropriate TXT records.

To move the domain ownership to Office 365, you need to configure the following settings:

- Primary name server: ns1.bdm.microsoftonline.com
- Secondary name server: ns2.bdm.microsoftonline.com

MORE INFO **CHANGE NAMESERVER TO OFFICE 365**

You can learn more about changing nameservers at *https://support.office.com/en-gb/article/Change-nameservers-to-Office-365-a46bec33-2c78-4f45-a96c-b64b2a5bae22*.

EXAM TIP

Remember what type of DNS record you have to manually configure to confirm ownership of a custom domain.

Thought experiment

Custom domain at Fabrikam

In this thought experiment, apply what you've learned about this objective. You can find the answers to these questions in the "Answers" section at the end of the chapter.

Fabrikam has signed up for an Office 365 subscription and is currently using the tenant name Fabrikam.onmicrosoft.com. Fabrikam wants to assign their custom domain, Fabrikam.com, to Office 365 and to have Microsoft DNS servers host this zone. With this information in mind, answer the following questions:

1. **What kind of DNS record must be added to confirm ownership of the Fabrikam.com DNS zone?**
2. **Which DNS records must be modified to have Microsoft DNS servers host the Fabrikam.com DNS zone?**

Objective summary

- Before you can use a custom domain with Office 365, you need to prove that your organization has ownership of the domain.
- You prove to Microsoft that your organization has ownership of a domain by configuring a custom TXT record.
- You can configure MX records for your custom domain to allow mail to be routed to Office 365.
- You can configure CNAME and SRV records to configure the custom domain name to work with Skype for Business (formerly known as Lync).

Objective review

Answer the following questions to test your knowledge of the information in this objective. You can find the answers to these questions and explanations of why each answer choice is correct or incorrect in the "Answers" section at the end of the chapter.

1. You are in the process of moving ownership of the Adatum.com DNS zone from your current ISP to Office 365. Which of the following names should be configured as nameservers as a part of this process?
   - **A.** Ns1.contoso.com, ns2.contoso.com
   - **B.** Ns1.bdm.microsoftonline.com, ns2.bdm.microsoftonline.com
   - **C.** Ns1.office365.com, ns2.office365.com
   - **D.** Mx1.contoso.com, mx2.contoso.com

2. Which record type must you configure to route email from a custom domain to Office 365 once domain ownership has been confirmed?
   - **A.** MX
   - **B.** TXT
   - **C.** NS
   - **D.** SRV
3. Which DNS record types do you need to configure to use Skype for Business with your confirmed custom DNS zone? (Choose two.)
   - **A.** SRV
   - **B.** CNAME
   - **C.** MX
   - **D.** TXT
4. What type of record do you need to configure in your custom DNS zone to allow Office 365 to confirm that your organization owns this zone?
   - **A.** TXT
   - **B.** SRV
   - **C.** CNAME
   - **D.** AAAA

Objective 1.3: Plan a pilot

This objective deals with planning an Office 365 pilot project. To master this objective you'll need to understand the steps involved in planning a successful Office 365 pilot project, including determining a cohort of pilot users, determining which workloads should not be migrated to Office 365, leveraging the Office 365 on-ramp tool, having a test plan, and configuring email accounts for pilot users.

This objective covers the following topics:

- Designate pilot users
- Identify workloads that don't require migration
- Run the Office 365 on-ramp readiness tool
- Create a test plan or use case
- Connect existing email accounts for pilot users
- Service descriptions

Designate pilot users

When selecting users for the Office 365 pilot, you need to ensure that you select a variety of users that represents the organization in its entirety. Part of the reason for the pilot is to identify potential pitfalls. For example, you want to figure out that there's a particular on-premises requirement for a group of workers in the accounting department before you migrate their workloads to Office 365. Figuring this out beforehand is much better than having to work out how to roll the accounting users back on-premises after the rest of the organization has migrated to Office 365.

