

Microsoft 365 Enterprise Administration

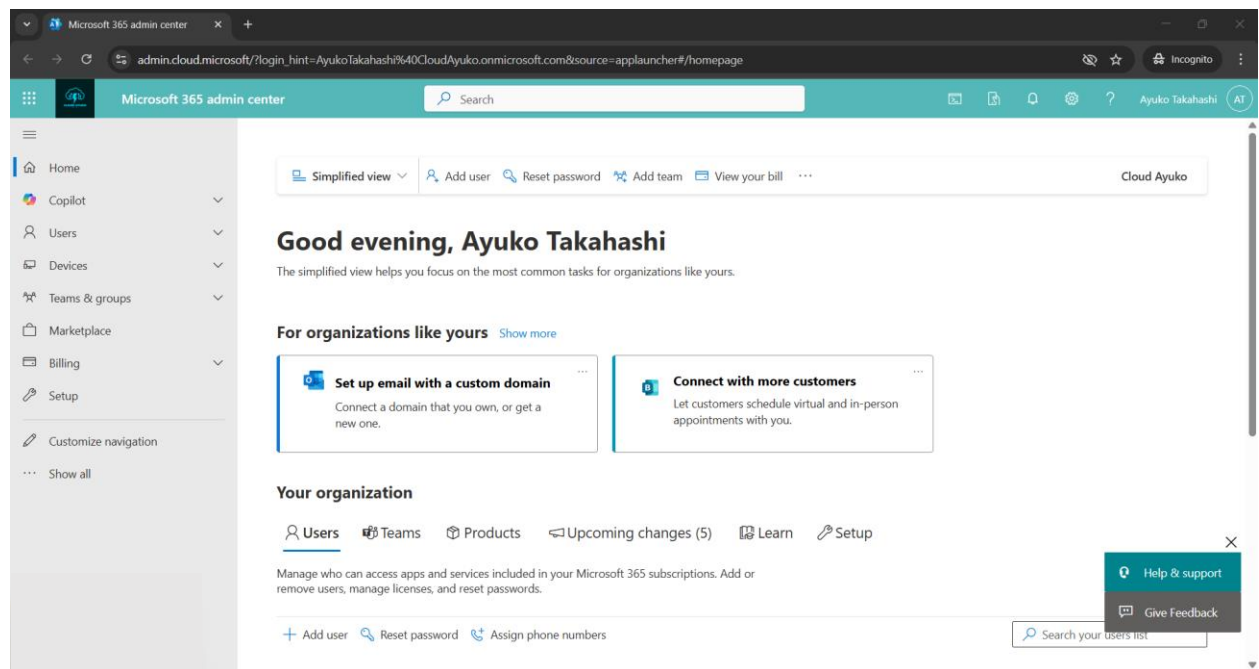
Project Overview

This document presents hands-on experience administering Microsoft 365 in an enterprise environment. The focus is on identity management, user administration, service configuration, and operational management of core Microsoft 365 services using both administrative portals and PowerShell.

The content reflects real-world administrative responsibilities involved in maintaining secure, reliable, and well-governed Microsoft 365 tenant environments.

Tenant and Organizational Configuration

This section documents the configuration of Microsoft 365 tenant-level settings, including organizational information and administrative contact details used to support users and align the environment with organizational requirements.



Active groups - Microsoft 365

admin.cloud.microsoft/?login_hint=AyukoTakahashi%40CloudAyuko.onmicrosoft.com&source=applauncher#/addgroupwizard/M365Group

Microsoft 365 admin center

Home > Active teams and groups > Add a Microsoft 365 group

Enable Dark mode

Basics

Owners

Members

Settings

Finish

Group type

Microsoft 365

Edit

Basics

Name: Help Desk

Description: Help Desk

Edit

Owners

Ayuko Takahashi, Ayuko Takahashi1

Edit

Members

Aliss Benson, Mary Anne

Edit

Settings

Email: HelpDesk@CloudAyuko.onmicrosoft.com

Privacy: Public

Role assignment: Disabled

Add Microsoft Teams: Yes

Edit

Back

Create group

Help & support

Give Feedback

Cancel

Settings - Microsoft 365 admin

admin.cloud.microsoft/?login_hint=AyukoTakahashi%40CloudAyuko.onmicrosoft.com&source=applauncher#/Settings/OrganizationProfile/Settings/L1/CustomHelpDesk

Microsoft 365 admin center

Home > Org settings

Org settings

Services

Security & privacy

Organization profile

Name ↑

Description

Custom themes

Customize Microsoft 365 for your organization

Custom tiles for Apps

Add tiles that open websites or SharePoint pages

Data location

See where Microsoft stores your data for your organization

Help desk information

Streamline user support by adding custom help desk information

Keyboard shortcuts

Perform many common tasks using the keyboard

Multitenant collaboration

Enable users in your multitenant organization

Organization information

Update your organization's contact information

Help desk information

☒ Add your help desk contact information

Title *

Help Desk

Contact information *

Provide at least one way for your users to get support from your organization.

Phone

Email

HelpDesk@CloudAyuko.onmicrosoft.com

URL

https://www.example.com

Help desk website

Save

Identity and Access Administration

This section demonstrates identity and access administration tasks, including managing user participation in targeted release programs to evaluate upcoming features before broad deployment.

The screenshot displays the Microsoft 365 admin center interface. The left sidebar contains navigation links: Home, Copilot, Users, Devices, Teams & groups, Marketplace, Billing, Setup, Customize navigation, and Show all. The main content area is titled 'Organization profile' and lists various settings: Custom themes, Custom tiles for Apps, Data location, Help desk information, Keyboard shortcuts, Multitenant collaboration, Organization information, Release preferences (selected), Send email notifications from your domain, and Support integration. The 'Release preferences' panel is open on the right, showing three options: 'Standard release for everyone', 'Targeted release for everyone', and 'Targeted release for select users' (which is selected). Below these options, there are links to 'Select users' and 'Upload users'. A list titled 'Users currently on targeted release' shows two users: Ayuko Takahashi and Ayuko Takahashi1, each with a 'Remove' button. A 'Save' button is at the bottom of the panel.

Release preferences

This setting doesn't affect how Microsoft 365 apps, such as Word and Excel, get new features and updates. To choose when Microsoft 365 apps get new features and updates, go to [Microsoft 365 installation options](#).

- ☐ Standard release for everyone
Your entire organization gets updates when we release them broadly.
- ☐ Targeted release for everyone
Your entire organization gets updates early.
- ☒ Targeted release for select users
Pick people to receive updates early to preview them before they're released to everyone else.

