

Student Name: Worlanyo Akpatsa
Student ID: 101590287

Term: Winter 2025

Case Project: Implementing and Managing Microsoft 365 Environment for a Mid-Sized Organization

Objective: To provide hands-on experience in implementing, configuring, and managing a Microsoft 365 environment for a fictional mid-sized organization named "TechSolutions Inc."

Scenario: TechSolutions Inc. is a mid-sized IT services company with 300 employees. The company is transitioning to Microsoft 365 to improve collaboration, security, and productivity. As part of the IT team, you are responsible for setting up and managing the Microsoft 365 environment. This case project will cover various aspects of Microsoft 365, including user and group management, security and compliance, and service configuration.

Tasks:

Task 1: Setting Up and Configuring User Accounts

1. Bulk Import Users:

- Use the Microsoft 365 admin center to bulk import 10 users from a CSV file.
- Assign appropriate licenses (Microsoft 365 E3 or E5) to the imported users.

2. Configure User Profiles:

- Ensure each user has a profile picture, contact information, and job title set.
- Configure user settings to include organization-specific information.

3. Create Office 365 Groups:

- Create three Office 365 groups for different departments: IT, HR, and Marketing.
- Add users to their respective groups.

4. Configure User Permissions:

- Assign specific permissions to the HR group to access sensitive HR documents in SharePoint.
- Ensure the Marketing group has permission to create and manage Microsoft Teams.

Task 2: Implementing Security Measures

1. Set Up and Configure Microsoft Defender for Office 365:

- Access the MS Defender and navigate to Secure Score.
- Ensure that Safe Links and Safe Attachments have been enabled for all users.

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- Navigate to Policies and rules, then configure at least one policy to protect against phishing, malware, or spam.

2. Set Up Data Encryption:

- Configure Microsoft 365 Message Encryption.
- Ensure that emails from inside the organization are automatically encrypted.
(Hints: Navigate to Exchange admin center, and then Rules)

Task 3: Configuring and Managing Collaboration Tools

1. Set Up SharePoint Online:

- Create an online SharePoint site for each department (IT, HR, Marketing).
- Configure document libraries and permissions for each site.
- Enable versioning and content approval for the HR document library.

2. Implement OneDrive for Business:

- Configure OneDrive settings to restrict external sharing.
- Enable file retention policies to ensure data is retained for at least five years.
- Set up a policy to automatically move old files to the Recycle Bin after a year.

3. Set Up Viva Engage for Enterprise Social Networking:

- Configure Viva to allow only internal communications.
- Set up groups for company-wide announcements and department-specific discussions.
- Ensure compliance with the company's social media policy.

Task 4: Monitoring and Reporting

1. Configure Audit Logs:

- Enable and configure audit logging in the Microsoft 365 compliance center.
- Create a custom audit log search to track user activities related to at least one activity in SharePoint such as updating the site content.

2. Set Up Alerts:

- Configure alert policies to notify administrators of suspicious activities, such as multiple failed login attempts or mass deletion of files.

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- Set up notifications for data loss prevention (DLP) policy breaches. (You can navigate to Insider risk management)

3. Generate Usage Reports:

- Use the Microsoft 365 admin center to generate reports on user activity, email usage, and SharePoint site usage.
- Schedule monthly reports to be sent to IT administrators and department heads. (Optional, you can use Power Automate)

4. Implement and Monitor Service Health:

- Set up service health alerts to notify administrators of any issues with Microsoft 365 services.
- Monitor the Service Health dashboard regularly to ensure all services are running smoothly.

Deliverables:

- A detailed report documenting each step taken during the project, including screenshots and explanations.
- A summary of configurations and policies implemented, along with their rationale.
- A presentation to the class demonstrating the setup and explaining the choices made during the project.

Assessment Criteria:

- Completeness and accuracy of the tasks performed.
- Understanding and application of Microsoft 365 features and best practices.
- Quality of documentation and presentation.
- Ability to troubleshoot and resolve issues encountered during the project.

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Paste your screenshots here

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### TASK 1: SETTING UP AND CONFIGURING USER ACCOUNTS

#### 1: Bulk Import Users

**1.1: Use the Microsoft 365 Admin Center to bulk import 10 users from a CSV file.**

A: Navigate to 365 Admin Center Homepage

The screenshot shows the Microsoft 365 Admin Center interface. At the top, there's a navigation bar with links for Home, Copilot, Users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. Below the navigation bar is a sidebar with a red header labeled "WORLANYO" and a pink box containing the user's name and student number. The main content area features a greeting "Good afternoon, Worlanyo Akpatsa" and a message about the simplified view. It also includes sections for "For organizations like yours" (with a "Set up email with a custom domain" card) and "Your organization" (with tabs for Users, Products, Upcoming changes (5), Learn, Set, Help & support, and Give Feedback). At the bottom, there are buttons for Add user, Reset password, Action phone number, and Search user list.

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### B: In the left pane, select users->active users

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there is a navigation sidebar with a red background. The sidebar includes a user profile section for 'WORLANYO' with the name 'Worlanyo Akpatsa' and 'Student Number 101590287'. Below this, the sidebar lists various categories: Home, Copilot, Users (with 'Active users' selected), Contacts, Guest users, Deleted users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, and Setup. The main content area has a dark background. At the top, it says 'Home > Active users'. Below this is a search bar with options to 'Add a user', 'User templates', 'Add multiple users', and a search field for 'Search active users list'. A filter bar at the top of the list allows filtering by 'Commonly used', 'Licenses', 'Sign-in status', 'Domain', and 'Location'. The main table lists active users with columns for 'Display name', 'Username', and 'Licenses'. The first user listed is '101590287' with the email '101590287@GeorgeBROWN874.onmicrosoft.com' and 'Microsoft 365 E3' license. Other users listed include Bruno Mercer-Bermac, Hamish Bar, Haylee Yana, Jackie Brown, Jerome Jey, John Smith, and Mackenzie Joyce. A 'Help & support' button is visible in the bottom right corner of the main content area.

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### C: Select “Add multiple users”

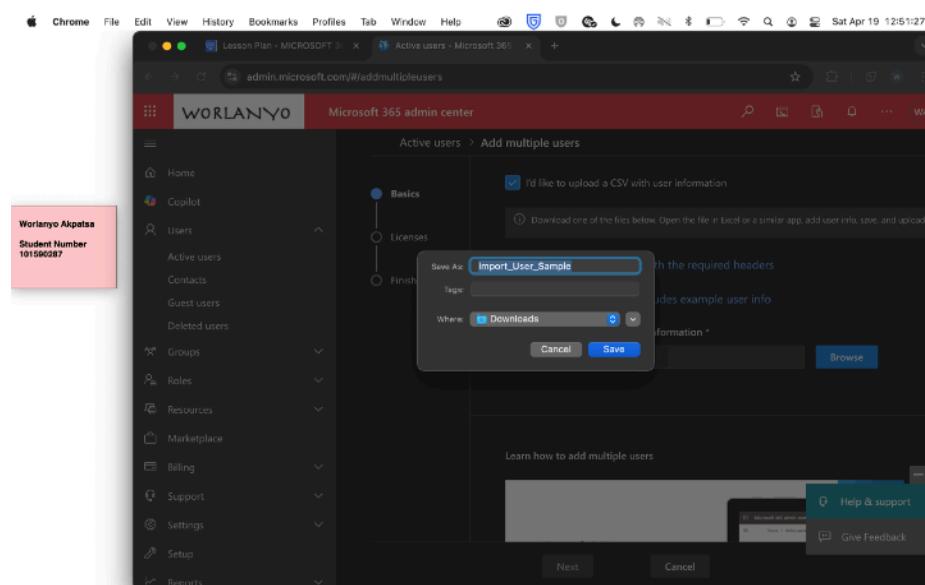
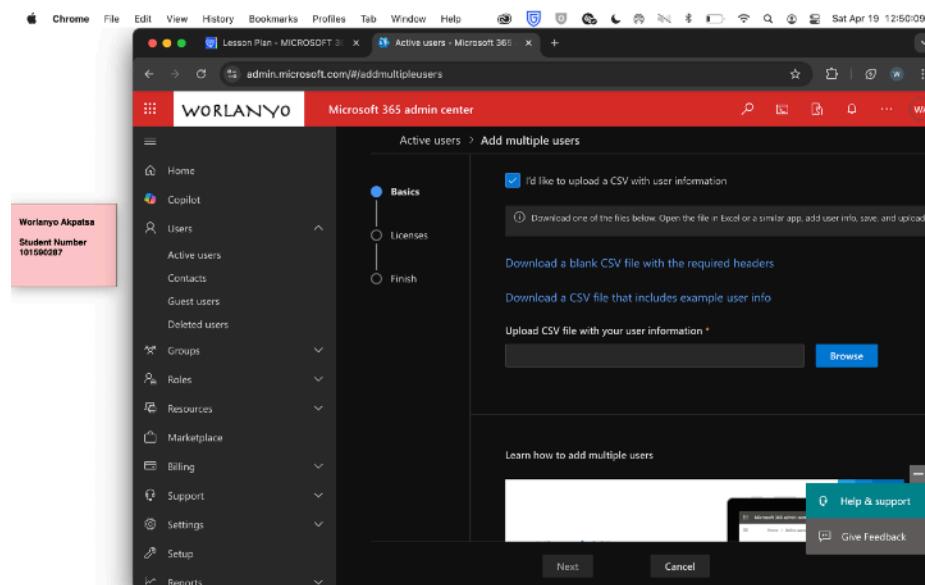
The screenshot shows the Microsoft 365 Admin Center interface. On the left, there is a sidebar with a red header bar containing the user's name and student number: "Worlanyo Akpatsa" and "Student Number 101590287". Below this, the sidebar menu includes: Home, Copilot, Users (selected), Active users, Contacts, Guest users, Deleted users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. The main content area is titled "Active users > Add multiple users" and has a sub-section titled "Add list of users". It displays a table with columns: First name, Last name, Username, and Domain. There are five rows of input fields for these columns. A tooltip "Enter up to 249 users. All users are given temporary passwords." is visible above the table. At the bottom right of the table area, there is a "Help & support" button with a magnifying glass icon and a "Give Feedback" button with a speech bubble icon. Navigation buttons "Next" and "Cancel" are at the bottom center.

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**D: Scroll down on the “Add multiple users”, select “I’d like to upload a CSV with user information” and download one of the CSV files.**



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### E: Editing CSV file (Using Excel)

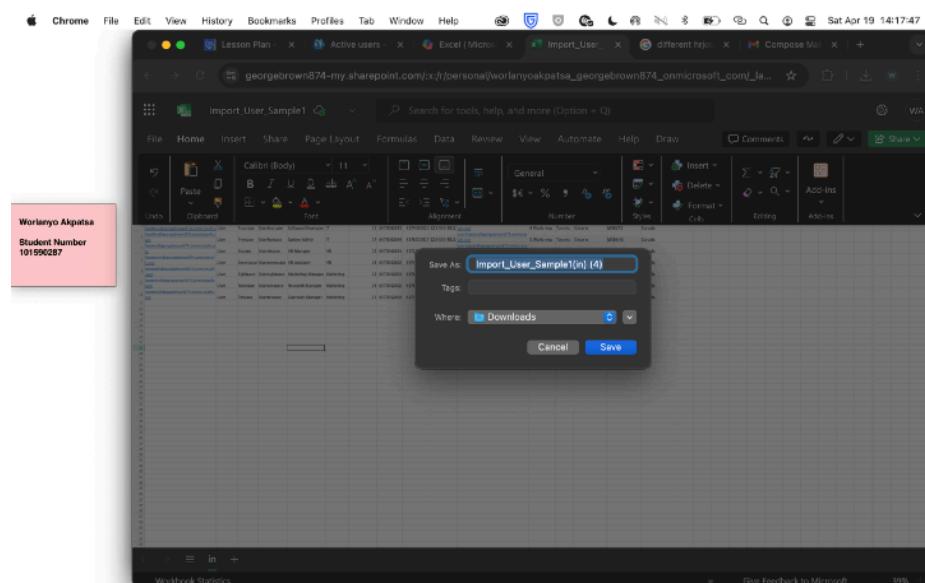
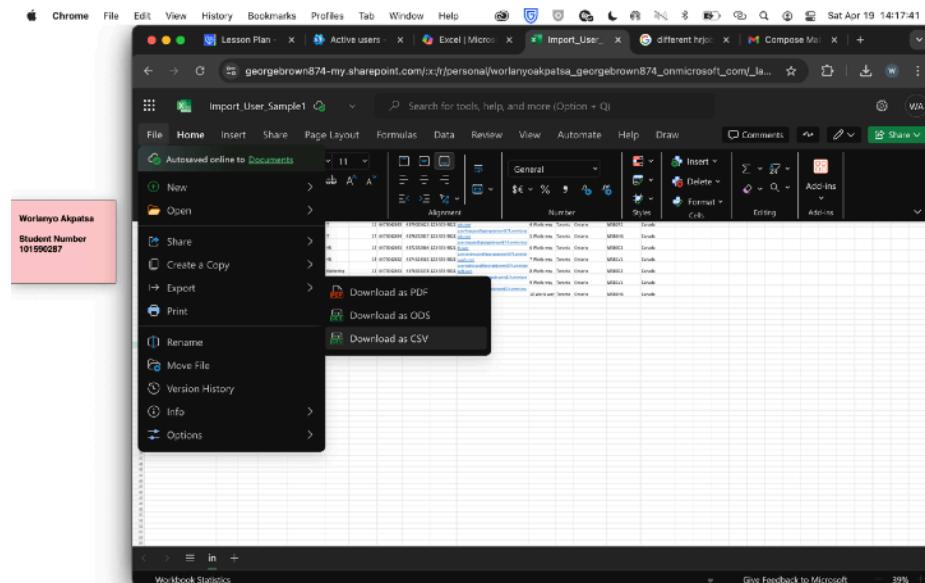
| Username                         | First name | Last name  | Display name  | Job title          | Department | Office number | Office phone | Mobile phone | Fax              | Alternate email address            | Address         | City    | State or province | Country or region |        |
|----------------------------------|------------|------------|---------------|--------------------|------------|---------------|--------------|--------------|------------------|------------------------------------|-----------------|---------|-------------------|-------------------|--------|
| georgebrown874-my.sharepoint.com | User       | Owner      | Administrator | Head IT Manager    | IT         | 12            | 4179042081   | 4179050601   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 3 Victoria way  | Toronto | Ontario           | MSB#3             | Canada |
| georgebrown874-my.sharepoint.com | User       | Technician | Administrator | Remote IT Manager  | IT         | 12            | 4179042081   | 4179210701   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 2 Victoria way  | Toronto | Ontario           | MSB#3             | Canada |
| georgebrown874-my.sharepoint.com | User       | Technician | Administrator | On-site IT Manager | IT         | 14            | 4179042081   | 4279310816   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 3 Victoria way  | Toronto | Ontario           | MSB#3             | Canada |
| georgebrown874-my.sharepoint.com | User       | Source     | Administrator | Software Developer | IT         | 15            | 4179042081   | 4279220831   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 4 Victoria way  | Toronto | Ontario           | MSB#2             | Canada |
| georgebrown874-my.sharepoint.com | User       | Source     | Administrator | System Admin       | IT         | 17            | 4179042081   | 4179210817   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 5 Victoria way  | Toronto | Ontario           | MSB#6             | Canada |
| georgebrown874-my.sharepoint.com | User       | Sales      | Administrator | HR Manager         | HR         | 12            | 4179042081   | 4179220841   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 6 Victoria way  | Toronto | Ontario           | MSB#3             | Canada |
| georgebrown874-my.sharepoint.com | User       | Sales      | Administrator | HR Assistant       | HR         | 14            | 4179042081   | 4179400601   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 7 Victoria way  | Toronto | Ontario           | MSB#12            | Canada |
| georgebrown874-my.sharepoint.com | User       | Source     | Administrator | Marketing Manager  | Marketing  | 12            | 4179042081   | 4179310716   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 8 Victoria way  | Toronto | Ontario           | MSB#3             | Canada |
| georgebrown874-my.sharepoint.com | User       | Source     | Administrator | Research Manager   | Marketing  | 14            | 4179042081   | 4179700813   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 9 Victoria way  | Toronto | Ontario           | MSB#5             | Canada |
| georgebrown874-my.sharepoint.com | User       | Techie     | Administrator | Outreach Manager   | Marketing  | 17            | 4179042081   | 4179120667   | 123-125-888-0123 | lau@georgebrown874.onmicrosoft.com | 10 Victoria way | Toronto | Ontario           | MSB#8             | Canada |