The first step in selecting users for a pilot program is to determine how many users you want to include in the pilot program. Successful pilot programs often attempt to use a minimum of 5% of the potential group to be migrated. This 5% of pilot users should meet the following general criteria:

- **Full-time employees of the organization** Full-time employees will be working with the new technology during normal work hours. Part-time employees may be more sporadic in their interaction with the technology and may be less able to provide useful feedback across the pilot period.
- **Representative of the organization** Pilot users need to be from different parts of the organization. They need to have a mix of age, experience, and seniority.
- **Have been with the organization a minimum of six months** This ensures that the pilot users are familiar with normal organizational procedures.
- **Already trained on the software that they will be using** For example, if the pilot program involves moving to online mailboxes, pilot users should already be familiar with Outlook. If the pilot program means moving to an online version of SharePoint that the pilot users are already familiar with the on-premises deployment of SharePoint.
- **Willingness to provide feedback** One of the most important aspects of a pilot program is hearing what works and what does not. Pilot users who don't provide both positive and negative feedback aren't providing you with the information necessary to allow you to determine if a full implementation of Office 365 for your organization will be successful.

Identify workloads that don't require migration

When planning an Office 365 pilot, an important thing to realize is that not all workloads need to be migrated to Office 365. Implementing Office 365 is not an all-or-nothing proposition. While it's possible to have all user accounts, Exchange mailboxes, Skype for Business infrastructure, and SharePoint sites hosted in Office 365, it's also possible to configure a hybrid deployment where these services are both on-premises and in the cloud. For example, you could have a deployment where only a fraction of your organization's user accounts are native to Office 365, some mailboxes are hosted on-premises, and some

are hosted in Office 365 cloud. Your organization's SharePoint deployment could even be spread across servers in your local datacenter and others in Microsoft datacenters.

As part of your pilot, you should identify which workloads you don't need to migrate to Office 365. The factors that influence this decision will vary depending on your organization. Factors also vary depending on your region. Most countries/regions don't have local Microsoft datacenters, which might mean that moving workloads to Office 365 means moving workloads across national/regional borders. For some workload types, this may not present a problem; for other workload types, such as for workloads that deal with confidential medical data, it may not be possible to migrate the workloads across borders without contravening local legislation.

MORE INFO **HYBRID DEPLOYMENTS**

You can learn more about hybrid deployments at *https://support.office.com/en-us/article/Office-365-integration-with-on-premises-environments-263faf8d-aa21-428b-aed3-2021837a4b65*.

Run the Office 365 on-ramp readiness tool

The Office 365 on-ramp readiness tool allows you to run a set of tests to identify troubleshooting and configuration problems with Office 365. You access the tool either by navigating to *https://onramp.office365.com/* or by clicking Check Your Office 365 Configuration With Office 365 Health, Readiness, And Connectivity Checks from the Tools section of the Office 365 Admin Center as shown in Figure 1-25.

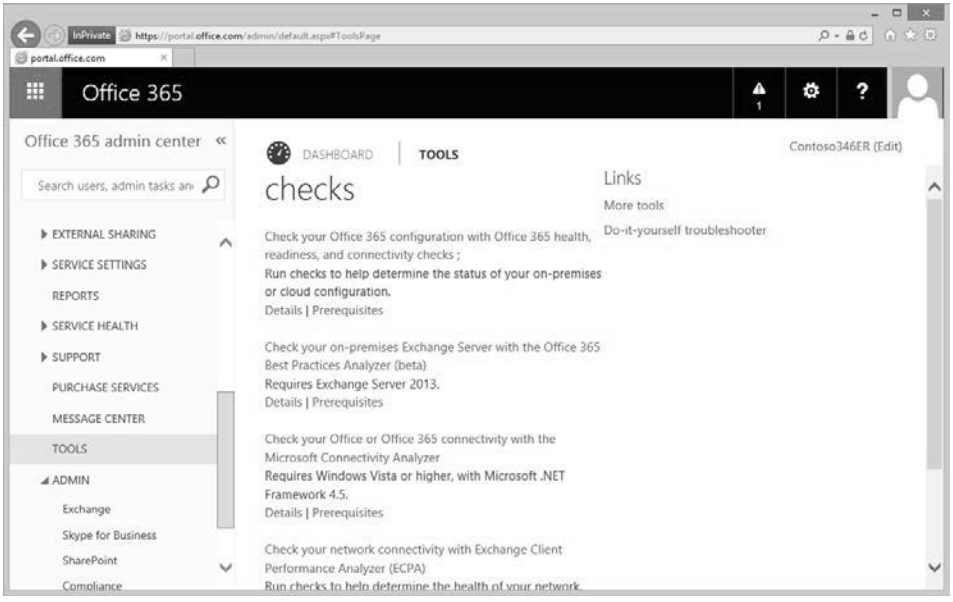

FIGURE 1-25 Checks

Running the tool involves performing the following steps:

1. On the Advanced Setup page, shown in Figure 1-26, you can elect either to make your own selections or to have an app run a check to discover what's installed in your organization's on-premises environment.