[Select users](#) [Upload users](#)

Users currently on targeted release

User	Action
Ayuko Takahashi Ayuko.Takahashi@CloudAyuko.onmicrosoft.com	Remove
Ayuko Takahashi1 ayukotakahashi1@CloudAyuko.onmicrosoft.com	Remove

[Save](#)

PowerShell-Based Administration

This section highlights the use of PowerShell to connect to Microsoft 365 services and perform administrative tasks, demonstrating command-line-based management and automation capabilities.

```
Administration: Windows PowerShell
PS C:\WINDOWS\system32> Set-ExecutionPolicy RemoteSigned -Scope CurrentUser

Execution Policy Change
The execution policy helps protect you from scripts that you do not trust. Changing the execution policy might expose you to the security risks described in the about_Execution_Policies help topic at
https://go.microsoft.com/fwlink/?LinkID=135170. Do you want to change the execution policy?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"): Y
PS C:\WINDOWS\system32> Get-InstalledModule -Name PowerShellGet

Version      Name      Repository      Description
-----
2.2.5        PowerShellGet    PSGallery        PowerShell module with commands for discovering, installing, updating and publishing the PowerShell artifacts like Modules, DSC R...

PS C:\WINDOWS\system32> Get-InstalledModule -Name ExchangeOnlineManagement

Version      Name      Repository      Description
-----
3.9.0        ExchangeOnlineManagement    PSGallery        This is a General Availability (GA) release of the Exchange Online Powershell V3 module. Exchange Online cmdlets in this module a...

PS C:\WINDOWS\system32> Get-InstalledModule -Name Microsoft.Graph

Version      Name      Repository      Description
-----
2.32.0       Microsoft.Graph    PSGallery        Microsoft Graph PowerShell module

PS C:\WINDOWS\system32>
```

```
Administration: Windows PowerShell
PS C:\WINDOWS\system32> Connect-ExchangeOnline -UserPrincipalName AyukoTakahashi@CloudAyuko.onmicrosoft.com

-----
This V3 EXO PowerShell module contains new REST API backed Exchange Online cmdlets which doesn't require WinRM for Client-Server communication. You can now run these cmdlets after turning off WinRM Basic Auth in
your client machine thus making it more secure.

Unlike the EXO* prefixed cmdlets, the cmdlets in this module support full functional parity with the RPS (V1) cmdlets.

V3 cmdlets in the downloaded module are resilient to transient failures, handling retries and throttling errors inherently.

REST backed EOP and SCC cmdlets are also available in the V3 module. Similar to EXO, the cmdlets can be run without WinRM basic auth enabled.

For more information check https://aka.ms/exov3-module

Starting with EXO V3.7, use the LoadCmdletHelp parameter alongside Connect-ExchangeOnline to access the Get-Help cmdlet, as it will not be loaded by default
-----
PS C:\WINDOWS\system32> Connect-MgGraph -Scopes "User.ReadWrite.All","Directory.ReadWrite.All"
Welcome to Microsoft Graph!

Connected via delegated access using 14d82eec-204b-4c2f-b7e8-296a70dab67e
Readme: https://aka.ms/graph/sdk/powershell
SDK Docs: https://aka.ms/graph/sdk/powershell/docs
API Docs: https://aka.ms/graph/docs

NOTE: You can use the -NoWelcome parameter to suppress this message.
PS C:\WINDOWS\system32>
```

User Account and License Management

This section documents the creation of user accounts and the assignment of Microsoft 365 licenses to enable service access while maintaining proper identity and license governance.

```
Administrator: Windows PowerShell
PS C:\WINDOWS\system32> Get-MgContext | Format-List Account, TenantId, Scopes

Account : AyukoTakahashi@CloudAyuko.onmicrosoft.com
TenantId : 32c15446-aa3e-4127-a435-a17f4d418ba4
Scopes : (Directory.ReadWrite.All, Group.Read.All, Group.ReadWrite.All, openid...)

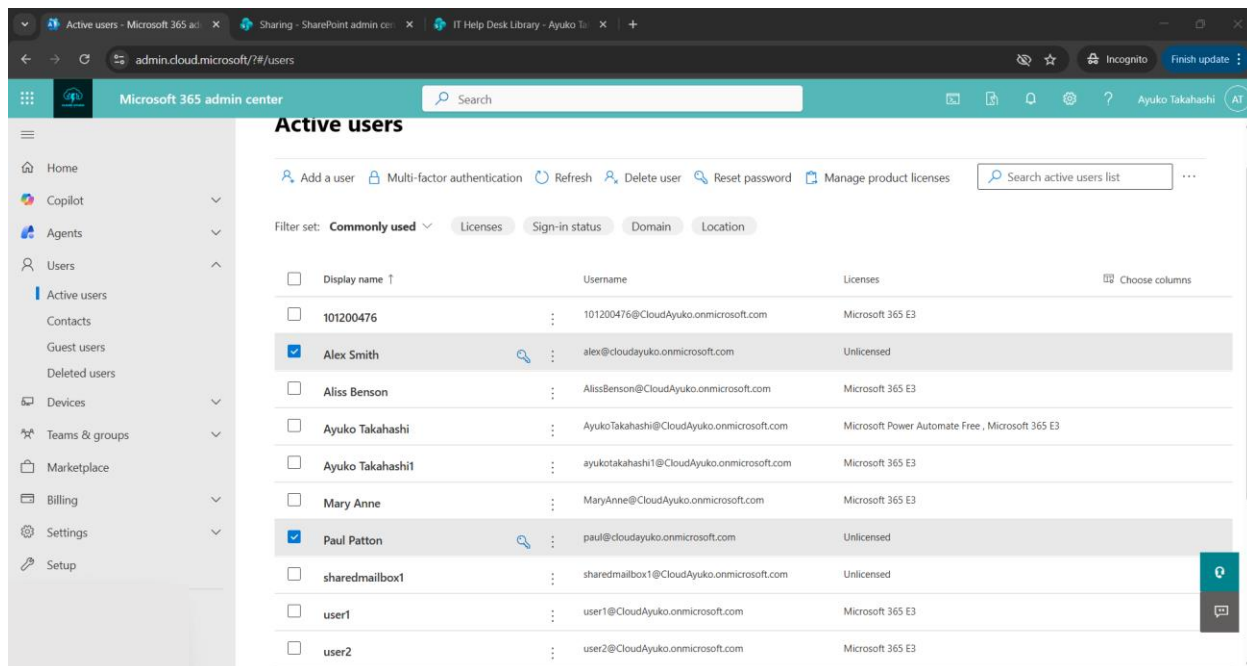
PS C:\WINDOWS\system32> New-MgUser -AccountEnabled:$true `
>> -DisplayName "Alex Smith" `
>> -MailNickname "alex" `
>> -UserPrincipalName "alex@cloudayuko.onmicrosoft.com" `
>> -PasswordProfile @(Password-"Acanadatoronto#5"; ForceChangePasswordNextSignIn:$true)
>>

DisplayName Id Mail UserPrincipalName
-----
Alex Smith 6f3278d0-fc6d-4973-abc4-3eec5fc63049 alex@cloudayuko.onmicrosoft.com

PS C:\WINDOWS\system32> New-MgUser -AccountEnabled:$true `
>> -DisplayName "Paul Patton" `
>> -MailNickname "paul" `
>> -UserPrincipalName "paul@cloudayuko.onmicrosoft.com" `
>> -PasswordProfile @(Password-"Pcanadatoronto#5"; ForceChangePasswordNextSignIn:$true)
>>

DisplayName Id Mail UserPrincipalName
-----
Paul Patton 9148c3d8-079c-4acf-80e9-41d9bda5db1c paul@cloudayuko.onmicrosoft.com

PS C:\WINDOWS\system32>
```



```
Administrator: Windows PowerShell
PS C:\WINDOWS\system32> Get-MgSubscribedSku | Select SkuId, SkuPartNumber, ConsumedUnits, PrepaidUnits
>>
SkuId                               SkuPartNumber ConsumedUnits PrepaidUnits
-----
05e9a617-0261-4cee-bb44-138d1ef5d965 SPE_E3          7 Microsoft.Graph.PowerShell.Models.M...
f30db892-07e9-47e9-837c-80727f46fd3d FLOW_FREE      1 Microsoft.Graph.PowerShell.Models.M...

PS C:\WINDOWS\system32> Set-MgUser -UserId "alex@cloudayuko.onmicrosoft.com" -UsageLocation "CA"
PS C:\WINDOWS\system32> Set-MgUser -UserId "paul@cloudayuko.onmicrosoft.com" -UsageLocation "CA"
>>
PS C:\WINDOWS\system32> $e3 = (Get-MgSubscribedSku | Where-Object SkuPartNumber -eq "SPE_E3").SkuId
PS C:\WINDOWS\system32> Set-MgUserLicense -UserId "alex@cloudayuko.onmicrosoft.com" `
>> -AddLicenses @(($SkuId - $e3) `
>> -RemoveLicenses @()

DisplayName Id                               Mail                               UserPrincipalName
-----
Alex Smith  6f3278d0-fc6d-4973-abc4-3eec5fc63049 alex@cloudayuko.onmicrosoft.com alex@cloudayuko.onm...

PS C:\WINDOWS\system32> Set-MgUserLicense -UserId "paul@cloudayuko.onmicrosoft.com" `
>> -AddLicenses @($SkuId - $e3) `
>> -RemoveLicenses @()

DisplayName Id                               Mail                               UserPrincipalName
-----
Paul Patton 9148c3d8-079c-4acf-80e9-41d9bda5db1c paul@cloudayuko.onmicrosoft.com paul@cloudayuko.onm...

PS C:\WINDOWS\system32> Get-MgUserLicenseDetail -UserId "alex@cloudayuko.onmicrosoft.com" | Select SkuPartNumber
SkuPartNumber
-----
SPE_E3

PS C:\WINDOWS\system32> Get-MgUserLicenseDetail -UserId "paul@cloudayuko.onmicrosoft.com" | Select SkuPartNumber
SkuPartNumber
-----
SPE_E3
```