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### F: Downloading updated CSV file



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### G: Uploading the file to Admin Center “Add multiple users”

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there is a navigation sidebar with a red header bar at the top containing the user's name and student number: "WORLANYO" and "Student Number 101590287". The main content area is titled "Active users > Add multiple users". It has a "Basics" section with three options: "Download a blank CSV file with the required headers", "Download a CSV file that includes example user info", and "Upload CSV file with your user information". A file input field shows "Import\_User\_Sample1(in) (4).csv" and a "Browse" button. Below this is a "Learn how to add multiple users" section with a screenshot of the Microsoft 365 Admin Center showing the "Add multiple" screen.

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### 1.2: Assign appropriate licenses (Microsoft 365 E3 or E5) to the imported users

A: In the “Add multiple users” window, after adding CSV file, click next to assign licenses

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with navigation links like Home, Copilot, Users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. A red box highlights the 'User' section under 'Active users'. The main content area has a breadcrumb trail: Active users > Add multiple users. It shows three steps: Basics (selected), Licenses (the current step), and Finish. The 'Licenses' step includes a dropdown for 'Location' set to 'Canada'. Under 'Assign licenses', two options are listed: 'Microsoft 365 E3 (no Teams)' (unchecked) and 'Microsoft 365 E5 Compliance' (checked). At the bottom are 'Back', 'Next', and 'Cancel' buttons.

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### B: Finalize adding users

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with navigation links like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. A red box highlights the 'User Number' section in the sidebar, which says 'Worlanyo Akpatsa' and 'Student Number 101590287'. The main content area has a title 'Review and finish adding multiple users'. It shows a flowchart with three steps: 'Basics' (selected), 'Licenses', and 'Finish'. Below the flowchart, it says 'Users to add: 10 users' and 'Edit'. It also shows 'Licenses bought: None' and 'Licenses assigned: Location: Canada, Licenses: Microsoft 365 E5 Compliance, Apps: Purview Discovery, Customer Lockbox (A), Microsoft 365 Audit P...'. At the bottom, there are 'Back', 'Add users' (highlighted in blue), 'Cancel', 'Help & support', and 'Give Feedback' buttons.

The screenshot shows the Microsoft 365 Admin Center interface after users have been added. The sidebar and overall layout are similar to the previous screenshot. The main content area now displays a green checkmark icon and the text 'You added 10 users'. It states: 'These users will appear in your list of Active users where you can view and manage their settings. All users have been given temporary passwords and they can now log in to their accounts.' Below this, there are sections for 'Print' and 'Download user details'. A table lists five users with their display names and usernames:

| Display name  | Username                                 |
|---------------|------------------------------------------|
| Useronecase   | Username@georgebrown874.onmicrosoft.com  |
| Usertwocase   | Usertwo@georgebrown874.onmicrosoft.com   |
| Userthreecase | Userthree@georgebrown874.onmicrosoft.com |
| Userfourcase  | Userfour@georgebrown874.onmicrosoft.com  |

At the bottom, there are 'Close', 'Help & support', and 'Give Feedback' buttons.

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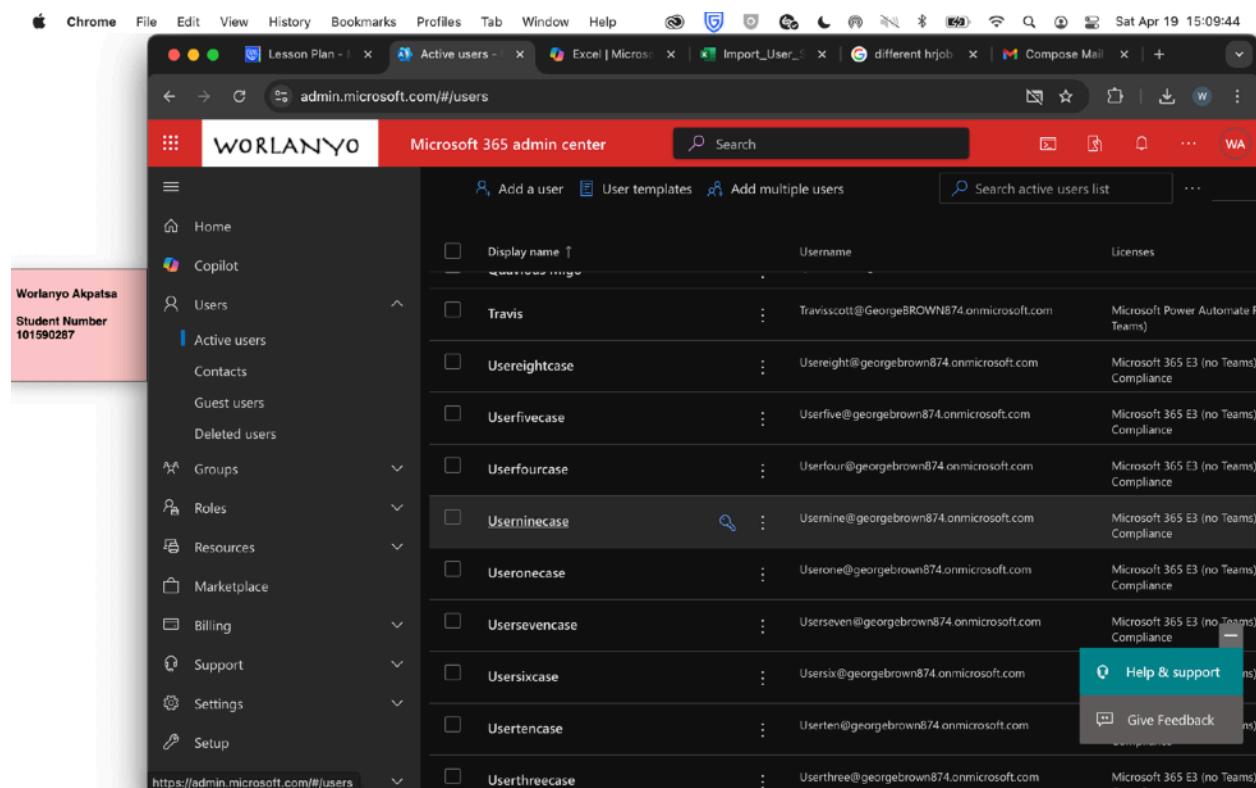
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## 2: Configure user profiles

### 2.1: Ensure each user has a profile picture, contact information and job title set

### 2.2: Configure user settings to include organization-specific information

A: Navigate to users->active users and click on profile of added users



The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar is collapsed, showing the user's name (Worlanyo Akpatsa) and student number (101590287). The main area displays a list of active users. The columns are: Display name ↑, Username, and Licenses. The list includes:

| Display name ↑ | Username                                  | Licenses                               |
|----------------|-------------------------------------------|----------------------------------------|
| Travis         | Traviscott@GeorgeBROWN874.onmicrosoft.com | Microsoft Power Automate F (Teams)     |
| Usereightcase  | Usereight@georgebrown874.onmicrosoft.com  | Microsoft 365 E3 (no Teams) Compliance |
| Userfivecase   | Userfive@georgebrown874.onmicrosoft.com   | Microsoft 365 E3 (no Teams) Compliance |
| Userfourcase   | Userfour@georgebrown874.onmicrosoft.com   | Microsoft 365 E3 (no Teams) Compliance |
| Userninecase   | Usernine@georgebrown874.onmicrosoft.com   | Microsoft 365 E3 (no Teams) Compliance |
| Useronecase    | Userone@georgebrown874.onmicrosoft.com    | Microsoft 365 E3 (no Teams) Compliance |
| Usersevencase  | Userseven@georgebrown874.onmicrosoft.com  | Microsoft 365 E3 (no Teams) Compliance |
| Usersixcase    | Usersix@georgebrown874.onmicrosoft.com    |                                        |
| Usertencase    | Userten@georgebrown874.onmicrosoft.com    |                                        |
| Userthreecase  | Userthree@georgebrown874.onmicrosoft.com  | Microsoft 365 E3 (no Teams)            |

At the bottom right of the page, there are two buttons: "Help & support" and "Give Feedback".

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B: Click Change Photo under the user's display picture to change their photo

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there is a sidebar with a pink header bar containing the name "Worlanyo Akpatsa" and "Student Number 101590287". Below this, the sidebar menu includes Home, Copilot, Users (selected), Active users, Contacts, Guest users, Deleted users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. The main content area displays a user profile for "Usereightcase" with a large blue circular photo placeholder containing the letters "UE". Below the photo are links for "Reset password", "Block sign-in", and "Delete user". A "Change photo" button is located just below the photo placeholder. The "Account" tab is selected in the navigation bar. The account details shown include:

| Setting                 | Value                                    | Action                                                                                      |
|-------------------------|------------------------------------------|---------------------------------------------------------------------------------------------|
| Username and email      | Usereight@georgebrown874.onmicrosoft.com | Manage username and email                                                                   |
| Last sign-in            | View last 30 days                        | Sign-out ⓘ<br>Sign this user out of all Microsoft 365 sessions.<br>Sign out of all sessions |
| Alternate email address | use*****@gmail.com                       | Edit address                                                                                |
| Groups                  | Manager                                  | Manage groups                                                                               |
| Roles                   | No administrator access                  | None provided                                                                               |

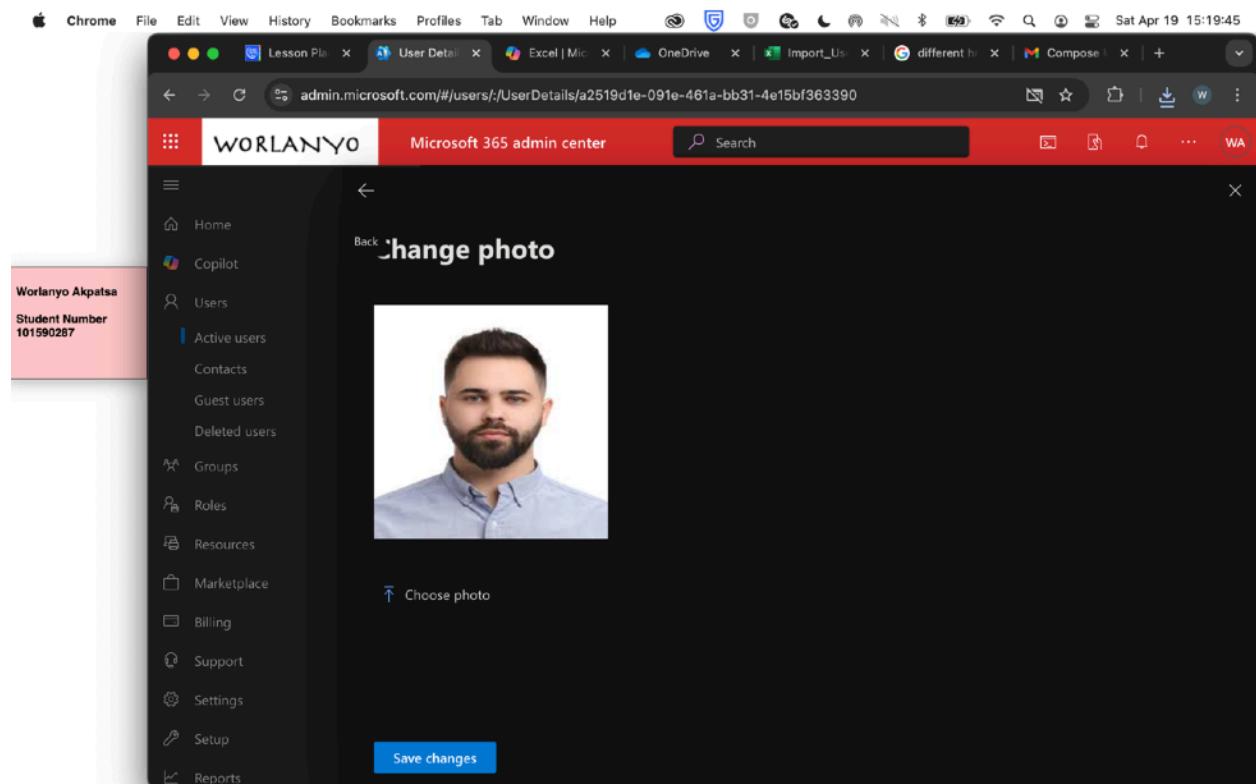
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C: Upload photo for user and click save changes



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D: Scroll down on user page and click “Manage contact information” to edit contact info and company-related info.