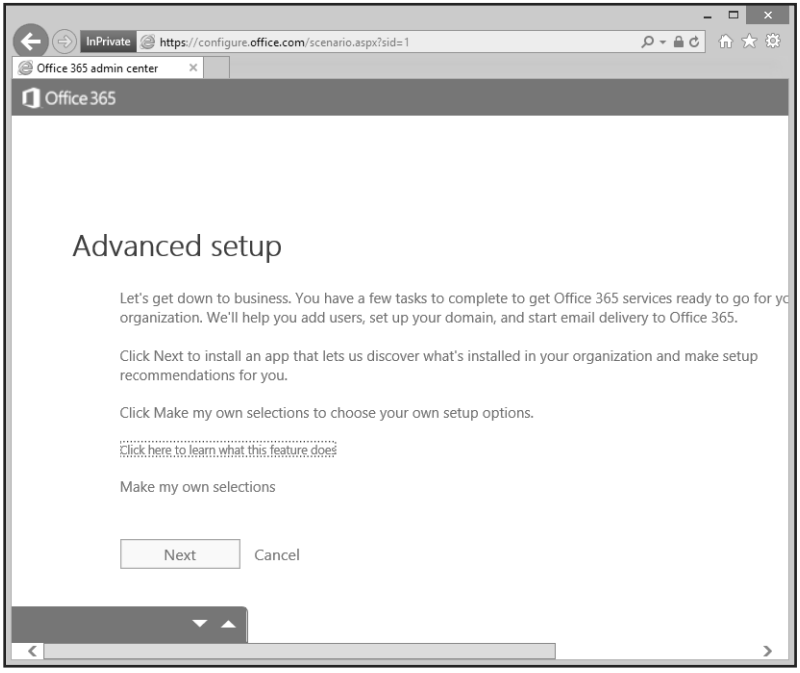

FIGURE 1-26 Advanced Setup

2. If you choose the Make My Own Selections option, you'll be presented with the following options show in in Figure 1-27:
   - Create new user accounts in Office 365
   - Sync users and passwords from an on-premises directory
   - Authenticate users with single sign-on
   - Use the free onmicrosoft.com domain
   - Add or buy your own domain
   - Add a domain you already use on-premises
   - Migrate from a system that supports IMAP
   - No migration or users will move their own email
   - Cutover migration from Exchange 2003, Exchange Server 2007, or Exchange Server 2010
   - Staged migration from Exchange 2003 or Exchange 2007
   - Hybrid environment with Exchange Server 2007 or later