Active users - Microsoft 365 ad | Sharing - SharePoint admin co | IT Help Desk Library - Ayuko T | +

admin.cloud.microsoft/?#/users

Microsoft 365 admin center

Active users

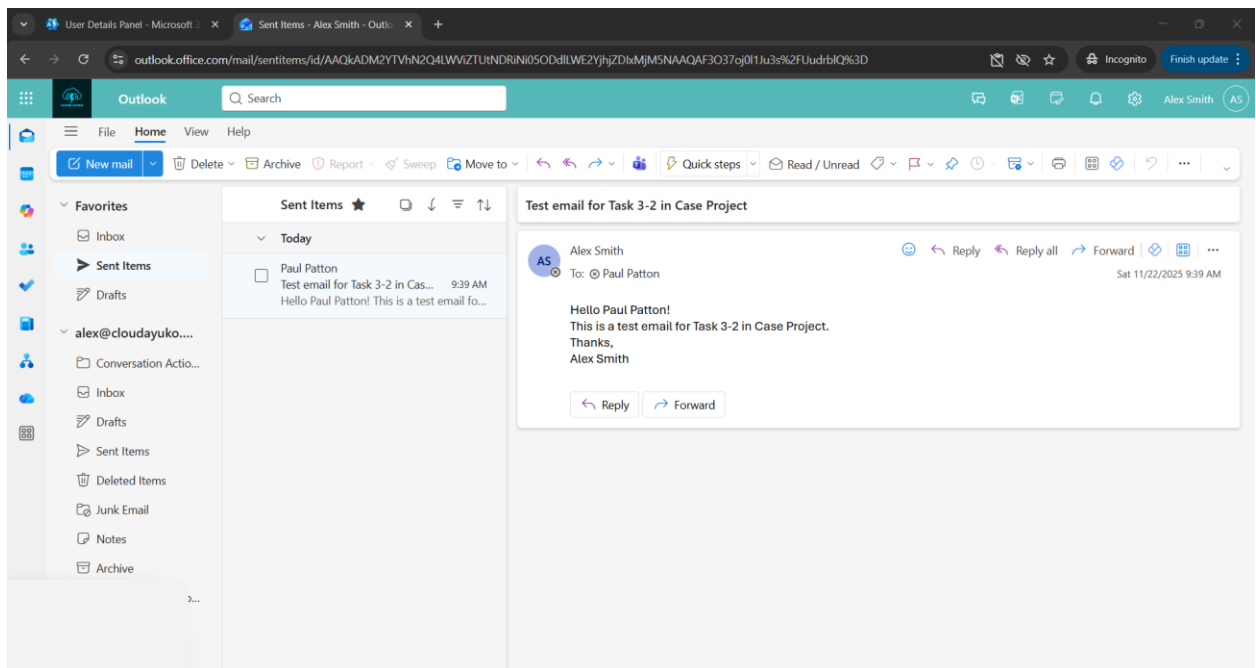
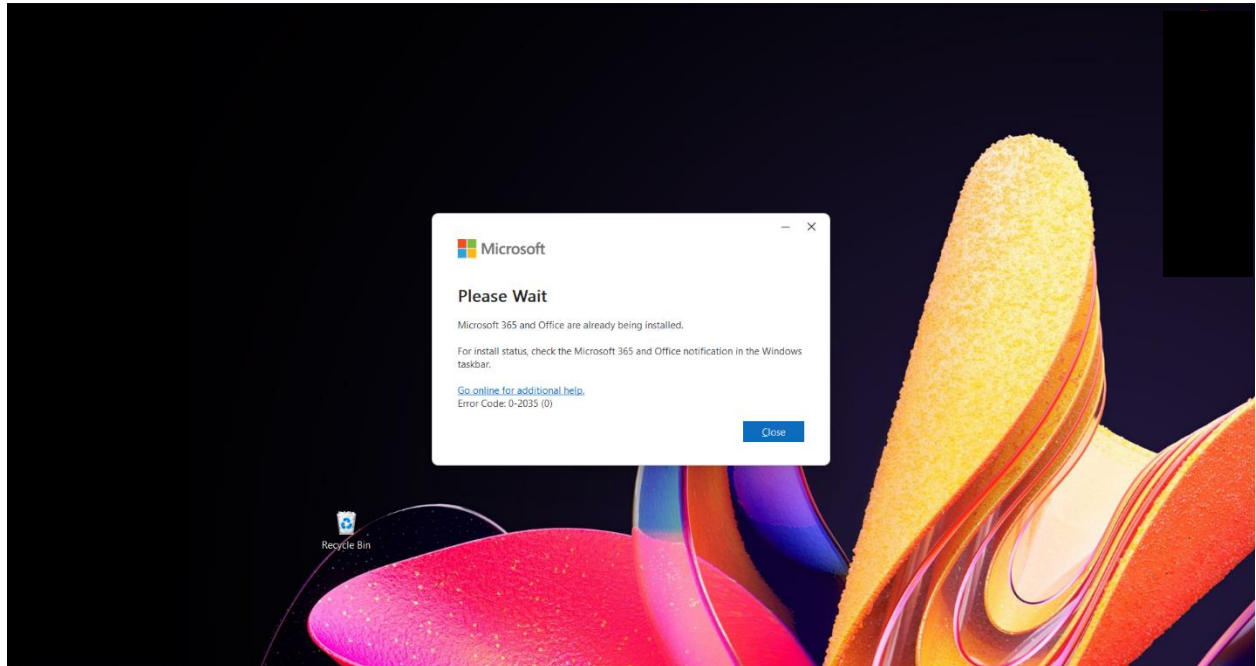
[Add a user](#) [Multi-factor authentication](#) [Refresh](#) [Delete user](#) [Reset password](#) [Manage product licenses](#)

