TechyEdz Solutions

Training | Consulting | Developement | Outsourcing

GCP Professional Collaboration Engineer

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GCP Professional Collaboration Engineer

Course Overview:

A Professional Collaboration Engineer transforms business objectives into tangible configurations, policies, and security practices as they relate to users, content, and integrations. Collaboration Engineers leverage their understanding of their organization's mail routing and identity management infrastructure to enable efficient and secure communication and data access. Operating with an engineering and solutions mindset, they use tools, programming languages, and APIs to automate workflows. They look for opportunities to educate end users and increase operational efficiency while advocating for G Suite and the Google toolset.

Course Outline:

1. Planning and implementing G Suite authorization and access

1.1 Implementing authorization policies

- Basic user security controls (e.g., password length enforcement and 2-Step verification)
- Security aspects of identity, perimeter security, and data protection

1.2 Using G Suite as a service provider

- Configuring third-party SSO for G Suite
- Integrating with third party for provisioning

1.3 Using G Suite as an identity provider

- Configuring and managing SSO for common third-party applications
- Configuring and managing provisioning

1.4 Managing access to third-party applications and sites

- Granting API access to applications that need access
- Revoking third-party OAuth access
- Removing connected applications and sites

2. Managing user, resource, and Team Drive lifecycles

2.1 Managing users

- Adding users (e.g., individual, bulk, automated)
- Removing users (e.g., suspending, deleting, recovering)
- Transferring user data from one user to another
- Editing user attributes (e.g., renaming, passwords, aliases)
- Creating administrative roles (e.g., default roles, custom roles)
- Managing user licenses (e.g., licensing models, G Suite SKUs)
- Troubleshooting conflicting accounts
- Implications of current G Suite APIs to development efforts
- Using Google Apps Script to automate tasks

2.2 Synchronizing data in your Google domain with your Microsoft® Active Directory® or LDAP server

- Integrating LDAP with G Suite
- Configuring and troubleshooting GSPS and GCDS
- Implications of current G Suite APIs to development efforts
- Using Apps Script to automate tasks

2.3 Managing organizational structure

- Designing efficient organizational unity (OU) structure based on business needs
- Assigning users to relevant OUs
- Modifying OU policies
- Implications of current G Suite APIs to development efforts
- Using Apps Script to automate tasks
- Managing and verifying domains

- Using Google Takeout to export data
- Managing company profile settings

2.4 Managing groups

- Configuring Google Groups
- Adding users to groups
- Implications of current G Suite APIs to development efforts
- Using Apps Script to automate tasks

2.5 Managing contacts

- Creating contacts
- Sharing contacts
- Implications of current G Suite APIs to development efforts
- Using Apps Script to automate tasks

3. Managing mail

3.1 Managing mail-related DNS settings

- Managing domain MX records
- Managing domain SPF records
- Managing domain DKIM records
- Managing domain DMARC records

3.2 Diagnosing and resolving mail routing issues

- Analyzing mail flow
- Analyzing email headers
- Email log search
- Disparate email services
- Using G Suite Toolbox

3.3 Configuring and managing security, compliance, and spam rules

- Configuring attachment compliance
- Configuring blocked senders

- Configuring email whitelist
- Configuring objectionable content
- Configuring phishing settings
- Configuring spam settings
- Managing admin quarantine
- Configuring secure transport compliance
- Configuring safety settings

3.4 Configuring mail routing rules

- Configuring split and dual delivery scenarios
- Implications of integrating third-party mail services
- Configuring routing rules
- Configuring recipient map
- Configuring non-Gmail mailbox
- Configuring hosts

3.5 Configuring general mail settings

- Configuring append footer setting
- Configuring forwarding
- Configuring SMTP relay
- Enabling email delegation for an OU
- Disabling IMAP and POP
- Managing Gmail archives

4. Controlling and configuring G Suite services

4.1 Administering G Suite Services

- Managing rollout of new Google functionality to end users
- Troubleshooting G Suite services (e.g., performance issues for services suite, G Suite apps for OUs)
- Configuring services

4.2 Configuring and managing G Suite core apps

- Contacts/Directory (e.g., ability to make updates to Directory services or contact support or contacts sharing settings)
- Calendar (e.g., Calendar sharing settings and delegations, Calendar resource management, Calendar invitations sent to Groups, troubleshooting calendar interoperability)
- Drive/Team Drive (e.g., storage limitations in Basic plan)
- Groups (e.g., creating and editing groups, banning group members from posting to the group)
- Chat/Meet (e.g., disabling Hangouts voice calls for organization, designing video conferencing integration of Hangouts with different end points, disabling bot access on new Hangouts chat)
- Sites (e.g., usage and implementation)