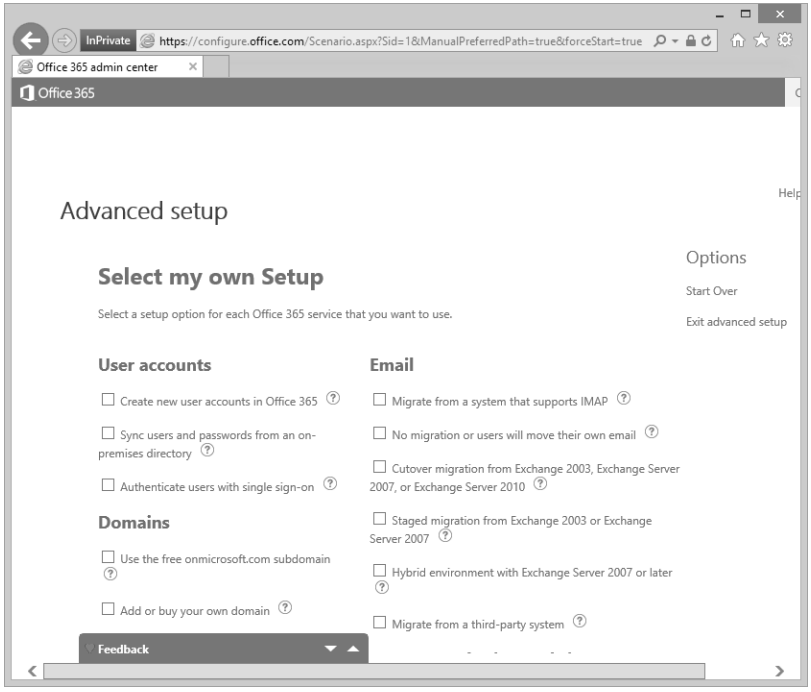

FIGURE 1-27 Select My Own Setup

Depending on your selections, you'll be provided with advice and tools about how to perform each step of the Office 365 deployment process. Much of the advice provided by the on-ramp readiness tool mirrors what is provided in the links to Office 365 documentation in this Exam Ref.

> ***MORE INFO*** **OFFICE 365 ON-RAMP READINESS TOOL**
>
> **You can learn more about the Office 365 on-ramp readiness tool at *https://configure.office.com/SharedPages/WhatThisApplicationDoes.aspx*.**

Create a test plan or use case

Creating a test plan or use case involves developing a formal process to describe how the pilot will proceed and how the results of the pilot will be assessed. The test plan should involve the following general phases:

- Deploying the Office 365 tenancy that will be used for the pilot
- Create user accounts for pilot users
- Configure active use of email for pilot users
- Deploy Office 365 ProPlus software
- Enable pilot user access to Office 365 services
- Solicit pilot user feedback about the experience

Each organization's plans will be slightly different. You need to ensure that pilot user feedback is recorded so that you can use it when evaluating how decisions made in the planning phase stack up against real-world outcomes, allowing you to make adjustments to the deployment phase.

Connect existing email accounts for pilot users

It is possible to migrate the email accounts of a small number of users from your on-premises environment to Office 365 while keeping the majority of your existing mailboxes in the on-premises mail solution. The method for doing this is termed simple domain sharing for SMTP email addresses as shown in Figure 1-28.

For example:

- Your organization has provisioned the contoso.microsoftonline.com Office 365 tenancy.
- Your organization has its own on-premises mail solution. It uses the contoso.com email suffix.

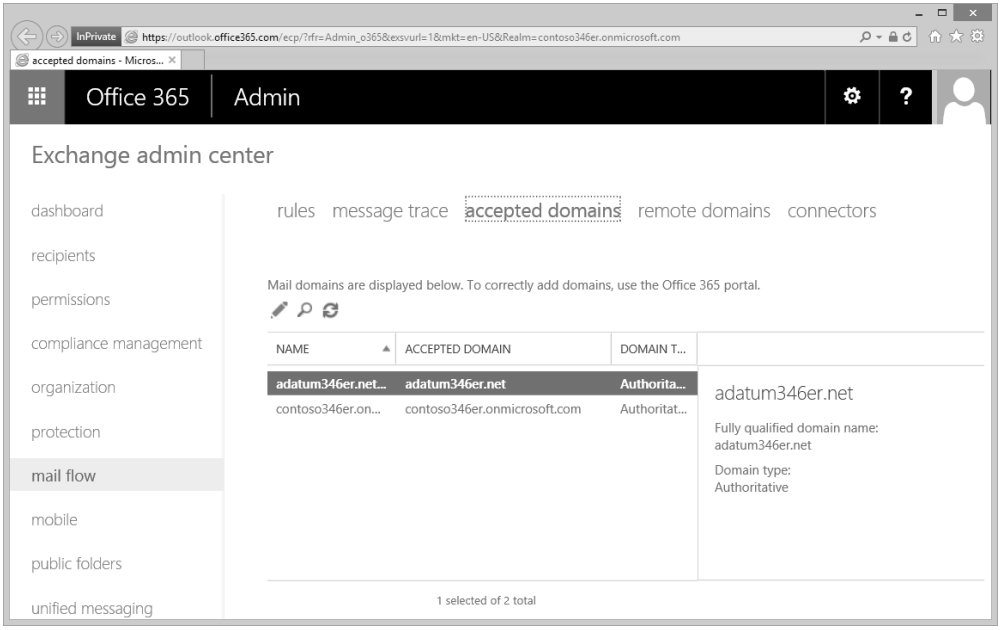

FIGURE 1-28 Mail flow

- You set the domain as an Internal Relay domain as shown in Figure 1-29.