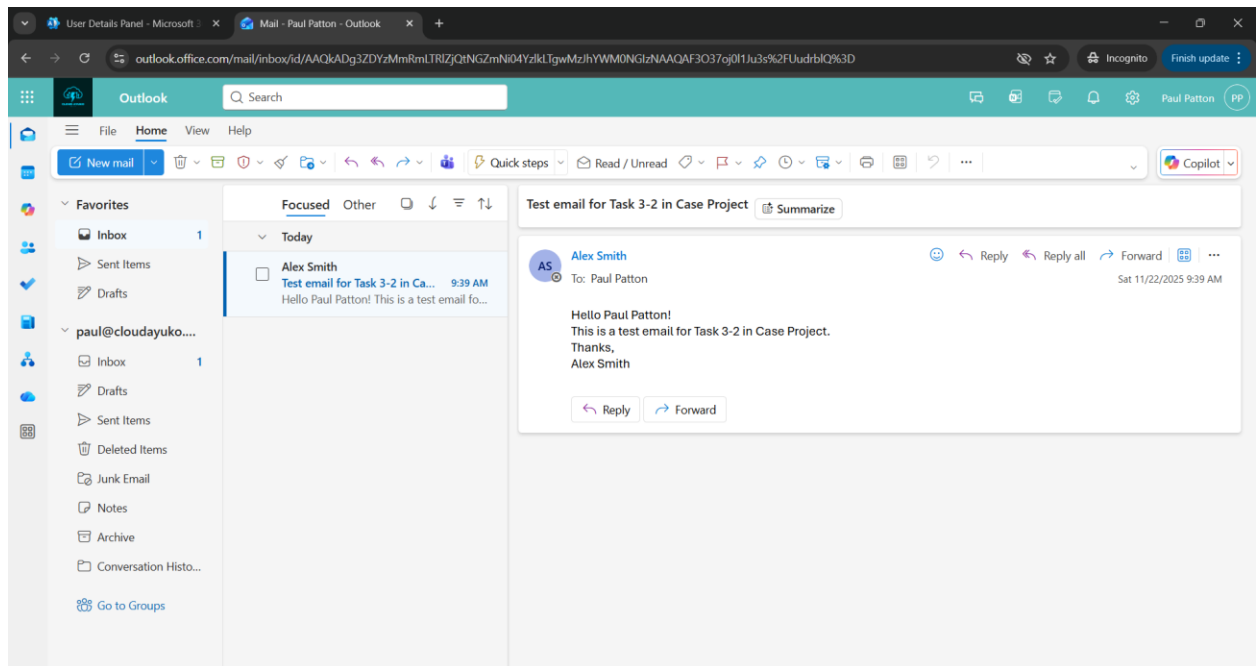
Filter set: **Commonly used** | Licenses | Sign-in status | Domain | Location

<input type="checkbox"/>	Display name ↑		Username	Licenses	Choose columns
<input type="checkbox"/>	101200476	:	101200476@CloudAyuko.onmicrosoft.com	Microsoft 365 E3	
<input checked="" type="checkbox"/>	Alex Smith	:	alex@cloudayuko.onmicrosoft.com	Microsoft 365 E3	
<input type="checkbox"/>	Aliss Benson	:	AlissBenson@CloudAyuko.onmicrosoft.com	Microsoft 365 E3	
<input type="checkbox"/>	Ayuko Takahashi	:	AyukoTakahashi@CloudAyuko.onmicrosoft.com	Microsoft Power Automate Free, Microsoft 365 E3	
<input type="checkbox"/>	Ayuko Takahashi1	:	ayukotakahashi1@CloudAyuko.onmicrosoft.com	Microsoft 365 E3	
<input type="checkbox"/>	Mary Anne	:	MaryAnne@CloudAyuko.onmicrosoft.com	Microsoft 365 E3	
<input checked="" type="checkbox"/>	Paul Patton	:	paul@cloudayuko.onmicrosoft.com	Microsoft 365 E3	
<input type="checkbox"/>	sharedmailbox1	:	sharedmailbox1@CloudAyuko.onmicrosoft.com	Unlicensed	
<input type="checkbox"/>	user1	:	user1@CloudAyuko.onmicrosoft.com	Microsoft 365 E3	
<input type="checkbox"/>	user2	:	user2@CloudAyuko.onmicrosoft.com	Microsoft 365 E3	

Application Deployment and Validation

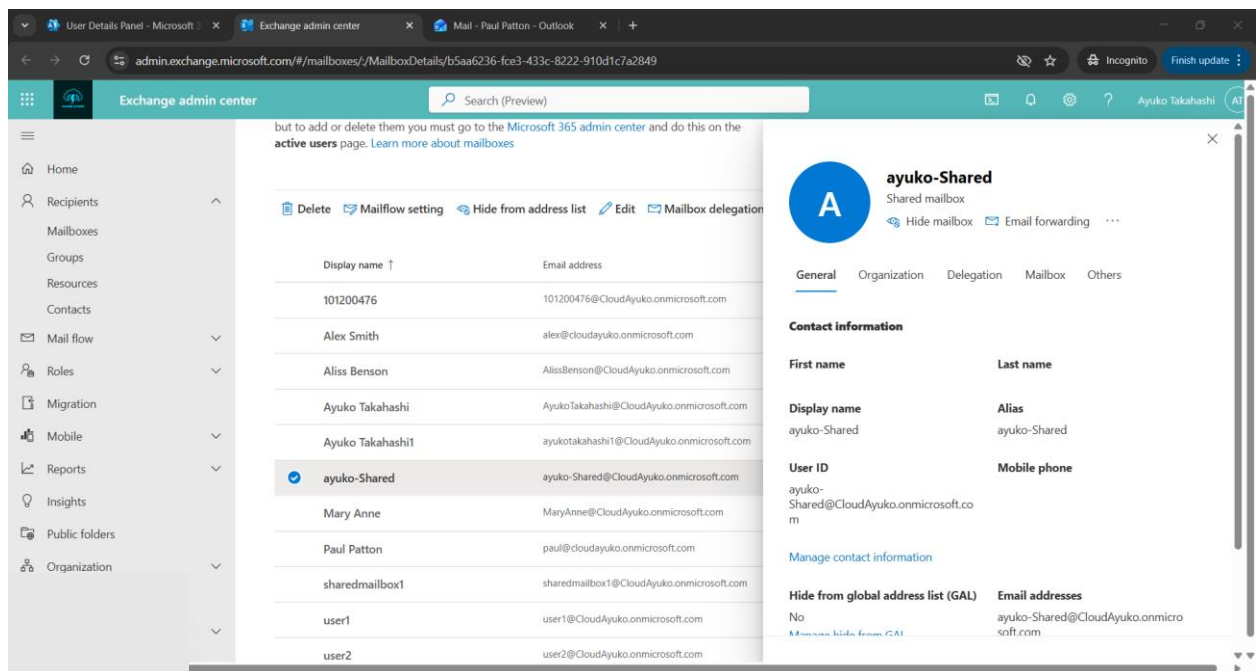
This section demonstrates the installation and activation of Microsoft 365 Apps for enterprise and validates successful application access and email functionality across user accounts.