Since I uploaded all necessary info in my csv file, all contact info and company info is already uploaded

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with navigation links like Home, Copilot, Users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. A red box highlights the 'User' link under the 'Users' section. The main content area displays a user profile for 'WORLANYO'. The profile picture is a placeholder for a man with a beard. The user name is 'Usereightcase'. Below the name, there are sections for 'Alternate email address' (set to 'use\*\*\*\*\*@gmail.com') and 'Edit address'. Under 'Groups', it says 'Manage groups'. In the 'Roles' section, it shows 'No administrator access' and 'Manager' with 'None provided' and 'Add manager' options. The 'Contact information' section includes fields for 'Display name' ('Usereightcase'), 'First name' ('User'), 'Last name' ('Eightcase'), 'Phone number' ('647942891'), and 'Manage contact information'. At the bottom, there's a 'Save changes' button.

The screenshot shows the 'Manage contact information' form. The sidebar on the left is identical to the previous screenshot. The main form has input fields for 'First name' ('User'), 'Last name' ('Nin case'), 'Display name\*' ('Usenin case'), 'Job title' ('Research Manager'), 'Department' ('Marketing'), and 'Office' ('14'). At the bottom right of the form is a 'Save changes' button.

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E: Photos for other users uploaded

The screenshot shows the Microsoft 365 Admin Center interface. On the left, a sidebar for 'Worlanyo Akpatsa' (Student Number 101590287) is visible. The main area displays user details for 'Userfivecase'. The user has a profile picture of a woman with dark hair. Below the photo are several sections: 'Username and email' (Userfive@georgebrown874.onmicrosoft.com), 'Aliases' (Manage username and email), 'Last sign-in' (View last 30 days), 'Sign-out' (Sign this user out of all Microsoft 365 sessions, Sign out of all sessions), 'Alternate email address' (use\*\*\*\*\*@gmail.com), 'Groups' (GeorgeBROWN, Manage groups), 'Edit address' (Edit address), 'Roles' (Manager, None provided). Navigation tabs include Account, Devices, Licenses and apps, Mail, and OneDrive.

This screenshot shows the Microsoft 365 Admin Center interface for another user, 'Userfourcase'. The layout is identical to the previous screenshot, featuring a sidebar for 'Worlanyo Akpatsa' and a main user detail view. The user 'Userfourcase' has a profile picture of a woman in a blue blazer. The sections shown are: 'Username and email' (Userfour@georgebrown874.onmicrosoft.com), 'Aliases' (Manage username and email), 'Last sign-in' (View last 30 days), 'Sign-out' (Sign this user out of all Microsoft 365 sessions, Sign out of all sessions), 'Alternate email address' (use\*\*\*\*\*@gmail.com), 'Groups' (GeorgeBROWN, Manage groups), 'Edit address' (Edit address), and 'Roles' (Manager, None provided). The navigation tabs at the bottom are Account, Devices, Licenses and apps, Mail, and OneDrive.

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E: Photos for other users uploaded

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with navigation links like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. A red box highlights the 'Useronecase' profile on the right. The profile card includes a photo of a woman, the name 'Useronecase', and options to 'Reset password', 'Block sign-in', and 'Delete user'. Below the profile, there are tabs for Account, Devices, Licenses and apps, Mail, and OneDrive. Under the Account tab, it shows the username 'Useronecase@georgebrown874.onmicrosoft.com', aliases, last sign-in (View last 30 days), alternate email address ('use\*\*\*\*\*@gmail.com'), roles (Manager), and groups (GeorgeBROWN). There are also 'Sign-out' and 'Sign out of all sessions' buttons.

This screenshot is similar to the previous one but shows a different user profile: 'Usersevencase'. It features a photo of a man, the name 'Usersevencase', and standard user management controls. The account details show the same information: username 'Usersevencase@georgebrown874.onmicrosoft.com', aliases, last sign-in (View last 30 days), alternate email address ('use\*\*\*\*\*@gmail.com'), roles (Manager), and groups (GeorgeBROWN). It also includes 'Sign-out' and 'Sign out of all sessions' buttons.

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E: Photos for other users uploaded

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with navigation links like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. A red box highlights the 'Worlanyo Akpatsa Student Number 101590287' section in the sidebar. The main area displays the user 'UserSixCase' with a profile picture of a man. It includes options to Reset password, Block sign-in, or Delete user, and a 'Change photo' button. Below the photo, there are tabs for Account, Devices, Licenses and apps, Mail, and OneDrive. Under the Account tab, it shows the Username and email (Usersix@georgebrown874.onmicrosoft.com), Aliases (Manage username and email), Last sign-in (View last 30 days), Sign-out (Sign this user out of all Microsoft 365 sessions, Sign out of all sessions), Alternate email address (use\*\*\*\*\*@gmail.com), Groups (GeorgeBROWN, Manage groups), Edit address, Manager, and None provided.

This screenshot shows the Microsoft 365 Admin Center for another user, 'UserTencase'. The sidebar and overall layout are identical to the previous screenshot. The user profile shows a person wearing glasses. The account details include the Username and email (Userten@georgebrown874.onmicrosoft.com), Aliases (Manage username and email), Last sign-in (View last 30 days), Sign-out (Sign this user out of all Microsoft 365 sessions, Sign out of all sessions), Alternate email address (use\*\*\*\*\*@gmail.com), Groups (GeorgeBROWN, Manage groups), Edit address, Roles (No administrator access), Manager, and None provided.

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E: Photos for other users uploaded

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with navigation links like Home, Copilot, Users, Active users, Contacts, Guest users, Deleted users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. A red box highlights the 'User' section under 'Active users'. The main area displays a user profile for 'Userthreecase' with a placeholder photo. Below the photo are sections for 'Account', 'Devices', 'Licenses and apps', 'Mail', and 'OneDrive'. Under 'Account', there are fields for 'Username and email' (Userthree@georgebrown874.onmicrosoft.com), 'Aliases' (Manage username and email), 'Last sign-in' (View last 30 days), 'Sign-out' (Sign this user out of all Microsoft 365 sessions, Sign out of all sessions), 'Alternate email address' (use\*\*\*\*\*@gmail.com, Edit address), 'Groups' (GeorgeBROWN, Manage groups), 'Roles' (Manager, None provided), and 'No administrator access'.

This screenshot shows the Microsoft 365 Admin Center interface for another user, 'Usertwocase'. The layout is identical to the previous screenshot, with the same sidebar and user profile. The main difference is in the user details: the 'Username and email' field shows 'Usertwo@georgebrown874.onmicrosoft.com', and the 'Groups' section lists 'GeorgeBROWN' with a 'Manage groups' link. The rest of the user information, including roles and sign-in history, is also present.

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### 3: Create Office 365 Groups

#### 3.1: Create three Office 365 groups for different departments: IT, HR and Marketing

#### 3.2: Add users to respective groups

A: Navigate to groups->active groups in the left pane of the admin center

The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar has a pink header bar with the user's name and student number. The main navigation bar at the top includes 'Home', 'Active groups' (which is selected), 'About Groups', and 'Where to store files'. Below this, there are tabs for 'Microsoft 365 groups', 'Distribution list', and 'Security groups', with 'Microsoft 365 groups' being the active tab. A search bar and a 'Help & support' button are also present. The main content area displays a table of active groups:

| Name                | Email                                            | Sync status | Membership type |
|---------------------|--------------------------------------------------|-------------|-----------------|
| All Company         | allcompany@GeorgeBROWN874.onmicrosoft.com        | Cloud       | Assigned        |
| Event Planning Site | EventPlanningSite@GeorgeBROWN874.onmicrosoft.com | Cloud       | Assigned        |
| GeorgeBROWN         | GeorgeBROWN@GeorgeBROWN874.onmicrosoft.com       | Cloud       | Assigned        |
| Group 1             | group1@GeorgeBROWN874.onmicrosoft.com            | Cloud       | Assigned        |
| Group 2             | group2@GeorgeBROWN874.onmicrosoft.com            | Cloud       | Assigned        |

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

B: Creating group for IT department.

Click “Add a Microsoft 365 group” and set up name and description

The screenshot shows a Chrome browser window with the Microsoft 365 Admin Center URL: [admin.microsoft.com/#/addgroupwizard/M365Group](https://admin.microsoft.com/#/addgroupwizard/M365Group). The page title is "Set up the basics". On the left, there's a sidebar with navigation icons and a red box containing the user information: "Worlanyo Akpatsa" and "Student Number 101590287". The main content area has a tree structure on the left with nodes: Basics, Owners, Members, Settings, and Finish. The "Basics" node is expanded. The "Name" field is filled with "IT Department". The "Description" field contains the text "Group for members of the IT department". At the bottom right are "Help & support", "Give Feedback", and "Cancel" buttons. At the very bottom are "Next" and "Back" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

Adding members to IT department group as per my CSV file

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with a red box highlighting the user information: "Worlanyo Akpatsa" and "Student Number 101590287". The main area is titled "Add a Microsoft 365 group" and shows the "Members" step of the wizard. It lists five users with checkboxes next to their names:

- Userfivecase (Userfive@georgebrown874.onmicrosoft.com)
- Userfourcase (Userfour@georgebrown874.onmicrosoft.com)
- Useronecase (Userone@georgebrown874.onmicrosoft.com)
- Userthreecase (Userthree@georgebrown874.onmicrosoft.com)
- Usertwo case (Usertwo@georgebrown874.onmicrosoft.com)

At the bottom right, there are buttons for "Help & support", "Give Feedback", "Cancel", and "Next".

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

Final settings for IT department group

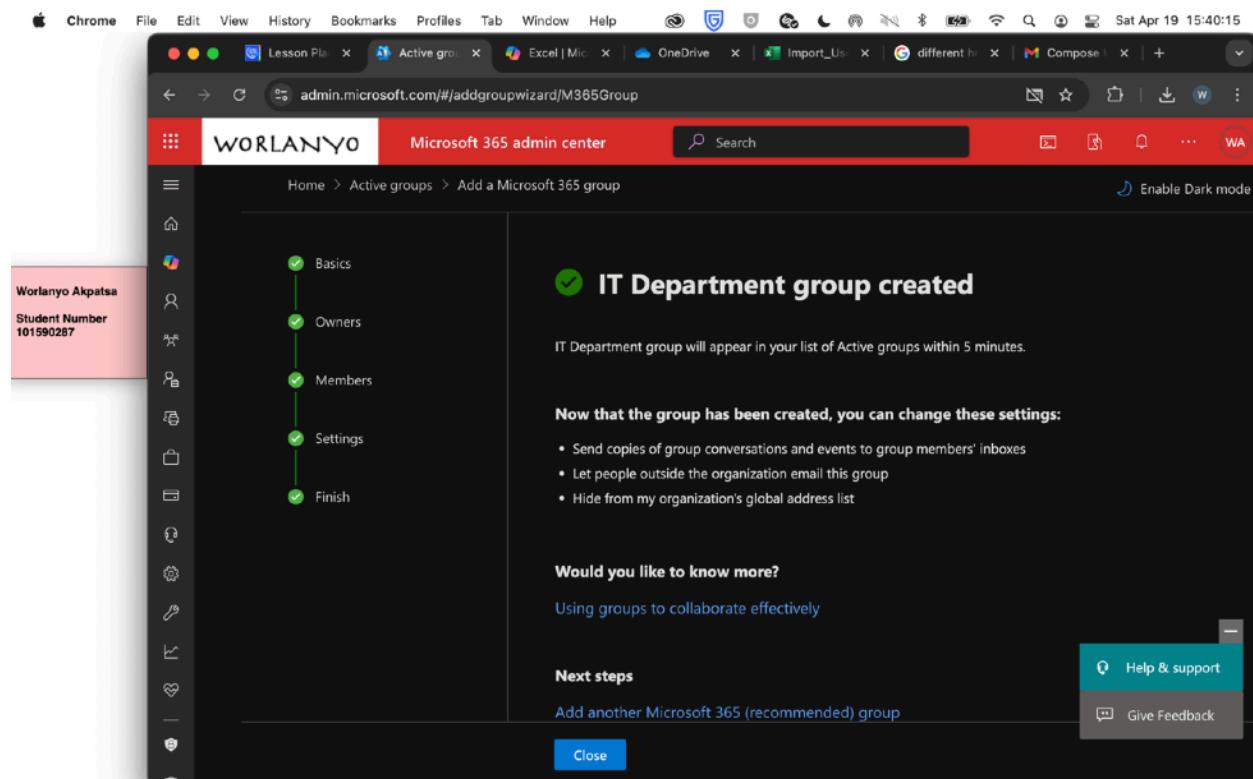
The screenshot shows a web browser window for the Microsoft 365 Admin Center. The URL is `admin.microsoft.com/#/addgroupwizard/M365Group`. The page title is "Edit settings". On the left, there's a sidebar with a navigation tree: "Basics" (selected), "Owners", "Members", "Settings" (selected), and "Finish". The main content area has a callout box stating: "You'll be able to change settings, like Allow External Senders or Send Copies of Group Conversations to Members' Inboxes, after the group is created. [Learn more about all settings](#)". Below this, it says: "Microsoft 365 groups allow teams to collaborate by giving them a group email and a shared workspace for conversations, files, and calendars. Choose settings for your Microsoft 365 group." There are input fields for "Group email address" (set to "Itdepartment @GeorgeBROWN874.onmicrosoft.com"), "Sensitivity" (set to "None"), "Privacy" (set to "Private"), and a checkbox for "Role assignment" (unchecked). At the bottom are "Back", "Next", and "Cancel" buttons, along with "Help & support" and "Give Feedback" links.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### IT department Group Created