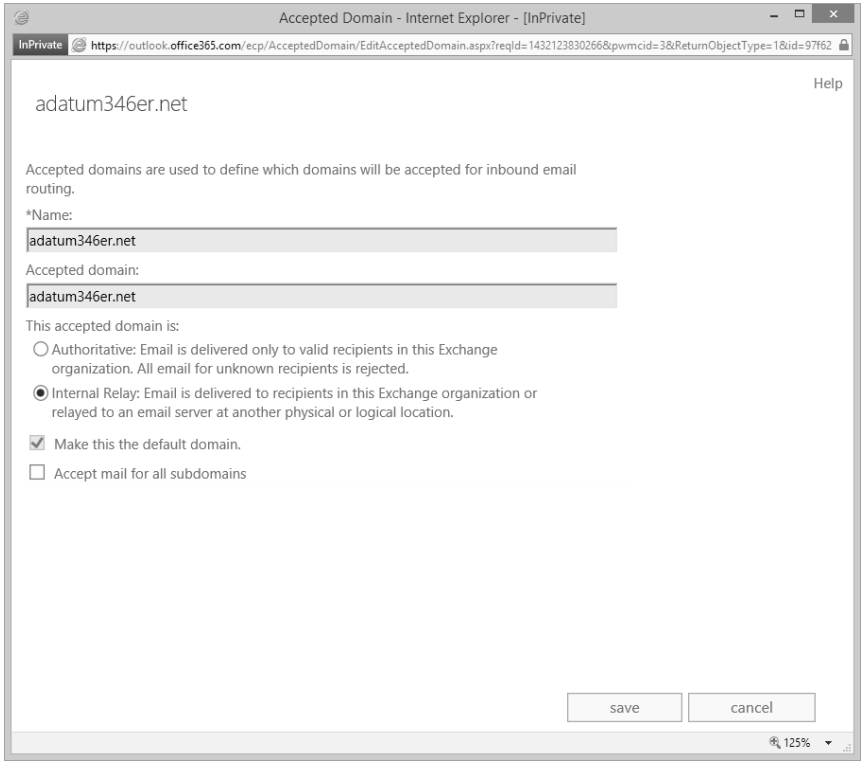

FIGURE 1-29 Internal Relay

- Configure the on-premises mail solution to configure mail forwarding of each pilot user account to the contoso.microsoftonline.com mail domain. For example, the on-premises mailbox for the don.funk@contoso.com email account should forward all incoming email to don.funk@contoso.microsoftonline.com.
- Configure each pilot user's account in Office 365 to use the on-premises DNS zone mail domain. For example, Don Funk's Office 365 user account should be configured with a reply-to address of don.funk@contoso.com.
- You can migrate the contents of pilot users' on-premises mailboxes using Exchange Admin Center.

MORE INFO **PILOT OFFICE 365 EMAIL**

You can learn more about piloting Office 365 email at *https://support.office.com/en-nz/article/Pilot-Office-365-with-a-few-email-addresses-on-your-custom-domain-39cee536-6a03-40cf-b9c1-f301bb6001d7*.

Service descriptions

Office 365 is made up of multiple separate services. Service descriptions provide information about what the service does. The service descriptions for these Office 365 services are as follows:

- **Office 365 Platform Service** The Office 365 platform combines the Microsoft Office suite of desktop applications with cloud-hosted versions of Microsoft communications and collaboration products. You can find the complete service description at *https://technet.microsoft.com/en-us/library/jj819274.aspx*.
- **Exchange Online** Exchange online provides the capabilities of an on-premises Microsoft Exchange Server deployment, including access to email, calendar, contacts, and tasks, as a cloud-based service. You can find the complete service description at *https://technet.microsoft.com/en-us/library/exchange-online-service-description.aspx*.
- **Exchange Online Archiving** A cloud-based archiving solution to assist organizations with meeting their archiving, compliance, regulatory, and e-discovery responsibilities. You can find the complete service description at *https://technet.microsoft.com/en-us/library/exchange-online-archiving-service-description.aspx*.
- **Exchange Online Protection** A cloud-based email-filtering service that protects against spam and malware. This can also be used to enforce data-loss protection policies. You can find the complete service description at *https://technet.microsoft.com/en-us/library/exchange-online-protection-service-description.aspx*.
- **SharePoint Online** Provides a cloud-hosted SharePoint deployment. You can find the complete service description at *https://technet.microsoft.com/en-us/library/share-point-online-service-description.aspx*.
- **OneDrive for Business** This is an organization-based personal online storage space hosted in the cloud. You can find the complete service description at *https://technet.microsoft.com/en-us/library/onedrive-for-business-service-description.aspx*.
- **Skype for Business** A hosted communications service that allows instant messaging, file transfer, person-to-person audio/visual communication, and conference hosting. You can find the complete service description at *https://technet.microsoft.com/en-us/library/skype-for-business-online-service-description.aspx*.
- **Office Online** This allows you to open and edit Word, Excel, PowerPoint, and One-Note documents in a web browser. You can find the complete service description at *https://technet.microsoft.com/en-us/library/office-online-service-description.aspx*.
- **Office Applications** A subscription service that provides the most recent version of the Office suite of desktop applications. You can find the complete service description at *https://technet.microsoft.com/en-us/library/office-applications-service-description.aspx*.
- **Project Online** An online solution for project portfolio management. You can find the complete service description at *https://technet.microsoft.com/en-us/library/project-online-service-description.aspx*.