Exchange Online Administration

This section documents administrative management of Exchange Online, including the configuration of shared mailboxes, distribution lists, and verification of mail flow to support organizational communication.



Exchange admin center

Search (Preview)

Home

Recipients

Mailboxes

Groups

Resources

Contacts

Mail flow

Roles

Migration

Mobile

Reports

Insights

Public folders

Organization

but to add or delete them you must go to the Microsoft 365 admin center and do this on the active users page. Learn more about mailboxes

Delete Mailflow setting Hide from address list Edit Mailbox delegation

Display name ↑	Email address
101200476	101200476@CloudAyuko.onmicrosoft.com
Alex Smith	alex@cloudayuko.onmicrosoft.com
Aless Benson	AlessBenson@CloudAyuko.onmicrosoft.com
Ayuko Takahashi	AyukoTakahashi@CloudAyuko.onmicrosoft.com
Ayuko Takahashi1	ayukotakahashi1@CloudAyuko.onmicrosoft.com
ayuko-Shared	ayuko-Shared@CloudAyuko.onmicrosoft.com
Mary Anne	MaryAnne@CloudAyuko.onmicrosoft.com
Paul Patton	paul@cloudayuko.onmicrosoft.com
sharedmailbox1	sharedmailbox1@CloudAyuko.onmicrosoft.com
user1	user1@CloudAyuko.onmicrosoft.com
user2	user2@CloudAyuko.onmicrosoft.com

Manage mailbox delegation

The Send as permission allows the delegate to send an email from this mailbox. Message will appear to have been sent from this mailbox owner.

+ Add members Delete(0) 2 items Search

User Principal Name

- A alex@cloudayuko.onmicrosoft.com
- P paul@cloudayuko.onmicrosoft.com

Exchange admin center

Search (Preview)

Home

Recipients

Mailboxes

Groups

Resources

Contacts

Mail flow

Roles

Migration

Mobile

Reports

Insights

Public folders

Organization

Home > Groups > Add a group

Group type

Basics

Owners

Members

Settings

Finish

Group type

Distribution

Edit

Basics

Name: ayuko-Dist

Description: Distribution list for task 4-2 for Case Project

Edit

Owners

Ayuko Takahashi

Edit

Members

Alex Smith, Paul Patton

Edit

Settings

Email: ayuko-dist@CloudAyuko.onmicrosoft.com

Communication: Enabled

Joining the group: Owner approval

Leaving the group: Open

Edit

Back Create group Cancel

Exchange admin center

Search (Preview)

Groups

Microsoft 365 Distribution list Dynamic distribution list Mail-enabled security

Add a group Export Refresh Change group type Edit name and description

Group name	Group email
ayuko-Dist	ayuko-dist@CloudAyuko.onmicrosoft.com
DL1	DL1@CloudAyuko.onmicrosoft.com

ayuko-Dist

Distribution list group • 1 owner • 2 members

General Members Settings

Owners (1)

Ayuko Takahashi
AyukoTakahashi@CloudAyuko.onmicrosoft.com

View all and manage owners

Members (2)

