

P3 – Microsoft 365 Administration Workflow

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1. Tenant Setup

- Created Microsoft 365 tenant for Northbridge Consulting Pty Ltd.
- Verified Admin Center and Entra ID access.

2. User Onboarding

- Created users: Alice Johnson, Bob Smith, Chloe Brown.
- Assigned Microsoft 365 Business Standard licenses.
- Enforced password reset at first login.

3. MFA Enforcement

- Enabled MFA for Alice using Entra ID per-user MFA portal.

4. Group Management

- Created Sales, Marketing, and HR Microsoft 365 groups.
- Assigned appropriate owners and members.

5. RBAC Role Assignment

- Bob Smith Helpdesk Administrator
- Chloe Brown Reports Reader

6. Helpdesk Tasks

- Performed password resets.
- Unblocked/blocked user sign-in.
- Managed licenses and group memberships.

7. Offboarding Workflow

- Blocked Bob Smith ' s sign-in.
- Removed licenses.
- Removed from groups.