- **Project Pro for Office 365** Provides an up-to-date version of the Project Professional software to desktop computers. You can find the complete service description at *https://technet.microsoft.com/en-us/library/project-pro-for-office-365-service-description.aspx*.
- **Yammer** A cloud-hosted enterprise social network. You can find the complete service description at *https://technet.microsoft.com/en-us/library/yammer-service-description.aspx*.
- **Power BI for Office 365** An online business intelligence service for managing, sharing, and consuming data queries and Excel workbooks that store data models, queries, and reports. You can find the complete service description at *https://technet.microsoft.com/en-us/library/power-bi-for-office-365-service-description.aspx*.
- **Microsoft Dynamics CRM Online** Provides online customer relationship management (CRM) capabilities. You can find the complete service description at *https://technet.microsoft.com/en-us/library/microsoft-dynamics-crm-online-service-description.aspx*.

MORE INFO **OFFICE 365 SERVICE DESCRIPTIONS**

You can learn more about Office 365 service descriptions at *https://technet.microsoft.com/en-us/library/office-365-service-descriptions.aspx*.

EXAM TIP

Remember which record type needs to be modified to allow some pilot users to have email hosted in Office 365 without configuring a hybrid Exchange deployment.

Thought experiment

Office 365 email pilot at Contoso

In this thought experiment, apply what you've learned about this objective. You can find the answers to these questions in the "Answers" section at the end of the chapter.

You are planning the pilot of Office 365 at Contoso. As part of this pilot, you want the email of five users to be managed through Office 365 rather than your existing on-premises email solution. Currently, the on-premises solution uses the @contoso.com email suffix. The Office 365 tenancy is configured with the name contoso.onmicrosoft.com. With this information in mind, answer the following questions:

1. **Which DNS record do you have to update to allow pilot users' email addresses to be hosted in Office 365?**
2. **What steps do you have to take with the on-premises email so that email sent to pilot users' email addresses ends up in Office 365?**

Objective summary

- Pilot users should provide a representative sample of your organization.
- Not all workloads can be or should be migrated to Office 365. Use the pilot phase to determine which workloads you will not migrate.
- The Office 365 on-ramp readiness tool provides advice for migrating to Office 365.
- A test plan or use case is a document that provides information on each phase of the migration process.
- You can configure pilot users with Office 365 mailboxes through the configuration of SPF records, accepted domains, and email forwarding.
- Office 365 service descriptions provide precise information about Office 365 service functionality.

Objective review

Answer the following questions to test your knowledge of the information in this objective. You can find the answers to these questions and explanations of why each answer choice is correct or incorrect in the "Answers" section at the end of the chapter.

1. Your organization has 200 users. What's the minimum number that should be involved in the Office 365 pilot?
   - **A.** 2
   - **B.** 5
   - **C.** 10
   - **D.** 1
2. Which Office 365 service provides spam filtering?
   - **A.** Exchange Online Protection
   - **B.** Exchange Online Archiving
   - **C.** SharePoint Online
   - **D.** OneDrive for Business
3. You are configuring a custom domain as part of an Office 365 pilot. You want to host some, but not all, pilot user email accounts in Office 365. Which setting should you configure for the custom domain?
   - **A.** Authoritative
   - **B.** Internal Relay
   - **C.** External Relay
   - **D.** Remote Domain

4. The current SPF record for your organization's custom DNS zone is configured as "v=spf1 mx include:tailspintoys.com ~all." What should be the value of the SPF record if you want to have some pilot users use Office 365 as the mailbox for email sent to their @tailspintoys.com email address?