Alex Smith
alex@cloudayuko.onmicrosoft.com

Paul Patton
paul@cloudayuko.onmicrosoft.com

View all and manage members

Outlook

Search

File Home View Help

New mail

Read / Unread

Test email to distribution list for task 4-3 on Case Project Summarize

Ayuko Takahashi
To: ayuko-Dist

Sat 11/22/2025 10:07 AM

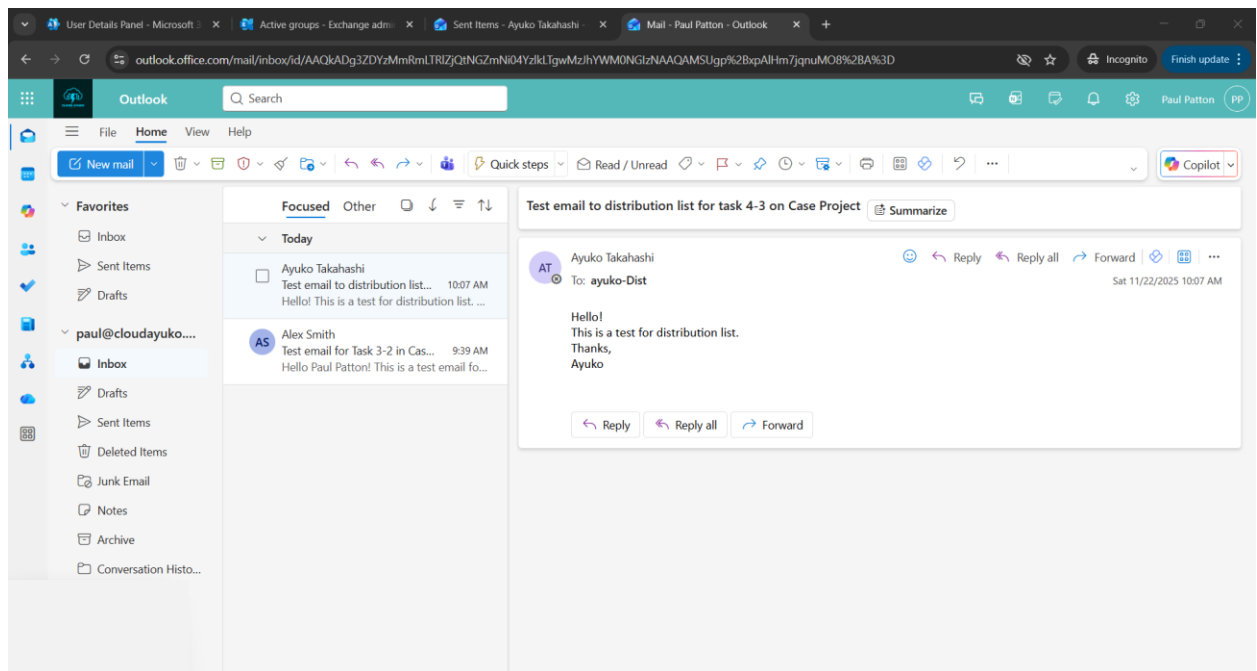
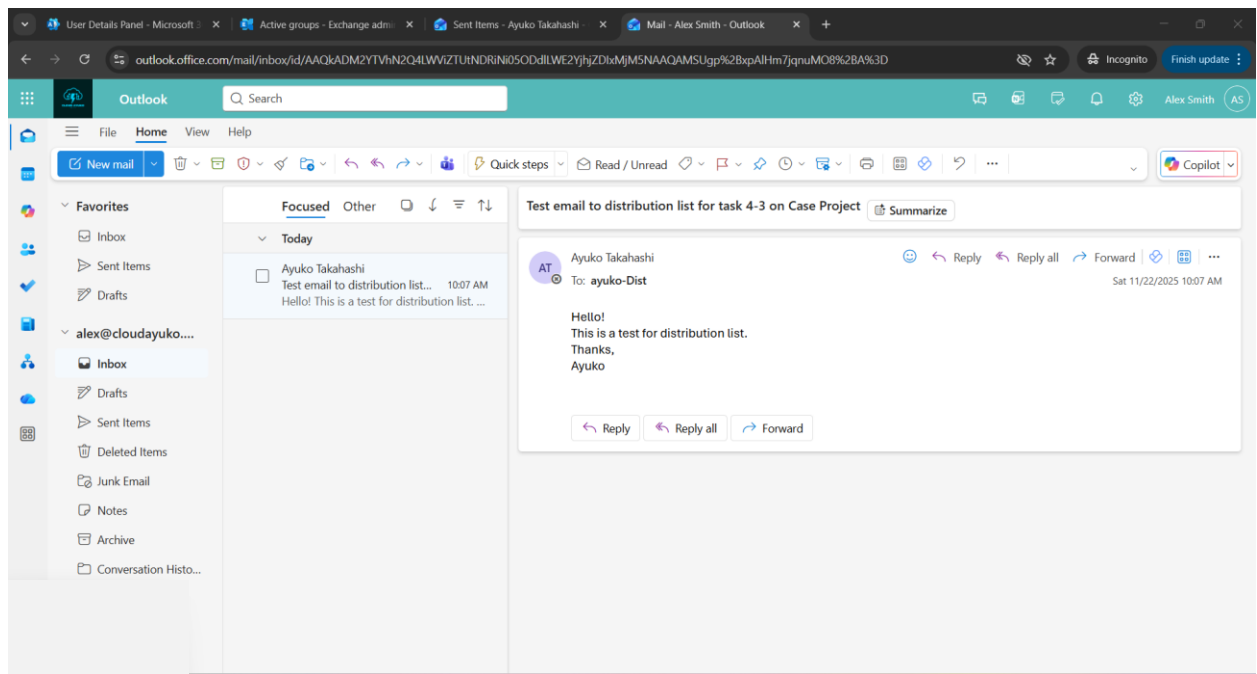
Hello!
This is a test for distribution list.
Thanks,
Ayuko

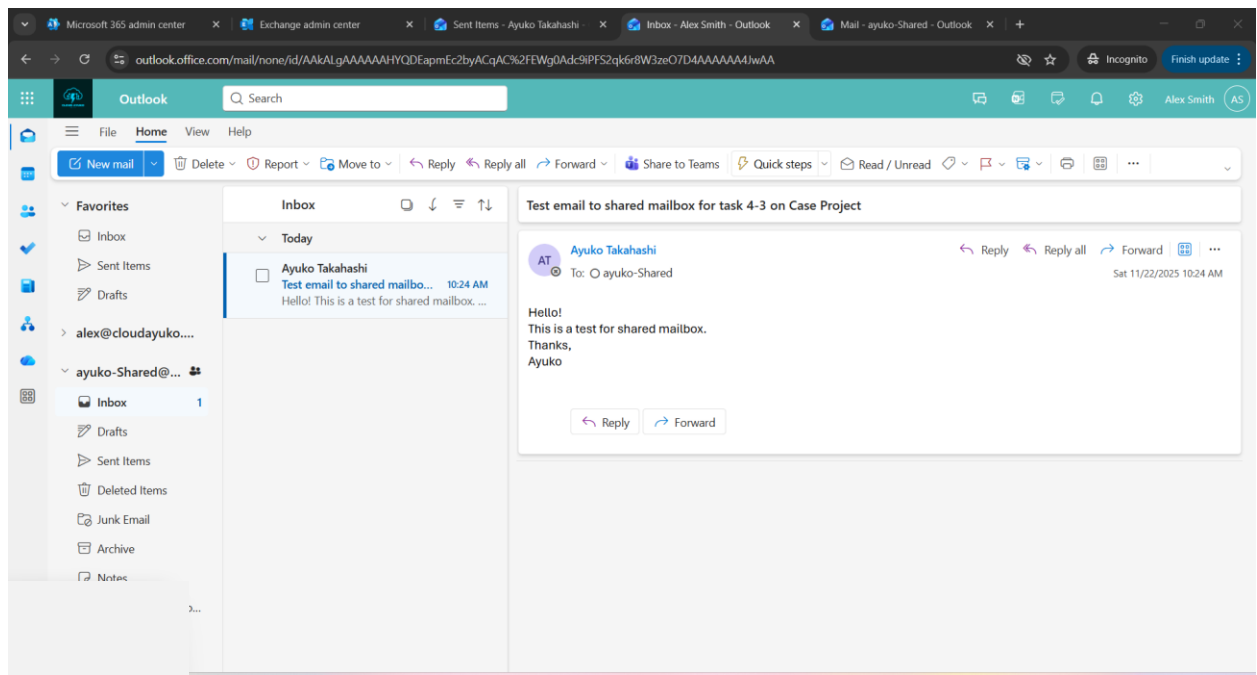
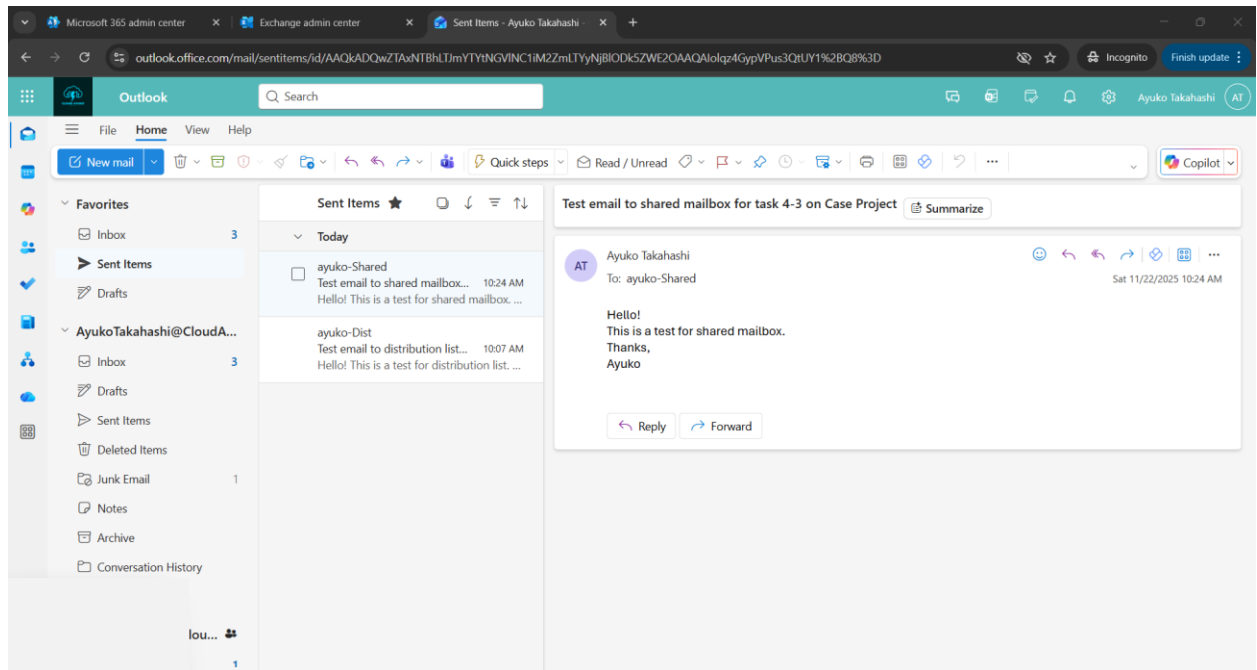
Reply Reply all Forward