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

C: Creating group for HR department.

Click “Add a Microsoft 365 group” and set up name and description

The screenshot shows a web browser window for the Microsoft 365 Admin Center. The URL is `admin.microsoft.com/#/addgroupwizard/M365Group`. The page title is "Set up the basics". On the left, there's a sidebar with navigation icons and a user profile for "Worlanyo Akpatsa" (Student Number 101590287). The main content area has a tree structure on the left labeled "Basics", "Owners", "Members", "Settings", and "Finish". The "Basics" node is expanded. To the right, there's a form with a "Name" field containing "HR Department" and a "Description" field containing "Group for HR department". At the bottom are "Next", "Help & support", "Give Feedback", and "Cancel" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

Adding members to HR department group as per my CSV file

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with navigation links like Home, Copilot, Users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, Health, Admin centers, and Security. A red box highlights the 'User Number' section in the sidebar, which reads 'Worlanyo Akpatsa' and 'Student Number 101590287'. The main content area is titled 'Add members' under 'Add a Microsoft 365 group'. It shows a flowchart with 'Basics' (selected), 'Owners', 'Members' (selected), 'Settings', and 'Finish'. Below this, there's a list of users to add: 'Usersevencase' and 'Usersixcase'. At the bottom right, there are 'Help & support' and 'Give Feedback' buttons, along with 'Back', 'Next', and 'Cancel' buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

Final settings for HR department group

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with various navigation options like Home, Copilot, Users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, and Health. A red box highlights the 'Student Number 101590287' in the sidebar. The main area shows a breadcrumb path: Home > Active groups > Add a Microsoft 365 group. Below this, a flowchart indicates the steps: Basics (checked), Owners (checked), Members (checked), Settings (unchecked), and Finish. The 'Edit settings' section is open, showing the following configuration:

- Group email address:** hrdepartment @GeorgeBROWN874.onmicrosoft.com
- Sensitivity:** None
- Privacy:** Private (highlighted in blue)
- Role assignment:** Help & support (highlighted in green)

At the bottom right are buttons for Back, Next, Cancel, and Help & support.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

HR department Group Created

The screenshot shows a Microsoft 365 Admin Center page titled "admin.microsoft.com/#/addgroupwizard/M365Group". The left sidebar displays navigation links such as Home, Copilot, Users, Groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, Health, and Admin centers. A red box highlights the "Groups" link. The main content area shows a progress flow: Basics (Completed), Owners (Completed), Members (Completed), Settings (Completed), and Finish (Completed). A prominent green checkmark indicates that the "HR Department group created" step has been completed. Below this, a message states: "HR Department group will appear in your list of Active groups within 5 minutes." A section titled "Now that the group has been created, you can change these settings:" lists three options: "Send copies of group conversations and events to group members' inboxes", "Let people outside the organization email this group", and "Hide from my organization's global address list". At the bottom, there are "Next steps" and "Close" buttons, along with "Help & support" and "Give Feedback" links.

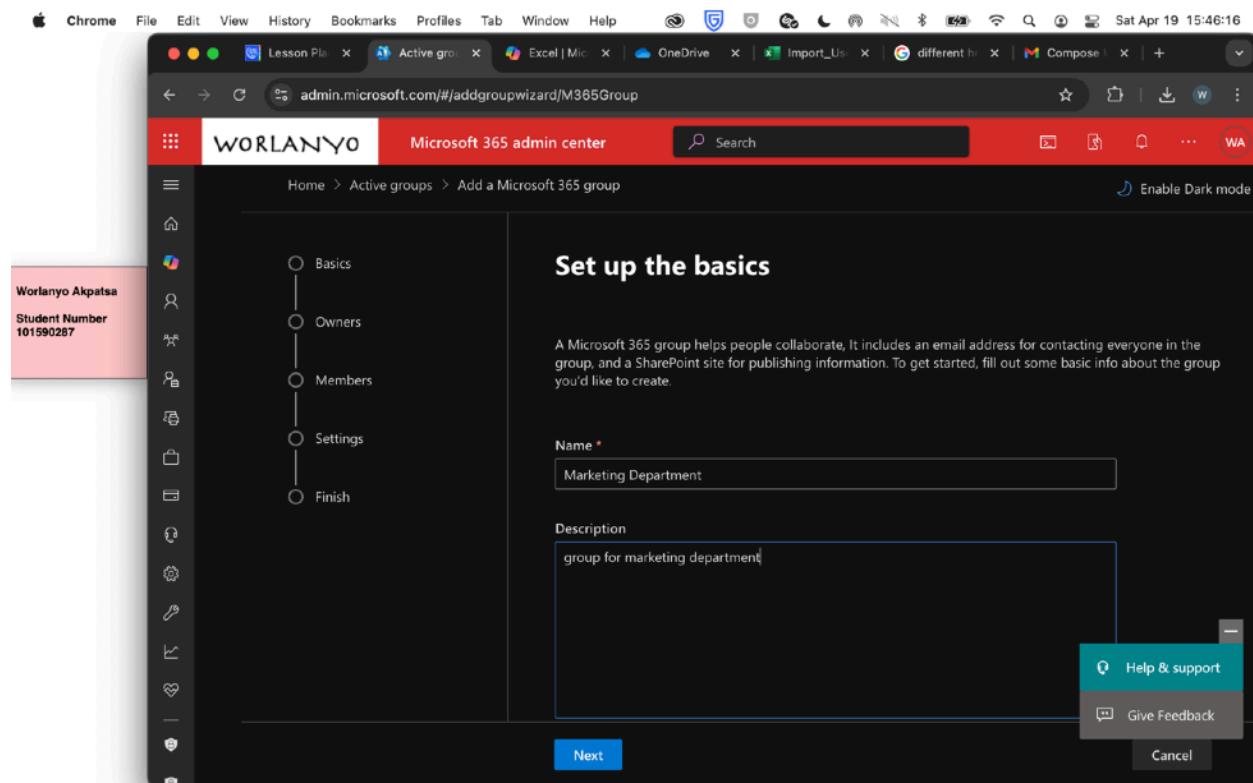
## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### D: Creating group for Marketing Department

Click “Add a Microsoft 365 group” and set up name and description



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

Adding members to Marketing department group as per my CSV file

The screenshot shows a web browser window for the Microsoft 365 Admin Center. The URL is `admin.microsoft.com/#/addgroupwizard/M365Group`. The page title is "Add a Microsoft 365 group". On the left, there's a sidebar with a navigation tree: "WORLANYO" (highlighted in red), "Home", "Active groups", "Add a Microsoft 365 group". The tree has nodes: "Basics" (selected), "Owners", "Members" (selected), "Settings", and "Finish". The main content area is titled "Add members". It says: "Group members have access to everything in the group, including group content like email messages, files, and a shared calendar. By default, group members can invite guests to join your group, but they can't edit group settings." Below this is a link "Learn more about what group members can do". There's a "Help & support" button and a "Give Feedback" button. At the bottom are "Back", "Next", and "Cancel" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

Final settings for Marketing department group

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a sidebar with various icons and a user profile for 'Worlanyo Akpatsa' (Student Number 101590287). The main area is titled 'Edit settings' for a new Microsoft 365 group. The 'Basics' step is selected in the wizard on the left, which includes fields for 'Group email address' (marketing@GeorgeBROWN874.onmicrosoft.com), 'Sensitivity' (None), and 'Privacy' (Private). A note at the top right says: 'You'll be able to change settings, like Allow External Senders or Send Copies of Group Conversations to Members' Inboxes, after the group is created.' At the bottom, there are 'Back', 'Next', and 'Cancel' buttons, along with 'Help & support' and 'Give Feedback' links.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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### Marketing Department Group Created

The screenshot shows a Microsoft 365 Admin Center page titled "Add a Microsoft 365 group". On the left, there's a sidebar with a red header bar containing the user's name, "WORLANYO", and a "Student Number 101590287". Below the sidebar, a vertical navigation menu lists steps: Basics (checkmark), Owners (checkmark), Members (checkmark), Settings (checkmark), and Finish (checkmark). The main content area displays a green checkmark icon and the text "Marketing Department group created". It also includes a message stating "Marketing Department group will appear in your list of Active groups within 5 minutes." Below this, a section titled "Now that the group has been created, you can change these settings:" lists three options: "Send copies of group conversations and events to group members' inboxes", "Let people outside the organization email this group", and "Hide from my organization's global address list". At the bottom, there are "Next steps" (Add another Microsoft 365 (recommended) group) and "Help & support" and "Give Feedback" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### 4: Configure User Permissions

#### 4.1: Assign specific permissions to the HR group to access sensitive HR documents in Sharepoint

A: Navigate to groups->active groups

The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar has a red highlight on the 'Groups' section, specifically on 'Active groups'. The main content area is titled 'Active groups' and shows a list of Microsoft 365 groups. The groups listed are:

| Name                | Email                                            | Sync status | Membership type |
|---------------------|--------------------------------------------------|-------------|-----------------|
| All Company         | allcompany@GeorgeBROWN874.onmicrosoft.com        | Cloud       | Assigned        |
| Event Planning Site | EventPlanningSite@GeorgeBROWN874.onmicrosoft.com | Cloud       | Assigned        |
| GeorgeBROWN         | GeorgeBROWN@GeorgeBROWN874.onmicrosoft.com       | Cloud       | Assigned        |
| Group 1             | group1@GeorgeBROWN874.onmicrosoft.com            | Cloud       | Assigned        |
| Group 2             | group2@GeorgeBROWN874.onmicrosoft.com            | Cloud       | Assigned        |

A context menu is open over the 'GeorgeBROWN' group, with options 'Help & support' and 'Give Feedback' visible.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