   A. "v=spf1 txt include:tailspintoys.com include:spf.protection.outlook.com ~all"

   B. "v=spf1 txt include:tailspintoys.com include:spf.protection.tailspintoys.com ~all"

   C. "v=spf1 mx include:tailspintoys.com include:spf.protection.tailspintoys.com ~all"

   D. "v=spf1 mx include:tailspintoys.com include:spf.protection.outlook.com ~all"

Answers

This section contains the solutions to the thought experiments and answers to the objective review questions in this chapter.

Objective 1.1: Thought experiment

1. The first user account created for a subscription will be assigned global administrator privileges. This will be the user account of the IT staff member who recently left and who set up Office 365.
2. The license conflict can be resolved by either manually removing licenses from the 10 users who have left the organization, or by deleting their user accounts.

Objective 1.1: Review

1. **Correct answers:** A and B
   - **A. Correct:** Tenant name cannot be changed after deployment.
   - **B. Correct:** Tenant region cannot be changed after deployment.
   - **C. Incorrect:** User accounts assigned the global administrator role can be changed after deployment of an Office 365 tenancy.
   - **D. Incorrect:** User accounts assigned the billing administrator role can be altered after deployment of an Office 365 tenancy.
2. **Correct answer:** A
   - **A. Correct:** Only users assigned the global administrator role are able to reset the passwords of users assigned the global administrator role.
   - **B. Incorrect:** Only users assigned the global administrator role are able to reset the passwords of users assigned the global administrator role. Users assigned the password administrator role cannot perform this task
   - **C. Incorrect:** Only users assigned the global administrator role are able to reset the passwords of users assigned the global administrator role. Users assigned the user management administrator role cannot perform this task
   - **D. Incorrect:** Only users assigned the global administrator role are able to reset the passwords of users assigned the global administrator role. Users assigned the service administrator role cannot perform this task.
3. **Correct answer:** C
   - **A. Incorrect:** Assigning the global administrator role would involve assigning unnecessary privileges.
   - **B. Incorrect:** Members of the service administrator role are unable to reset passwords.

C. **Correct:** Assigning the password administrator role will ensure that the passwords of non-privileged Office 365 users can be changed without assigning unnecessary privileges.

D. **Incorrect:** Assigning the user management administrator role would involve assigning unnecessary privileges.

4. **Correct answer:** D

A. **Incorrect:** Assigning the global administrator role would involve assigning unnecessary privileges.

B. **Incorrect:** Members of the service administrator role are unable to create user accounts.

C. **Incorrect:** Users assigned the password administrator role are unable to create user accounts.

D. **Correct:** Assigning the user management administrator role would allow users to create non-privileged Office 365 accounts without assigning unnecessary privileges.

Objective 1.2: Thought experiment

1. A TXT record must be added to confirm ownership of the Fabrikam.com DNS zone.
2. The NS records for the zone must be modified to allow Microsoft to host the Fabrikam.com DNS zone.

Objective 1.2: Review

1. **Correct answer:** B

A. **Incorrect:** To move ownership of DNS to Office 365, you need to configure ns1.bdm.microsoftonline.com and ns2.bdm.microsoftonline.com as authoritative nameservers for the zone.

B. **Correct:** To move ownership of DNS to Office 365, you need to configure ns1.bdm.microsoftonline.com and ns2.bdm.microsoftonline.com as authoritative nameservers for the zone.

C. **Incorrect:** To move ownership of DNS to Office 365, you need to configure ns1.bdm.microsoftonline.com and ns2.bdm.microsoftonline.com as authoritative nameservers for the zone rather than MX2.contoso.com.