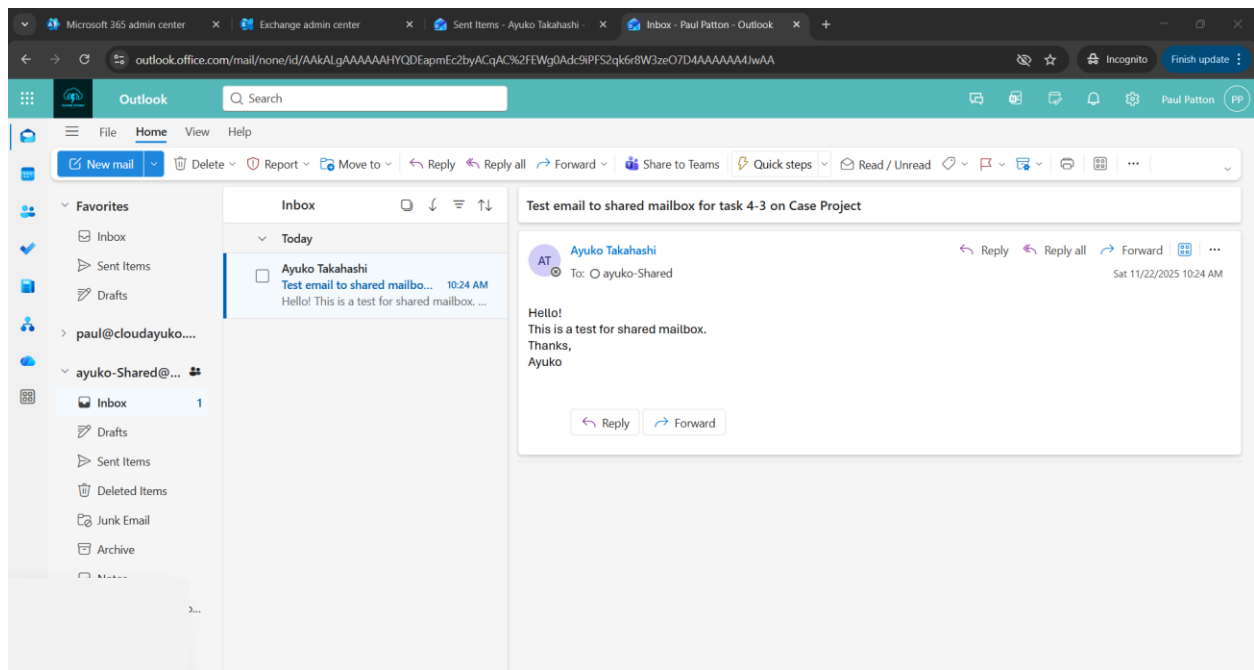
Sent Items

Today

ayuko-Dist
Test email to distribution list... 10:07 AM
Hello! This is a test for distribution list...