4.3 Managing services integrations

- Integrating third-party marketplace apps to specific OUs in G Suite
- Evaluating Marketplace and Connected app landscape
- Managing private add-ons, chrome extensions, Appmaker Apps, etc.
- Adding SP to Cloud Identity

4.4 Implementing automation

- API permissions
- Able to interact with APIs and lightweight scripting
- Apps Script and App Maker capabilities
- Service Accounts

5. Configuring and managing content access

5.1 Configuring and managing Vault

- Setting retention rules (e.g., setting retention rules, placing legal holds, searching your domain's data by user account, OU, date, or keyword, exporting data for additional processing and review, auditing reports)
- Holding and exporting data

- Running Vault audit reports

5.2 Configuring and managing Drive and Team Drive

- Configuring sharing settings (e.g., updating sharing settings to external domains, controlling file access with Information Rights Management)
- Managing Drive folder structure (e.g., using Google Drive native file formats, recommending Google Drive and Team Drive file structures)

5.3 Ensuring compliance with regulatory requirements

- Scanning email with Data Loss Prevention (DLP)
- Managing content compliance rules

5.4 Implementing and monitoring data security

- Configuring security and data region
- Monitoring security health check
- Configuring security settings
- Creating security records
- Designing security integration and addressing objections.

5.5 Managing third-party applications and access

- Backing up solutions of G Suite data for compliance
- Whitelisting OAuth apps

6. Configuring and managing endpoint access

6.1 Configuring mobile devices

- Company-owned vs. personal devices
- Configuring personal device settings (e.g., password, Android, iOS, advanced, device approvals, app management, insights)

6.2 Provisioning, deprovisioning, and enabling Chrome devices

6.3 Managing Google meeting room hardware (e.g., provisioning, deprovisioning, hanging up, calling, rebooting)

6.4 Managing Chrome apps, extensions, and Android apps

6.5 Configuring network settings (e.g., Wi-Fi, Ethernet, VPN, certificates, and general)

7. Monitoring organizational operations

7.1 Setting up and using reports (e.g., creating usage reports, measuring adoption and satisfaction)

7.2 Setting up and using audits (e.g., auditing document sharing, auditing Gmail and drive, auditing users)

7.3 Interpreting report and audit data and taking appropriate action

- Troubleshooting and escalating support issues to Google Partner support or Google Engineering
- Troubleshooting error logs
- Identifying data leakage scenarios and implementing ways to prevent
- Streaming audit data to BigQuery

7.4 Managing alerts (e.g., suspicious logging activity, apps outages, TLS failure, user deleted)

8. Advancing G Suite adoption and collaboration

8.1 Building business solutions and processes

- Creating simple workflow using App Maker
- Creating simple processes using Apps Script
- Creating team project sites

8.2 Staying up-to-date with G Suite

- Using Google and partner support channels
- Accessing and interpreting G Suite roadmap
- Staying aware of new features and functionality in G Suite

Prerequisites:

While there are no specific prerequisites to achieving this certification beyond passing the GC Professional Collaboration Engineer exam, it is worth noting that experience with the required skills is key to a successful experience. Having passed the GC Associate Cloud Engineer exam and the G Suite exam and achieved the corresponding certifications, while not mandatory, will help you prepare for this level since they introduce a number of technologies covered in the GC Professional Collaboration Engineer exam.

Who Should Attend:

- Google recommends 3+ years of industry experience and 1+ years designing and managing solutions using GCP for professional level certifications.
- Google Professional Collaboration Engineer (GCP) exam is suitable for IT systems administrator, cloud solutions engineer, enterprise collaboration engineer, systems engineer.
- Collaboration Engineers are required to leverage their understanding of their organization's mail routing and identity management infrastructure to enable efficient and secure communication and data access.
- Candidates are required to operate with an engineering and solutions mindset, as well as use tools, programming languages, and APIs to automate.

1. Fresher graduates with interest in a Google Cloud Platform (GCP) career.
2. On-premise system engineers.
3. Cloud solution architects and application developers.
4. Aspiring DevOps professionals.

Number of Hours: 40hrs

- **Certification: GCP Professional Cloud Collaboration Engineer (GCP CCE)**

- **Key Features:**
  - One to One Training
  - Online Training
  - Fastrack & Normal Track
  - Resume Modification
  - Mock Interviews
  - Video Tutorials
  - Training Materials
  - Real Time Projects
  - Virtual Live Experience
  - Preparing for Certification
  - Life time Access