D. **Incorrect:** To move ownership of DNS to Office 365, you need to configure ns1.bdm.microsoftonline.com and ns2.bdm.microsoftonline.com as authoritative nameservers for the zone rather than MX1.contoso.com

2. **Correct answer:** A
   A. **Correct:** You need to reconfigure MX records to route email from a custom domain to Office 365 once domain ownership has been confirmed.
   B. **Incorrect:** You don't need to reconfigure a TXT record. You need to reconfigure MX records to route email from a custom domain to Office 365 once domain ownership has been confirmed.
   C. **Incorrect:** You don't need to reconfigure a NS record. You need to reconfigure MX records to route email from a custom domain to Office 365 once domain ownership has been confirmed.
   D. **Incorrect:** You don't need to reconfigure a SRV record. You need to reconfigure MX records to route email from a custom domain to Office 365 once domain ownership has been confirmed.
3. **Correct answers:** A and B
   A. **Correct:** You need to configure SRV and CNAME records to use Skype for Business with your confirmed custom DNS zone.
   B. **Correct:** You need to configure SRV and CNAME records to use Skype for Business with your confirmed custom DNS zone.
   C. **Incorrect:** You need to configure SRV and CNAME records, rather than MX records, to use Skype for Business with your confirmed custom DNS zone.
   D. **Incorrect:** You need to configure SRV and CNAME records, rather than TXT records, to use Skype for Business with your confirmed custom DNS zone.
4. **Correct answer:** A
   A. **Correct:** You need to configure a custom TXT record in your custom DNS zone to allow Office 365 to confirm that your organization owns a specific DNS zone.
   B. **Incorrect:** You need to configure a custom TXT record and not an SRV record in your custom DNS zone to allow Office 365 to confirm that your organization owns a specific DNS zone.
   C. **Incorrect:** You need to configure a custom TXT record and not a CNAME record in your custom DNS zone to allow Office 365 to confirm that your organization owns a specific DNS zone.
   D. **Incorrect:** You need to configure a custom TXT record and not an AAAA record in your custom DNS zone to allow Office 365 to confirm that your organization owns a specific DNS zone.

Objective 1.3: Thought experiment

1. You need to update the SPF record to allow pilot users' email addresses to be hosted in Office 365.
2. You need to configure email forwarding to the users' @contoso.onmicrosoft.com accounts.

Objective 1.3: Review

1. **Correct answer:** C
   - A. **Incorrect:** A minimum of 5% of users should be involved in the Office 365 pilot. In an organization with 200 users, this is 10 people and not 2.
   - B. **Incorrect:** A minimum of 5% of users should be involved in the Office 365 pilot. In an organization with 200 users, this is 10 people and not 5.
   - C. **Correct:** A minimum of 5% of users should be involved in the Office 365 pilot. In an organization with 200 users, this is 10 people.
   - D. **Incorrect:** A minimum of 5% of users should be involved in the Office 365 pilot. In an organization with 200 users, this is 10 people and not 1.
2. **Correct answer:** A
   - A. **Correct:** Exchange Online Protection offers spam filtering and malware protection.
   - B. **Incorrect:** Exchange Online Archiving does not provide spam filtering and malware protection.
   - C. **Incorrect:** SharePoint Online does not provide spam filtering and malware protection.
   - D. **Incorrect:** OneDrive for Business does not provide spam filtering and malware protection.
3. **Correct answer:** B
   - A. **Incorrect:** You must configure the domain as an Internal Relay domain when configuring mail flow for pilot mail users rather than as an Authoritative domain.
   - B. **Correct:** You must configure the domain as an Internal Relay domain when configuring mail flow for pilot mail users.
   - C. **Incorrect:** You must configure the domain as an Internal Relay domain when configuring mail flow for pilot mail users rather than as an External Relay domain.
   - D. **Incorrect:** You must configure the domain as an Internal Relay domain when configuring mail flow for pilot mail users rather than as a Remote domain.

4. **Correct answer:** D

   A. **Incorrect:** The SPF record should be set to "v=spf1 mx include:tailspintoys.com include:spf.protection.outlook.com ~all", it should not include a the TXT record type.

   B. **Incorrect:** The SPF record should be set to "v=spf1 mx include:tailspintoys.com include:spf.protection.outlook.com ~all" not include:spf.protection.tailspintoys.com.

   C. **Incorrect:** The SPF record should be set to "v=spf1 mx include:tailspintoys.com include:spf.protection.outlook.com ~all" not include:spf.protection.tailspintoys.com.

   D. **Correct:** The SPF record should be set to "v=spf1 mx include:tailspintoys.com include:spf.protection.outlook.com ~all."

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