B: Select HR department group and open settings

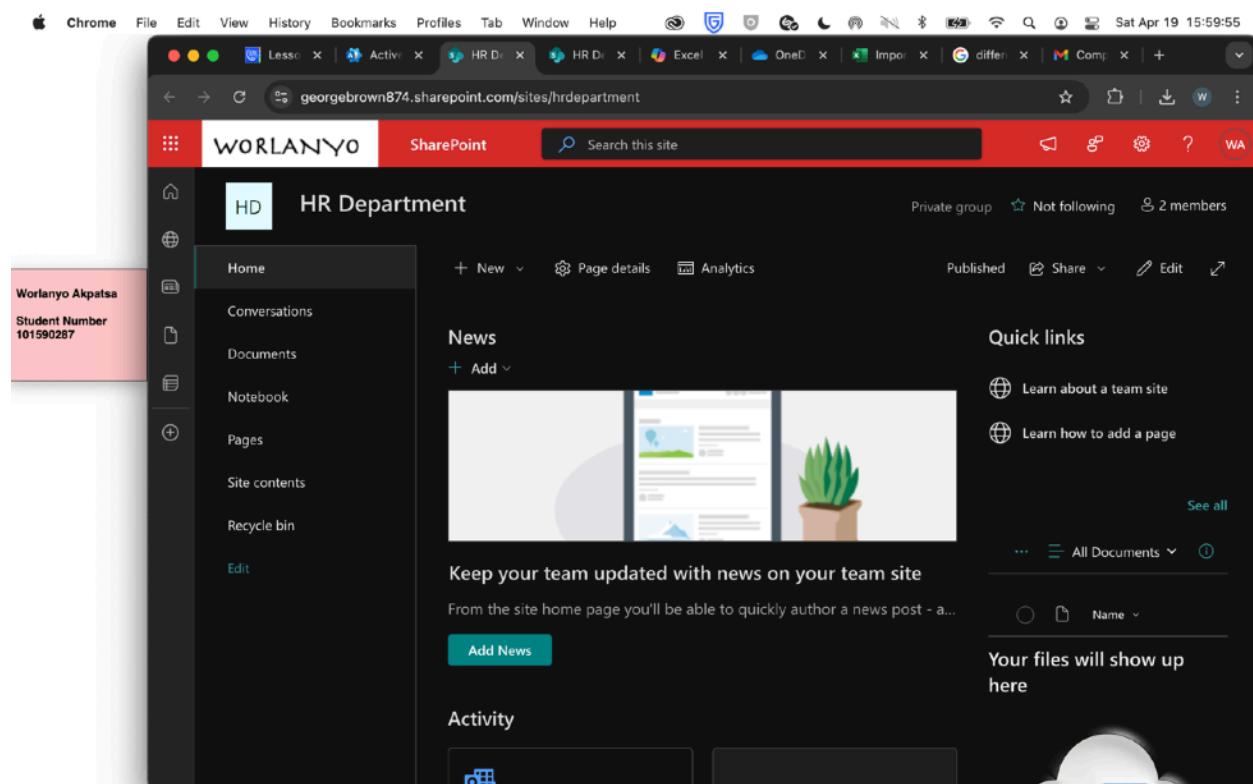
The screenshot shows the Microsoft 365 Admin Center interface. On the left, there is a sidebar with various navigation options: Home, Copilot, Users, Groups (which is selected and highlighted in blue), Active groups, Deleted groups, Shared mailboxes, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, and Reports. A red box highlights the 'Groups' option. The main content area displays the 'HR Department' group settings. At the top, it says 'HR Department' (with a blue 'HD' icon), 'Private group', and has links for 'Email', 'View site', and 'Delete'. Below this, there are three tabs: 'General' (which is selected and underlined in blue), 'Membership', and 'Settings'. The 'General' tab contains sections for 'Basic info', 'Email addresses', and 'Other info'. Under 'Basic info', it shows 'Name: HR Department' and 'Description: group for HR department'. Under 'Email addresses', it shows 'Primary: hrdepartment@GeorgeBROWN874.onmicrosoft.com' and 'Aliases'. Under 'Other info', it shows 'Created: 4/19/25 at 3:45 PM by HR Department Owners from Microsoft 365 admin center'. Below these sections is a 'Site info' section with 'Site address: .../hrdepartment' and a 'Edit' link.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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C: Open the site where HR documents will be stored by clicking on link under “site address” in HR department group page



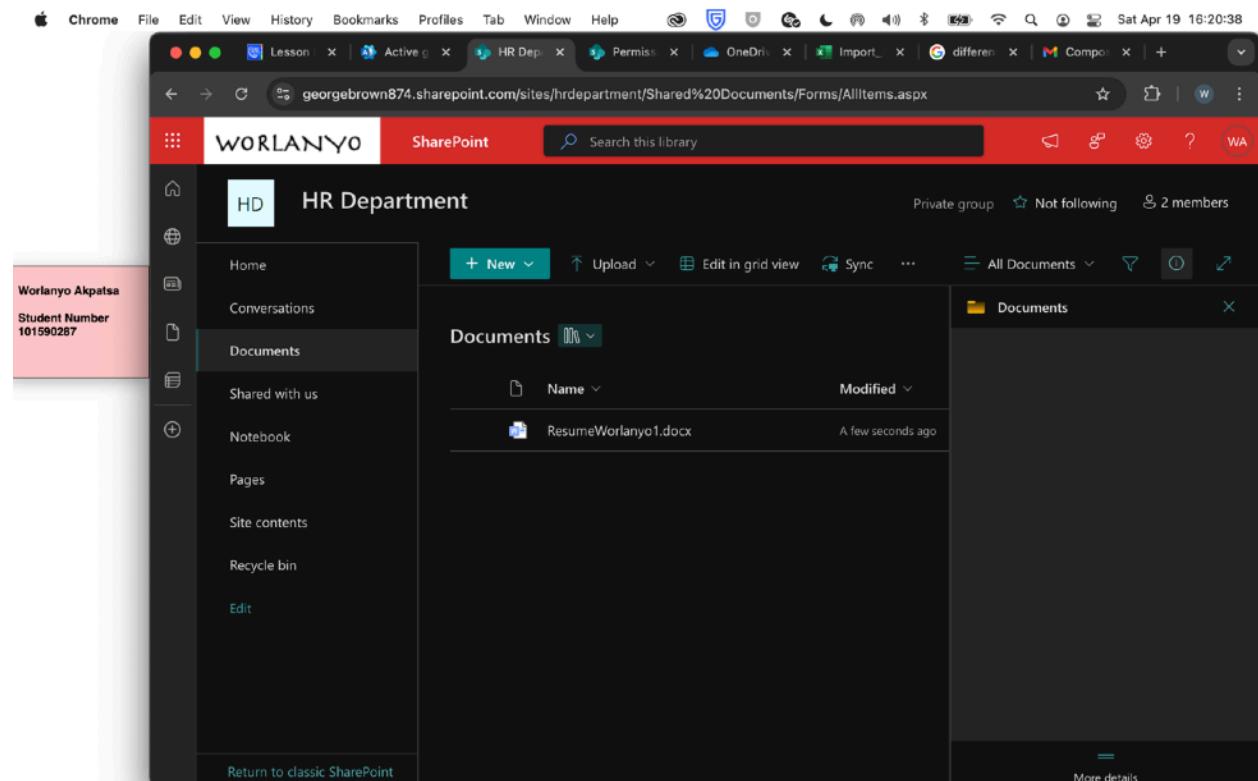
## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

D: Upload Document to Documents tab on left pane

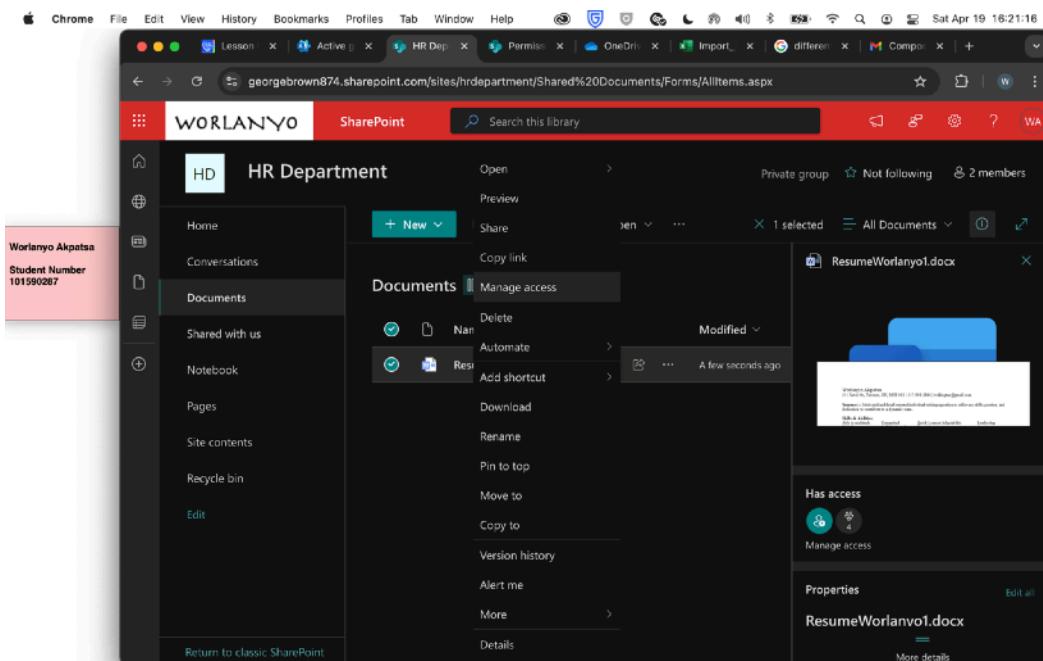


**Microsoft 365 Identity and Services – Enterprise Administration**

Student Name: Worlanyo Akpatsa  
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E: Right Click on Document and select Manage Access

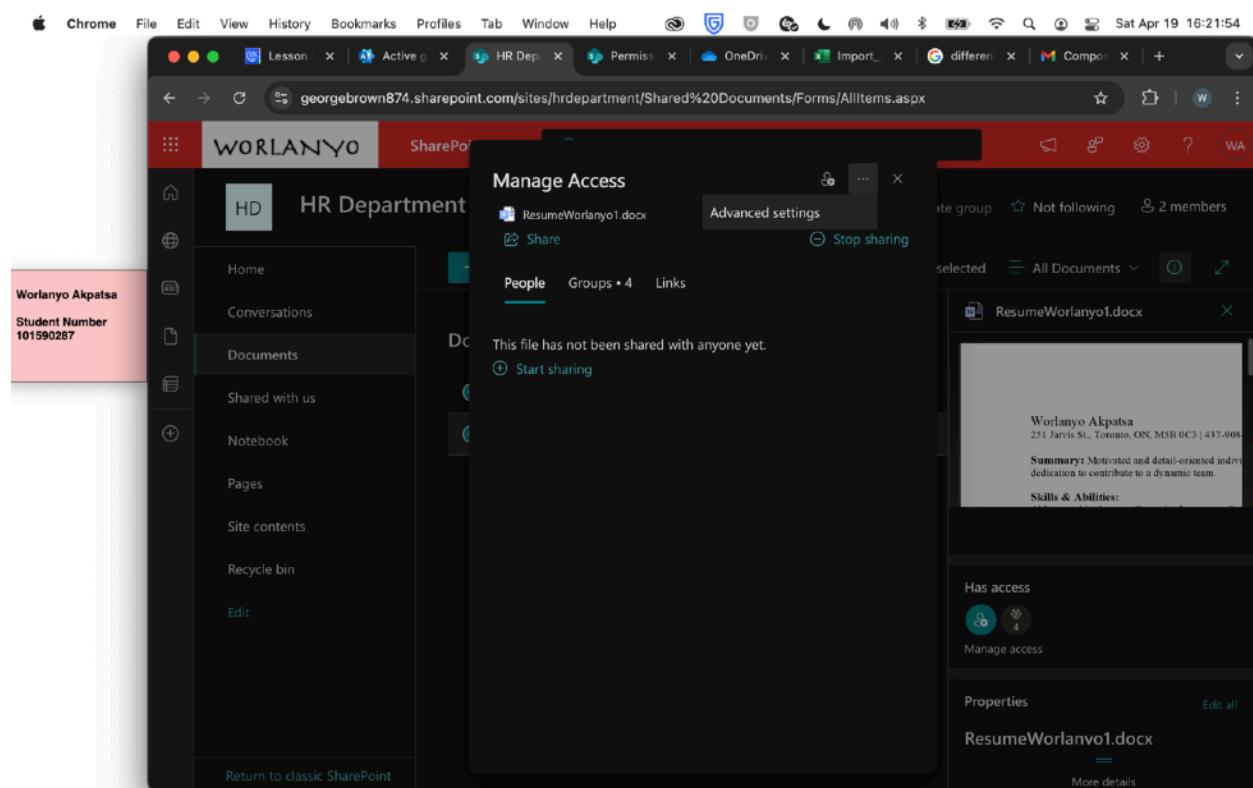


## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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F: In manage access window, click on three dots and select Advanced Settings



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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G: In the advanced settings window, click on Grant Permissions and give HR department Members full control to document access

The screenshot shows a SharePoint document library interface. A specific document, 'ResumeWorlanyo1', has unique permissions applied. The 'Grant' tab is active, displaying the following permission mapping:

| Type             | Permission Levels |
|------------------|-------------------|
| SharePoint Group | Edit              |
| SharePoint Group | Full Control      |
| SharePoint Group | Read              |

The 'HR Department Members' group is listed under the 'Edit' level.

The screenshot shows the 'Share' dialog box for the 'ResumeWorlanyo1' document. The 'HR Department Members' group is selected, and the 'Full Control' permission level is chosen. The 'Send an email invitation' checkbox is checked.

## **Microsoft 365 Identity and Services – Enterprise Administration**

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Student Name: Worlanyo Akpatsa  
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The above procedure is a way to assign specific permissions to the HR group for them to access sensitive documents in the Sharepoint Site.

You can also edit site permissions in general to manage permissions. To do this, you have to visit the Sharepoint site for the group and click on settings icon and then select site permissions->advanced permission settings.

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***Task 1 Summary:***

The opening task for this case project was something I have made myself really familiar with (Setting up and Configuring User Accounts) so I did not really have a problem doing it. The only thing that was quite new to me was importing users using a CSV file but I was able to do it so it was something very interesting I learnt.

To begin, I had to bulk import ten users to my organization. To do this, I navigated to users->active users in my 365 Admin Center and selected Add multiple users in the header.

When this window opens, one can either add the multiple users using the admin center or via a CSV file template provided by Microsoft.

The task called to use a CSV file so that's what I did.

On the add multiple users window, I scrolled down and checked the box “Id like to upload a CSV with user information”. When you do this, it shows two different hypertext links which allow you to download templates.

I downloaded the template and had to edit it using Excel. Due to the fact that my MacOS is quite old, I was not being allowed to open excel so i though of something else to do; I opened Excel using 365 Admin Center and edited my CSV template on the web Excel. I'm glad I thought of that so quick.

I had no problem inputting all the information for my ten new users but when I tried to upload, at first I was getting errors pertaining to my username. I didn't realize that all usernames had to have the domain attached to them. I made this correction and my CSV file uploaded to the admin center no problem.