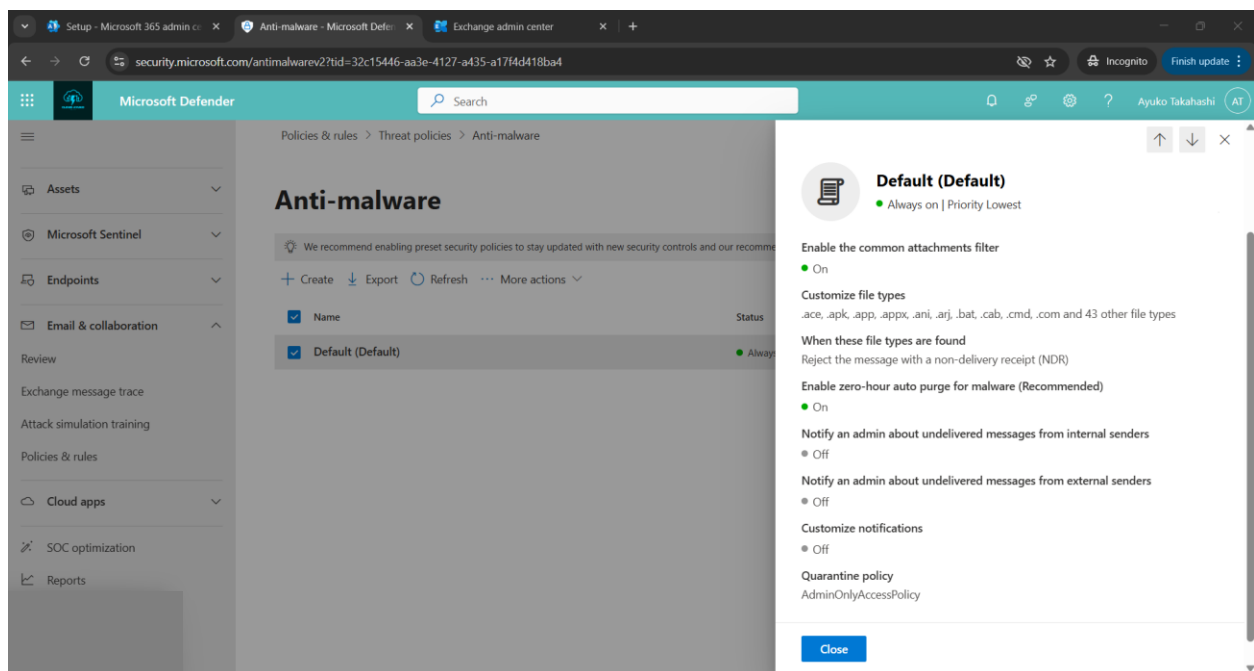






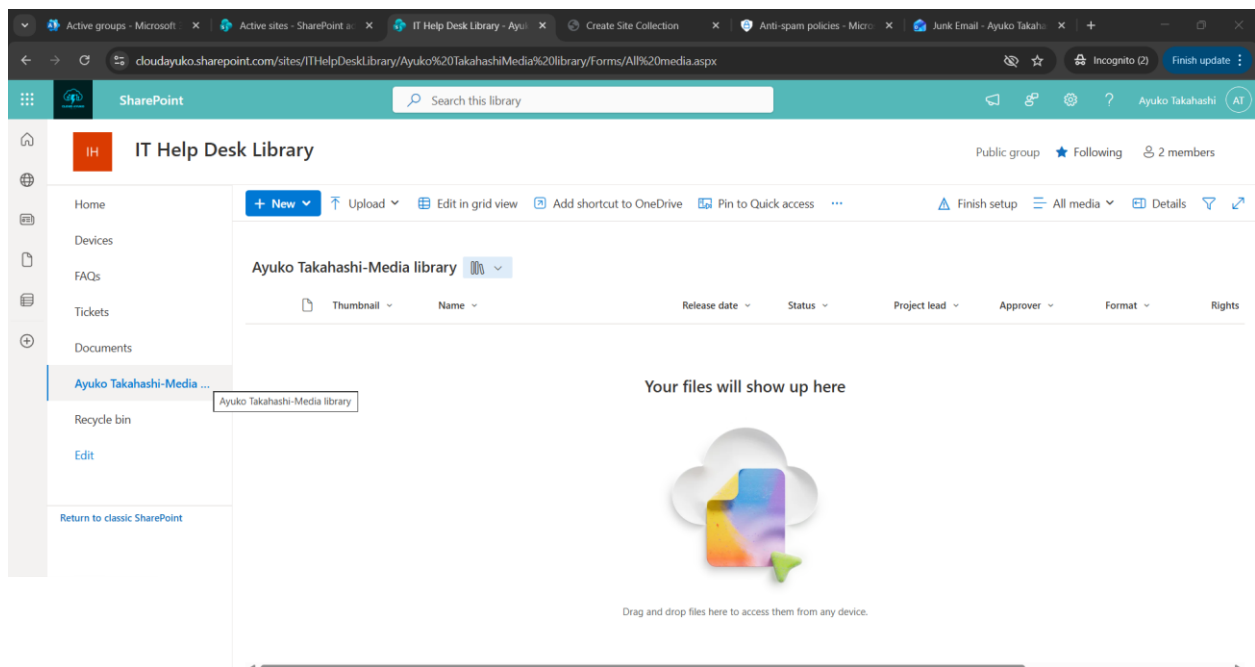
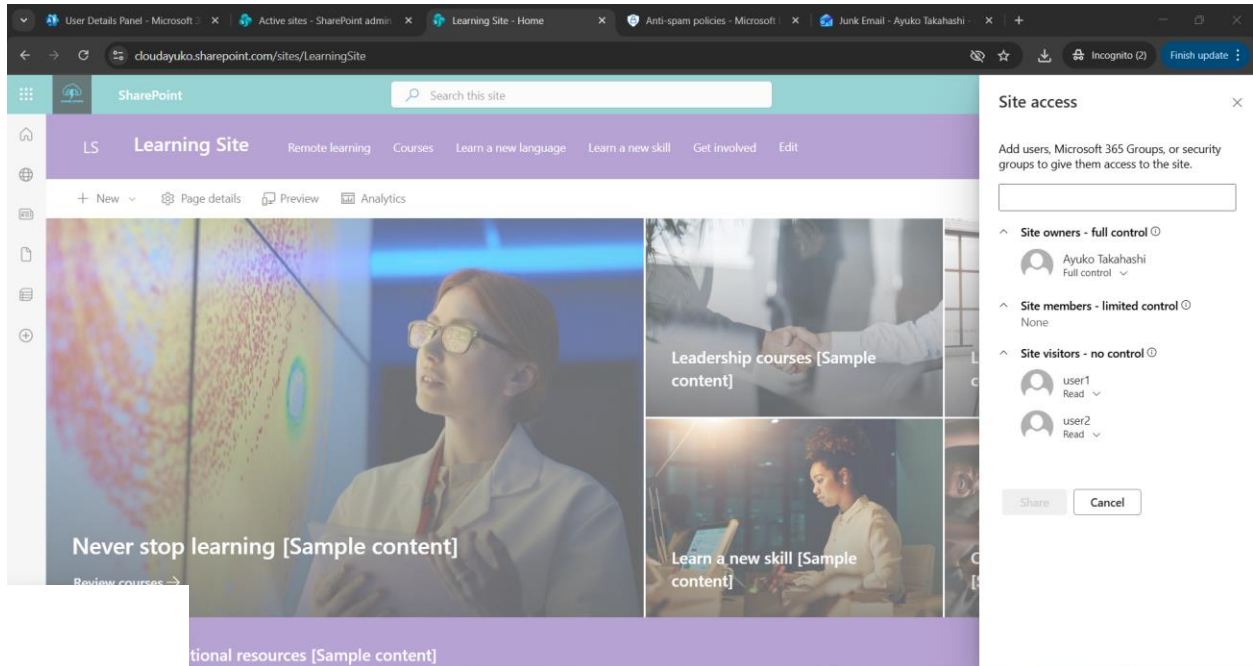
Security and Malware Protection Configuration

This section outlines the review of malware protection settings within Microsoft 365 to support email security and protect the organization against malicious content.



SharePoint and OneDrive Configuration

This section demonstrates administrative configuration of SharePoint and OneDrive, including site visibility, document library management, and sharing policy controls to manage data access within the organization.



Setup - Microsoft 365 admin | Active sites - SharePoint admin | IT Help Desk Library - Home | +

cloudayuko-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx#/siteManagement/SiteDetails/ca5cc906-15d3-41d3-84aa-b66a4c7dd513/Members

SharePoint admin center

Ayuko Takahashi AT

Active sites

Use this page to sort and filter sites and check their status. [Learn more about managing sites](#)

+ Create Edit Membership

Site name ↑

- All Company
- Ayuko M365 Group
- AyukoTakahashi-G2
- Communication site
- Help Desk
- IT Help Desk Library**
- Learning Site

IT Help Desk Library

Public group

Email View site Delete

IT Help Desk Library

General Activity **Membership** Settings

Owners + Add members Search all members...

Members 2 members were removed from the team.

	Name	Email address
Site admins		
Site owners		
Site members	<input type="checkbox"/> AS Alex Smith	alex@cloudayuko.onmicrosoft.com
Site visitors	<input type="checkbox"/> PP Paul Patton	paul@cloudayuko.onmicrosoft.com

About membership and permissions

Active groups - Microsoft 365 | Sharing - SharePoint admin center | IT Help Desk Library - Ayuko T | +

cloudayuko-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx#/sharing

SharePoint admin center

Ayuko Takahashi AT

Sharing

Use these settings to control sharing at the organization level in SharePoint and OneDrive. [Learn more about managing sharing settings](#)

External sharing

Content can be shared with:

SharePoint OneDrive

Most permissive Least permissive

Anyone	Users can share files and folders using links that don't require sign-in.
New and existing guests	Guests must sign in or provide a verification code.
Existing guests	Only guests already in your organization's directory.
Only people in your organization	No external sharing allowed.

You can further restrict sharing for each individual site and OneDrive. [Learn how](#)

More external sharing settings

File and folder links