



Microsoft Exchange

Course Introduction:

This course is designed to equip IT professionals with the knowledge and skills necessary to effectively manage and maintain Microsoft Exchange Server environments. As a leading platform for email and collaboration, Microsoft Exchange plays a critical role in organizational communication and productivity. This five-day course covers essential topics, including installation, configuration, security, and troubleshooting of Exchange Server, enabling participants to ensure smooth operational performance and user satisfaction.

Throughout the course, participants will engage in theoretical discussions and practical scenarios, allowing them to apply learned concepts in real-world contexts. By the end of the course, attendees will possess a comprehensive understanding of Exchange Server functionalities and best practices, empowering them to optimize their organization's email infrastructure and support their users effectively.

Course Objectives:

By the end of the program, participants will be able to:

- Understand the architecture and components of Microsoft Exchange Server.
- Configure and manage Exchange Server settings and user accounts.
- Implement security measures and compliance features in Exchange.
- Troubleshoot common issues and perform maintenance tasks effectively.
- Explore advanced features and integration options with Microsoft 365.

Who Should Attend?

This course is intended for :-

- IT professionals and system administrators managing email systems.
- Network engineers involved in the deployment of Exchange Server.
- Helpdesk and support staff assisting users with Exchange-related issues.
- Compliance officers and security specialists focused on email security.
- New professionals seeking to enhance their knowledge of Microsoft Exchange.

Course Outline:

Day 1: Introduction to Microsoft Exchange

- Overview of Microsoft Exchange and its role in an organization
- Understanding Exchange architecture and components
- Installation prerequisites and system requirements
- Installation process of Exchange Server

Day 2: Configuration and Management

- Configuring Exchange Server settings and services
- Managing mailboxes, distribution groups, and contacts
- Implementing email policies and retention settings
- Introduction to Exchange Management Shell and PowerShell commands

Day 3: Security and Compliance

- Understanding Exchange security features and best practices
- Implementing role-based access control (RBAC)
- Configuring anti-spam and anti-malware protection
- Compliance features: eDiscovery, retention policies, and auditing

Day 4: Troubleshooting and Maintenance

- Common issues and troubleshooting techniques in Exchange
- Monitoring Exchange Server performance and logs
- Backup and recovery strategies for Exchange data
- Best practices for regular maintenance and updates

Day 5: Advanced Features and Future Trends

- Overview of Exchange Online and hybrid deployment options
- Integration with Microsoft 365 and other collaboration tools
- Exploring advanced features like shared mailboxes and public folders
- Future trends in email technology and Exchange Server

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

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International Centre For Training & Development

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session