Next I assigned Microsoft licenses to all the users so they have access to most of the Microsoft 365 services.

The next task was to configure the user profiles by adding profile pictures, contact info and organization-specific info. Luckily for me, while editing my CSV file, I

Student Name: Worlanyo Akpatsa  
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made sure to include all organization-specific info like a user's department, their job title, contact info, etc. This means all I had to do here was upload profile pictures.

I navigated to users->active users in the admin center and clicked on a users name which opens a window containing all their info. Under their avi, it says “change photo”. I clicked on this and uploaded a photo for my new user. I repeated this same process for all other users.

The next thing was to create three groups for the different departments (IT, HR MARKETING) which I found easy to do to be honest. Lucky for me too, I divided my users into different departments in my CSV file (users 1-5 in IT, users 6 and 7 in HR and users 8-10 in marketing.) This really helped me when assigning my users to groups.

I navigated to groups->active groups in the left pane of the admin center and selected add a microsoft 365 group. I then added chose the name for the groups and added the users per my csv file. I edited settings to make them private groups so only the users could access.

Last thing in this task was to configure user permissions. The first thing I had to do was assign specific permissions to the HR group to access sensitive HR documents. To do this, I opened the HR group window by accessing groups->active groups and then clicked the link under site address which took me to the sharepoint site for the group.

I uploaded a document to the documents tab and right clicked on that document and selected manage access. I chose the advance settings in the manage access window and clicked on grant permissions after. Here, I gave HR members group full access to the document.

This task was quite easy to do. Very nice to revisit the things I learnt earlier.

## **TASK 2: IMPLEMENTING SECURITY MEASURES**

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### 1: Set up and configure Microsoft Defender for Office 365

#### 1.1: Access the MS Defender and navigate to Secure Score

A: Navigate to Admin Center Homepage and select Security under Admin Centers

The screenshot shows the Microsoft 365 Admin Center homepage. The left sidebar has a red header bar with the name 'WORLANYO' and a student number '101590287'. Below this, the 'Admin centers' section is expanded, showing options like Security, Compliance, Microsoft Intune, Identity, Exchange, SharePoint, Power Platform, and All admin centers. The 'Security' option is highlighted with a blue border. The main content area greets the user with 'Good afternoon, Worlanyo Akpatsa' and provides a 'Simplified view' of common tasks. A callout box highlights 'Set up email with a custom domain'. At the bottom, there are links for 'Users', 'Products', 'Upcoming changes (5)', 'Learn', 'Setup', 'Help & support', and 'Give Feedback'.

B: Microsoft Defender Homepage

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Student Name: Worlanyo Akpatsa  
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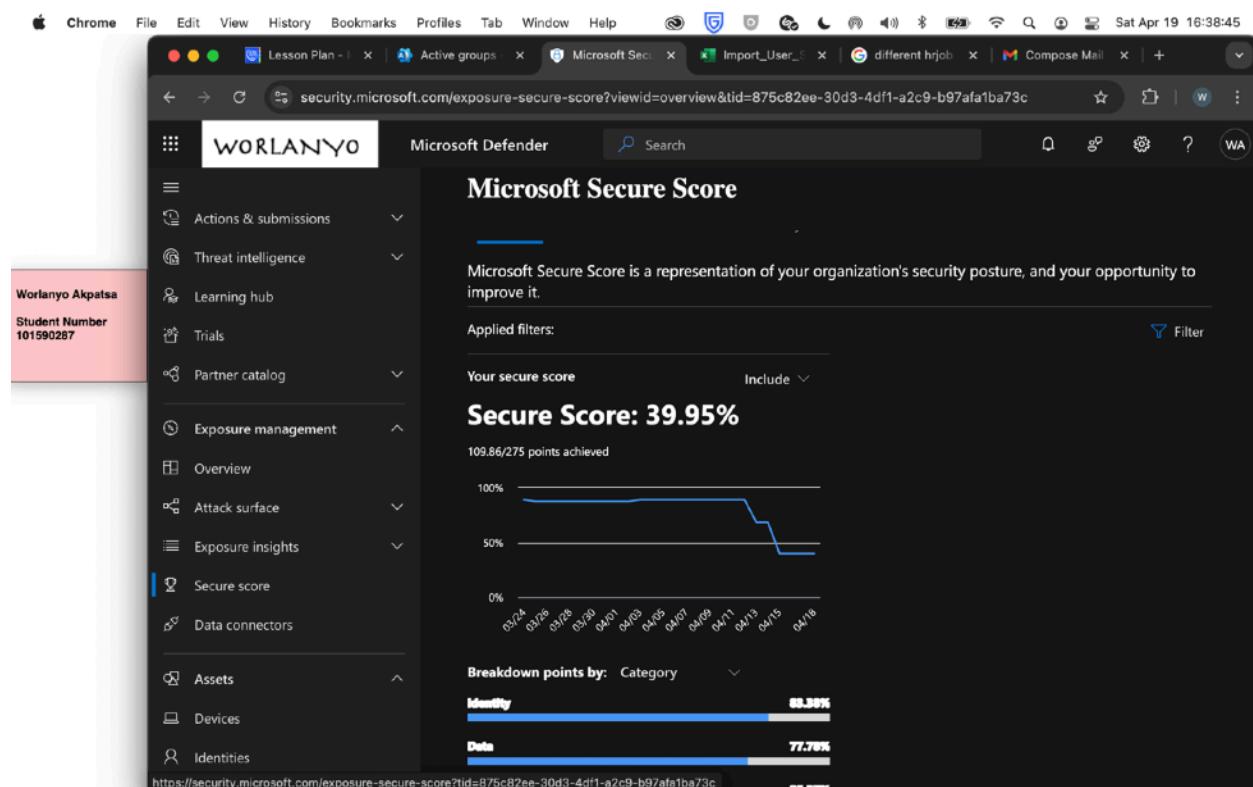
The screenshot shows a Microsoft Defender interface in a web browser. The left sidebar has a red highlight on the 'Worlanyo Akpatsa' section, which displays the student's name and ID. The main content area is titled 'Home' and features a large callout box with the text 'Get your SIEM and XDR in one place'. Below this, there's a 'Microsoft Secure Score' card showing a score of 'Secure Score: 39.95%' and '109.86/275 points achieved'. To the right, there's a 'Connected SaaS apps' card with a status summary.

C: Navigate to Secure Score in the left Pane

## Microsoft 365 Identity and Services – Enterprise Administration

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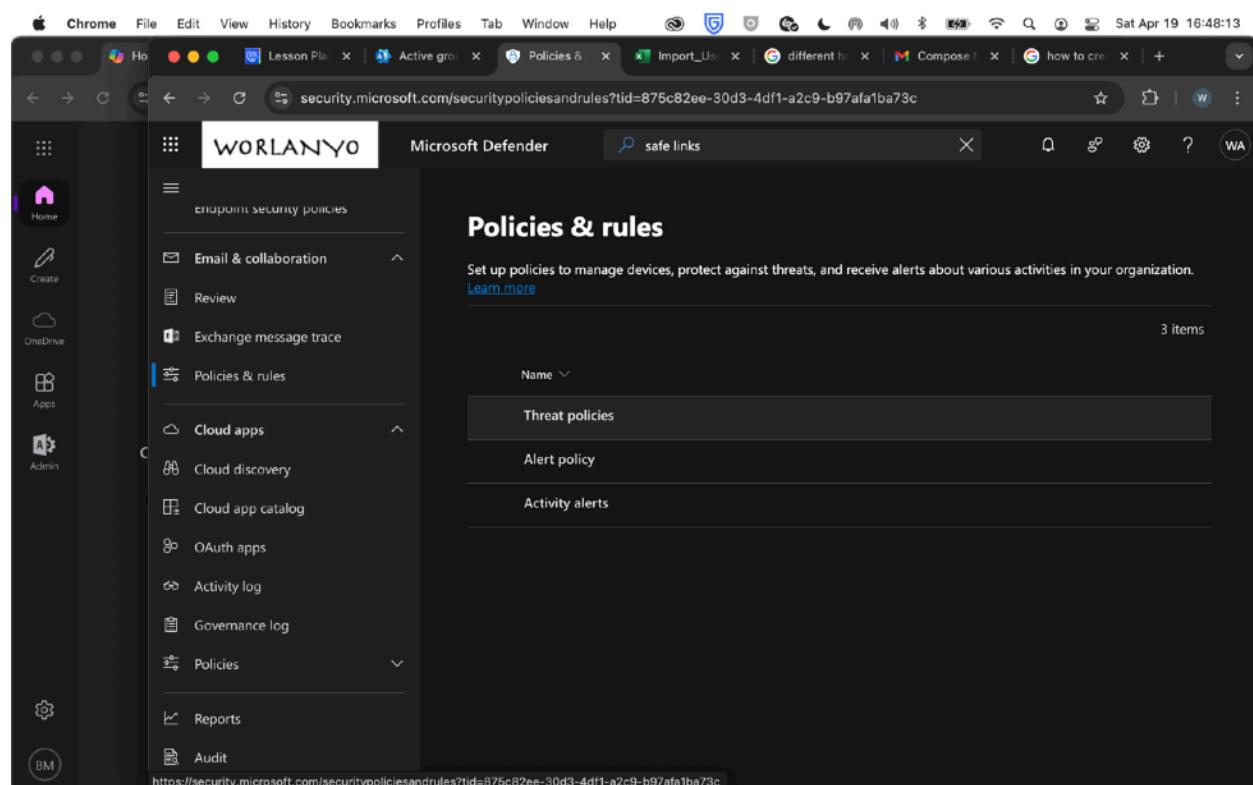
Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

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### 1.2: Ensure that Safe Links and Safe Attachments have been enabled for all users

A: Navigate to Policies & Rules and select threat policies



The screenshot shows a Microsoft Defender interface in a web browser. The left sidebar has a dark theme with various icons for Home, Create, OneDrive, Apps, Admin, and more. The main area is titled "Policies & rules" and contains a sub-section for "Threat policies". It lists three items: "Threat policies", "Alert policy", and "Activity alerts". A search bar at the top right says "safe links". The URL in the address bar is <https://security.microsoft.com/securitypoliciesandrules?tid=875c82ee-30d3-4df1-a2c9-b97afa1ba73c>.

## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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B: In Threat Policy Window, select Preset Security Policies

The screenshot shows a Microsoft Defender interface in a web browser. The left sidebar has a dark theme with various icons for Home, Create, OneDrive, Apps, Admin, and more. The main content area is titled 'Threat policies'. It features a 'Templated policies' section with 'Preset Security Policies' selected, followed by 'Configuration analyzer'. Below that is a 'Policies' section with 'Anti-phishing', 'Anti-spam', and 'Anti-malware'. Finally, there's a 'Rules' section with 'Tenant Allow/Block Lists' and 'Email authentication settings'.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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C: Turn on Standard Protection and click “Manage Protection Settings”

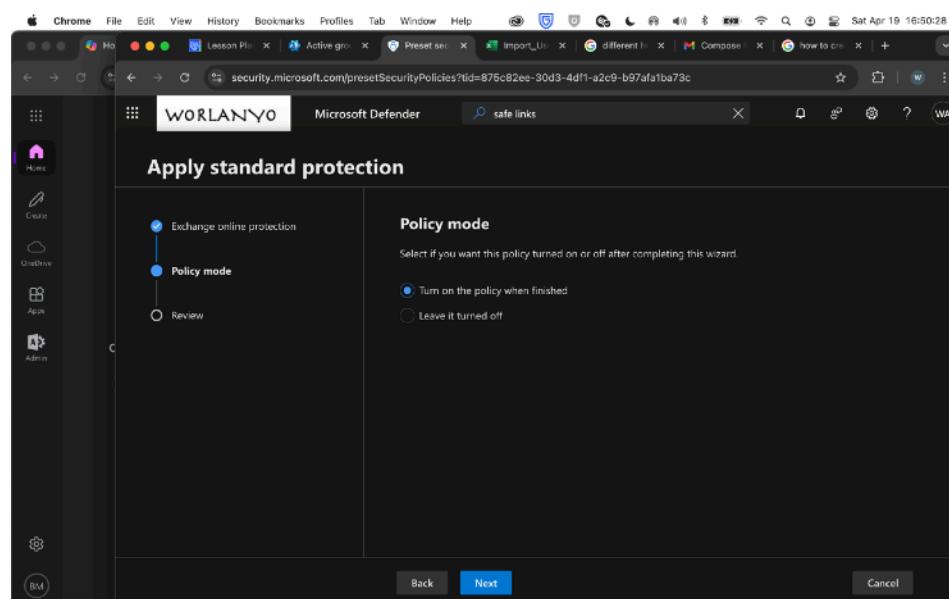
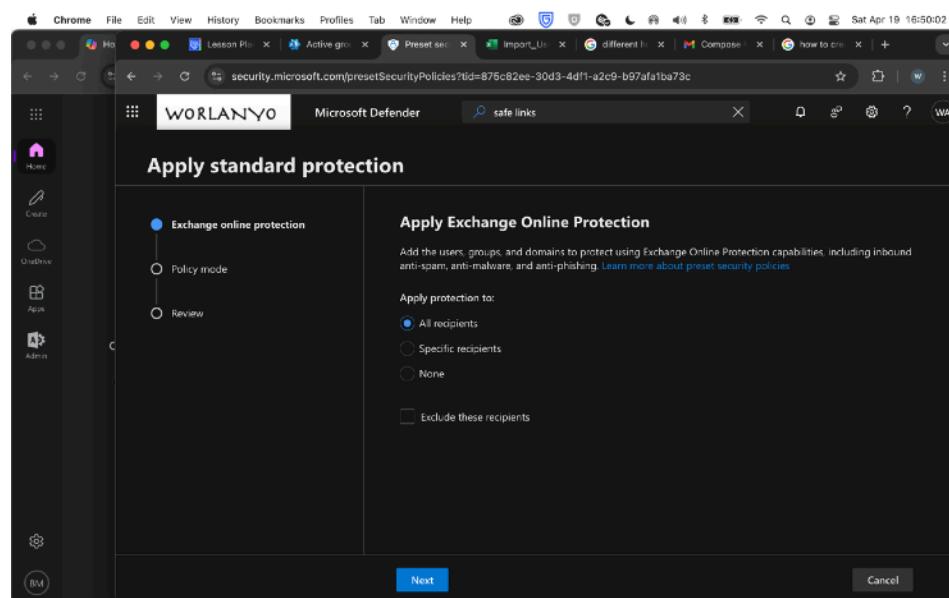
The screenshot shows the Microsoft Defender interface in a web browser. The URL is <https://security.microsoft.com/presetSecurityPolicies?tid=875c82ee-30d3-4df1-a2c9-b97afa1ba73c>. The left sidebar has categories like Home, Create, OneDrive, Apps, Admin, etc. The main area shows 'Standard protection' and 'Strict protection' options. Under Standard protection, it says 'A baseline protection profile that protects against spam, phishing, and malware threats.' with a list of features: ✓ Balanced actions for malicious content, ✓ Balanced handling of bulk content, ✓ Attachment and link protection with Safe Links and Safe Attachments. A toggle switch 'Standard protection is off' is shown. Under Strict protection, it says 'A more aggressive protection profile for selected users, such as high value targets or priority users.' with a list of features: ✓ More aggressive actions on malicious mail, ✓ Tighter controls over bulk senders, ✓ More aggressive machine learning. A toggle switch 'Strict protection is off' is shown. Both sections have a 'Manage protection settings' button.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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D: Applying protection to all recipients and turning policy on



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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E: Safe Links and Safe Attachments protection is turned on for all users

The screenshot shows the Microsoft Defender Threat policies interface in a web browser. The URL is <https://security.microsoft.com/presetSecurityPolicies?tid=875c82ee-30d3-4df1-a2c9-b97afa1ba73c>. The left sidebar shows navigation links like Home, Create, OneDrive, Apps, Admin, and Audit. The main content area is titled "Microsoft Defender" and "safe links". It displays two protection profiles: "Standard protection" and "Strict protection".

**Standard protection:** Described as a baseline protection profile that protects against spam, phishing, and malware threats. It includes the following features:

- Balanced actions for malicious content
- Balanced handling of bulk content
- Attachment and link protection with Safe Links and Safe Attachments

A blue toggle switch indicates "Standard protection is on".

**Strict protection:** Described as a more aggressive protection profile for selected users, such as high value targets or priority users. It includes the following features:

- More aggressive actions on malicious mail
- Tighter controls over bulk senders
- More aggressive machine learning

A grey toggle switch indicates "Strict protection is off".

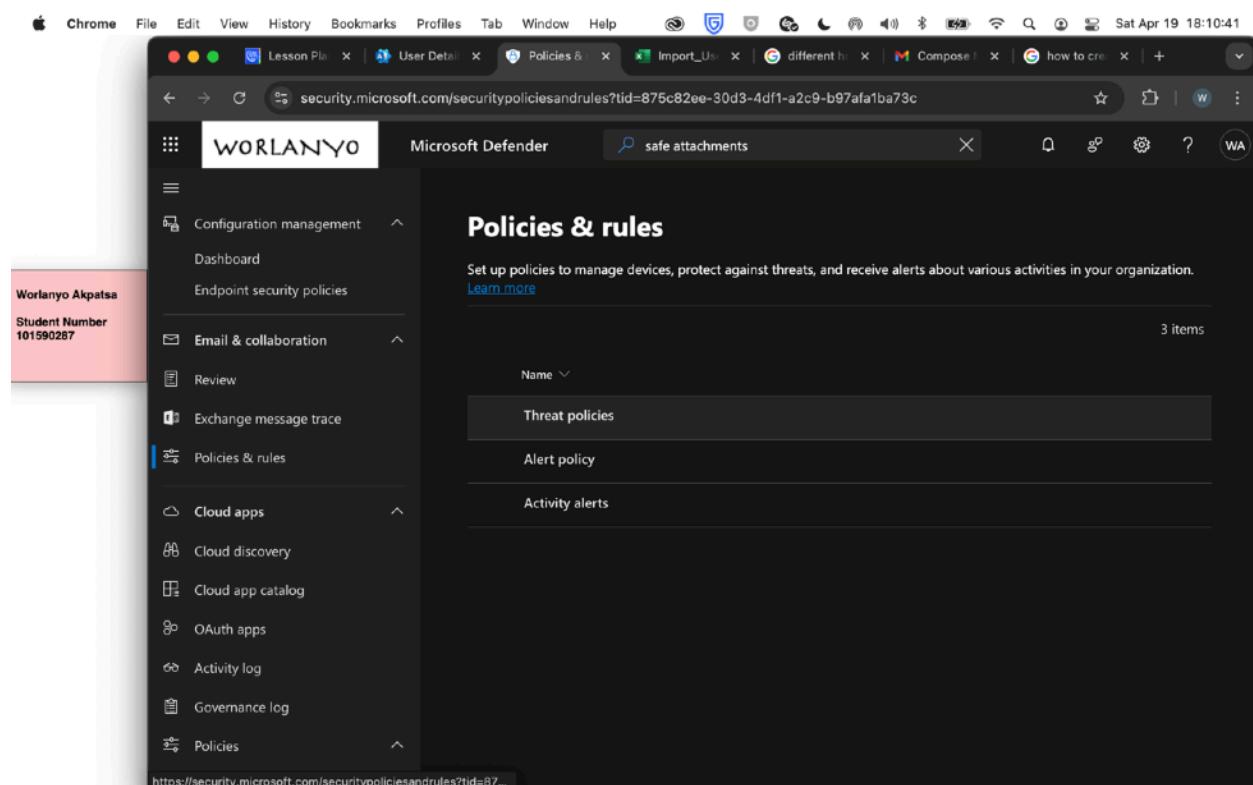
Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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### 1.3: Navigate to Policies and Rules then configure at least one policy to protect against phishing, malware or spam.

A: Navigate to Policies and Rules in Microsoft Defender and select Threat Policies



The screenshot shows a web browser window for Microsoft Defender. The URL in the address bar is <https://security.microsoft.com/securitypoliciesandrules?tid=875c82ee-30d3-4df1-a2c9-b97afa1ba73c>. The page title is "Policies & rules". On the left, there is a sidebar with navigation links: Configuration management (Dashboard, Endpoint security policies), Email & collaboration (Review, Exchange message trace), Policies & rules (selected), Cloud apps (Cloud discovery, Cloud app catalog, OAuth apps, Activity log, Governance log), and Policies. The main content area is titled "Policies & rules" with the sub-instruction "Set up policies to manage devices, protect against threats, and receive alerts about various activities in your organization." Below this, there is a "Learn more" link. A table lists three items under "Name": Threat policies, Alert policy, and Activity alerts. The "Threat policies" row is highlighted. At the bottom of the page, there is a footer with the URL <https://security.microsoft.com/securitypoliciesandrules?tid=87...>.

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### B: Configuring Anti-phishing policy by clicking create new policy

The screenshot shows a Microsoft Defender interface for managing threat policies. The left sidebar displays navigation categories like Configuration management, Policies & rules, and Cloud apps. The main content area is titled 'Anti-phishing' and contains a brief description of Microsoft 365's built-in anti-phishing features. Below the description is a table listing existing policies:

| Name                                | Status    | Priority | Last modified |
|-------------------------------------|-----------|----------|---------------|
| Standard Preset Security Policy     | On        | --       | Apr 19, 2025  |
| Office365 AntiPhish Default (De...) | Always on | Lowest   | Apr 13, 2025  |

At the top of the main content area, there is a 'Create' button and other navigation links for 'Export' and 'Refresh'. A search bar and filter options are also present.

## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### C: Policy Creation (Name and description)

The screenshot shows a web browser window for Microsoft Defender on the 'Create a new anti-phishing policy' page. On the left, a sidebar lists steps: 'Policy name' (selected), 'Users, groups, and domains', 'Phishing threshold & protection', 'Actions', and 'Review'. The main area is titled 'Policy name' and contains fields for 'Name' (set to 'HR Anti Phishing policy') and 'Description' (set to 'Anti Phishing Policy For HR members'). Buttons for 'Next' and 'Cancel' are at the bottom.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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### D: Adding HR department as target for policy

The screenshot shows a Microsoft Defender Threat Policy creation interface. On the left, a sidebar displays the user's name and student number: "Worlanyo Akpatsa" and "Student Number 101590287". The main panel shows the steps for creating a new anti-phishing policy: "Policy name" (selected), "Users, groups, and domains", "Phishing threshold & protection", "Actions", and "Review". The "Users, groups, and domains" step is active, titled "Users, groups, and domains". It includes instructions: "Add users, groups and domains to include or exclude in this policy." and "Include these users, groups and domains \*". A "Users" field is empty. Below it, under "And", is a "Groups" field containing "HR Department". Another "And" section shows an empty "Domains" field. A checkbox for "Exclude these users, groups and domains" is also present. At the bottom are "Back", "Next", and "Cancel" buttons.

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Student Name: Worlanyo Akpatsa  
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### E: Adding phishing threshold and protection for policy

The screenshot shows a web browser window for Microsoft Defender on the 'Create a new anti-phishing policy' page. On the left, a sidebar lists steps: 'Policy name' (checked), 'Users, groups, and domains' (checked), 'Phishing threshold & protection' (checked), 'Actions' (unchecked), and 'Review' (unchecked). The main area is titled 'Phishing threshold & protection'. It displays a message: 'Set your phishing thresholds and desired impersonation and spoof protections for this policy.' Below this is a 'Spoof' section with a message: '0 Spoofed email(s) were detected in the last 7 days. View spoofing activity.' A checked checkbox says 'Enable spoof intelligence (Recommended)'. A note below it says: 'Choose how you want to filter email from senders who are spoofing domains. To control which senders are allowed to spoof your domains or external domains, use the Tenant Allow/Block List Spoofing page.' At the bottom are 'Back', 'Next', and 'Cancel' buttons.

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### F: Configuring policy actions

The screenshot shows a web browser window with the URL <https://security.microsoft.com/antiphishing?tid=875c82ee-30d3-4df1-a2c9-b97afa1ba73c>. The page title is "Microsoft Defender" and the sub-page title is "safe attachments". The main content area is titled "Actions" and contains the following steps:

- Policy name (checked)
- Users, groups, and domains (checked)
- Phishing threshold & protection (checked)
- Actions** (selected)
- Review (unchecked)

Under the "Actions" section, there is a note: "Set what actions you'd like this policy to take on messages. You may need to turn on certain protections to access all available policy actions." There are two main sections for handling spoofed messages:

- If the message is detected as spoof and DMARC Policy is set as p=quarantine:**
  - Quarantine the message (selected)
  - We'll quarantine the message for you to review and decide whether it should be released. [Learn how to manage quarantined messages](#)
- If the message is detected as spoof and DMARC Policy is set as p=reject:**
  - Reject the message (selected)
  - Reject the message so it won't be delivered

At the bottom of the page, there are "Safety tips & indicators" and navigation buttons: "Back", "Next" (highlighted in blue), and "Cancel".

## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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### G: Policy Created

The screenshot shows a Microsoft Defender interface for creating a new anti-phishing policy. On the left, a sidebar displays the user's name (Worlanyo Akpatsa) and student number (101590287). The main area shows a checklist of steps completed: Policy name, Users, groups, and domains, Phishing threshold & protection, Actions, and Review. A prominent green checkmark indicates that the 'New anti-phishing policy created' message. Below this, it states: 'Your anti-phishing policy **HR Anti Phishing policy** has been created. It will go into effect immediately.' Under 'Related features', there are links to 'View this policy', 'View anti-phishing policies', and 'Learn more about anti-phishing policies'. A blue 'Done' button is at the bottom.

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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## 2: Set up Data Encryption

### 2.1: Configure Microsoft 365 Message Encryption

### 2.2: Ensure that emails inside the organization are automatically encrypted

A: Navigate to Exchange Admin Center Homepage by clicking exchange under admin centers in 365 Admin Center

The screenshot shows the Microsoft 365 Exchange Admin Center interface. The left sidebar has a red header bar with the user's name 'Worlanyo Akpatsa' and student number '101590287'. Below the sidebar, the main content area is titled 'Manage mailboxes'. It displays a list of existing mailboxes with columns for Display name, Email address, Recipient type, Archive status, and Last modified time. A search bar and various management buttons are at the top of the list.

| Display name        | Email address                             | Recipient type | Archive status | Last modified time |
|---------------------|-------------------------------------------|----------------|----------------|--------------------|
| 101590287           | 101590287@GeorgeBROWN874.onmicrosoft.com  | UserMailbox    | None           |                    |
| Bruno Mercer-Bermac | bmercerb@GeorgeBROWN874.onmicrosoft.com   | UserMailbox    | None           |                    |
| Hamish Bar          | hbar@GeorgeBROWN874.onmicrosoft.com       | UserMailbox    | None           |                    |
| Jerome Jey          | jjey46@GeorgeBROWN874.onmicrosoft.com     | UserMailbox    | None           |                    |
| John Smith          | jsmith@GeorgeBROWN874.onmicrosoft.com     | UserMailbox    | None           |                    |
| Mackenzie Joyce     | Mjoyce@GeorgeBROWN874.onmicrosoft.com     | UserMailbox    | None           |                    |
| Ozzie Osbourne      | ozosbourne@GeorgeBROWN874.onmicrosoft.com | UserMailbox    | None           |                    |

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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B: Select Mail Flow->rules in the left pane

The screenshot shows a web browser window for the Exchange Admin Center at [admin.exchange.microsoft.com/#/transportrules](https://admin.exchange.microsoft.com/#/transportrules). The user is signed in as 'Worlanyo Akpatsa' (Student Number 101590287). The left sidebar has a red highlight on the 'Mail flow' section, which is expanded to show 'Rules' selected. The main content area is titled 'Rules' and contains a message about DLP policies being deprecated. Below the message, there is a search bar and a table header with columns: Status, Rule, Priority, Stop pr..., Size (By...), Last ex..., Config..., and Unsupported reason. A note below the header states 'No data available for given query'. At the bottom right of the page, there is a feedback icon.

## Microsoft 365 Identity and Services – Enterprise Administration

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C: Create Rule to Encrypt Messages (Select “Apply Office 365 Message Encryption and rights protection to messages”)

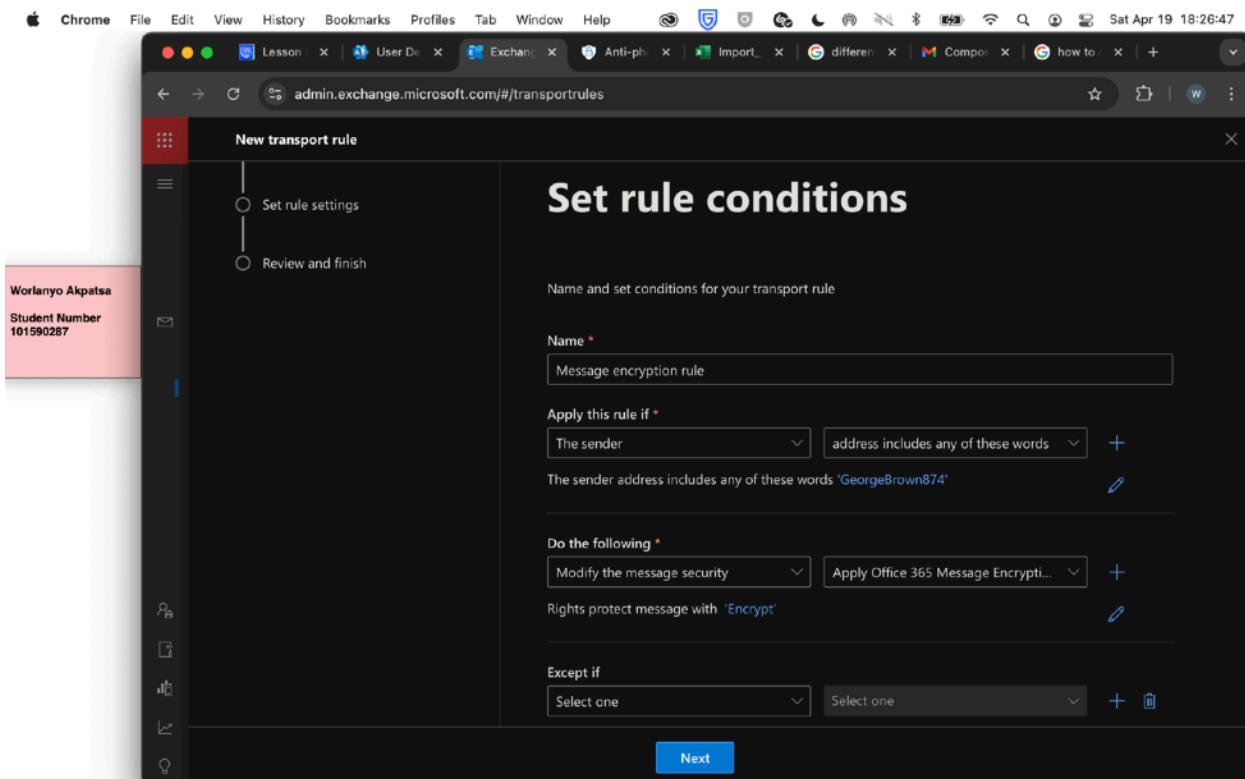
The screenshot shows the Microsoft Exchange Admin Center interface. On the left, there's a sidebar with navigation links like Groups, Resources, Contacts, Mail flow (which is selected), Message trace, Rules (selected), Remote domains, Accepted domains, Connectors, High Volume Email (Preview), Alerts, Alert policies, Roles, Migration, Mobile, Reports, and Insights. The main content area is titled 'Rules' and contains a message about DLP policies being deprecated. Below that, there's a 'Create a new rule' button and a dropdown menu with several options: 'No last exec' (which is highlighted), 'Apply custom branding to OME messages', 'Status' (with 'Apply disclaimers' and 'Filter messages by size' listed), 'Unsupported reason' (with 'Unsupported reason' and a 'Search' bar), 'Modify messages', 'Restrict managers and their direct reports', 'Restrict messages by sender or recipient', 'Send messages to a moderator', and 'Send messages and save a copy for review'. A tooltip at the top right indicates that DLP policies and conditions are no longer supported.

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## D: Setting Rule Name and Conditions



The screenshot shows a browser window for Microsoft 365 Identity and Services - Enterprise Administration. The URL is `admin.exchange.microsoft.com/#/transportrules`. The page title is "New transport rule". On the left, there's a sidebar with the user's name (Worlanyo Akpatsa) and student number (101590287). The main content area is titled "Set rule conditions" and contains the following steps:

- Name: Message encryption rule
- Apply this rule if:
  - The sender address includes any of these words: GeorgeBrown874
- Do the following:
  - Modify the message security: Apply Office 365 Message Encrypti...
- Except if:
  - Select one

A "Next" button is at the bottom right.

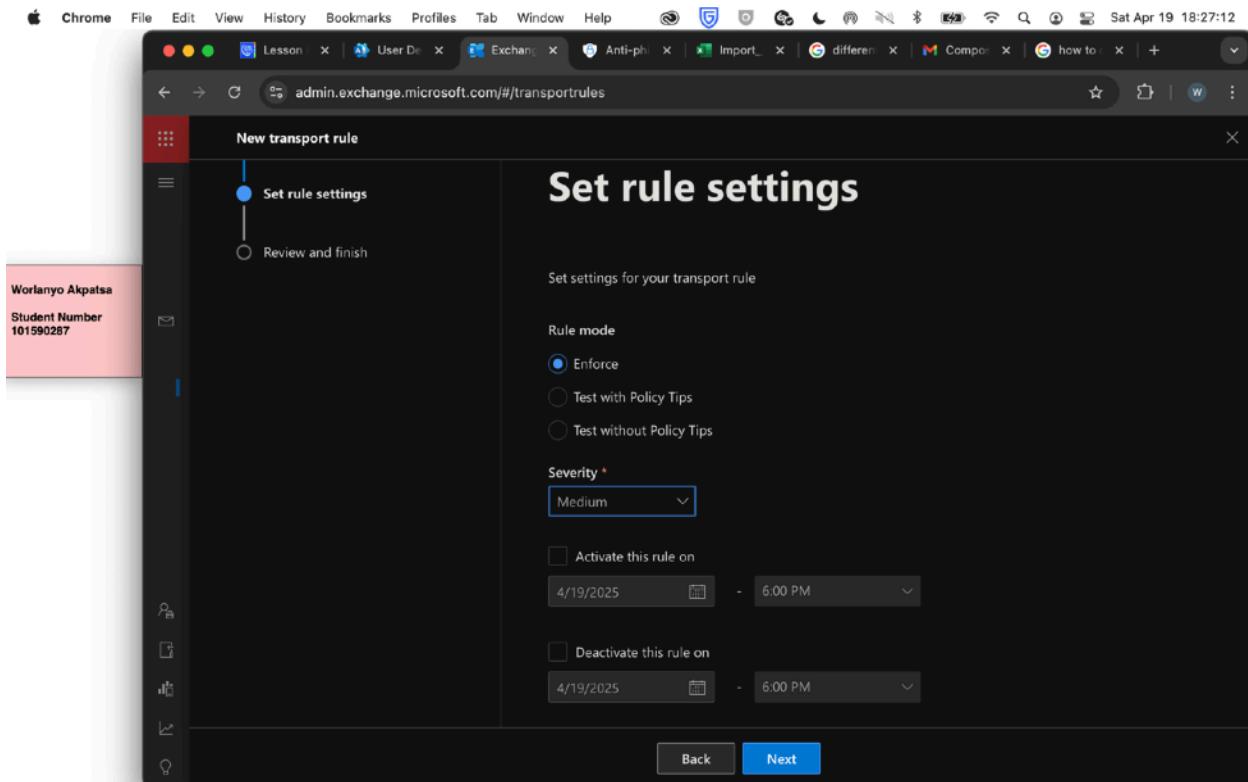
Student Name: Worlanyo Akpatsa  
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## E: Final Rule Settings



The screenshot shows a browser window in Chrome with the URL `admin.exchange.microsoft.com/#/transportrules`. A modal dialog titled "New transport rule" is open, specifically the "Set rule settings" step. On the left, there's a sidebar with the user information: "Worlanyo Akpatsa" and "Student Number 101590287". The main area has a title "Set rule settings" and a sub-instruction "Set settings for your transport rule". It includes sections for "Rule mode" (radio buttons for "Enforce" (selected), "Test with Policy Tips", and "Test without Policy Tips"), "Severity" (dropdown set to "Medium"), and time-based activation/deactivation options ("Activate this rule on" set to 4/19/2025 at 6:00 PM, and "Deactivate this rule on" also set to 4/19/2025 at 6:00 PM). At the bottom are "Back" and "Next" buttons.

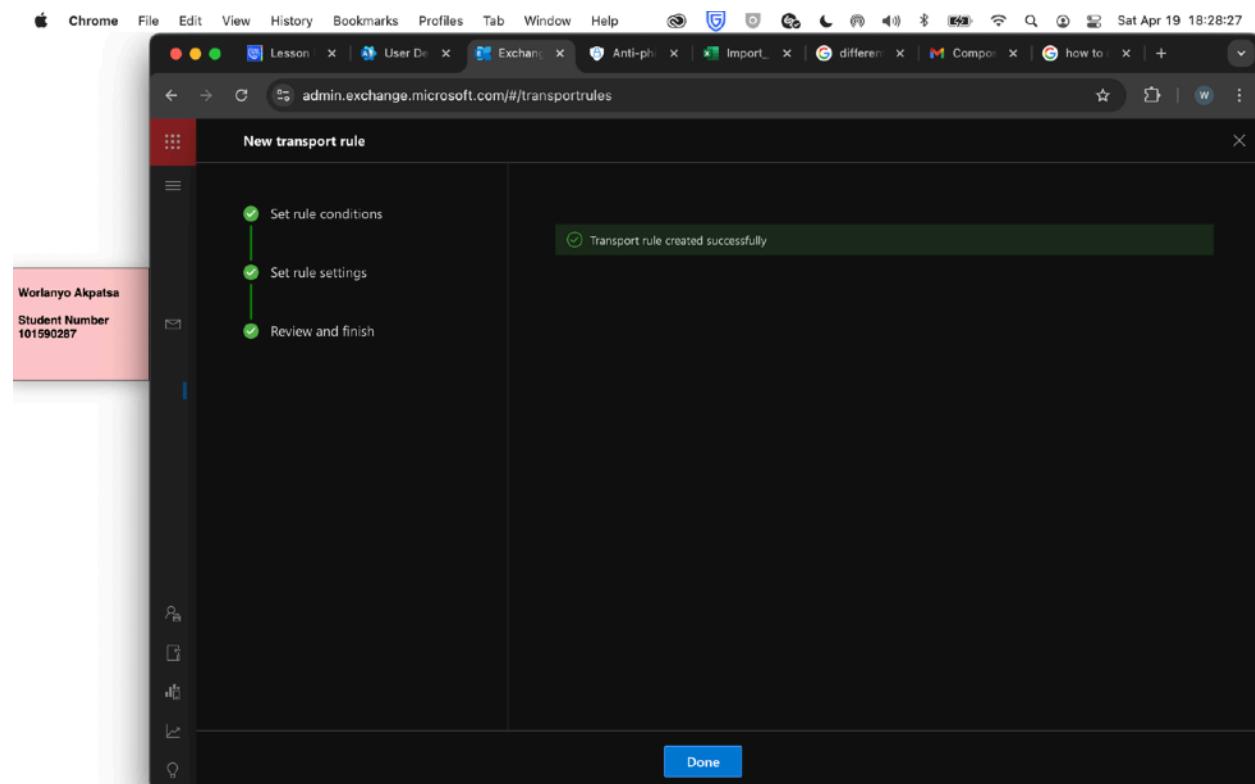
## Microsoft 365 Identity and Services – Enterprise Administration

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Student ID: 101590287

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F: Rule Created



Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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***Task 2 Summary:***

Task 2 was all about implementing security measures and to do this I had to use the Microsoft Defender. Another thing that is really key for companies is security so I am happy this was included in the project.

I navigated to my admin center and selected security under admin centers on the left pane. This takes me to the MS Defender homepage. In the left pane, I clicked on secure score to view the secure score page. I never knew about this; this page and everything in it shows a true representation of your companies security. My companies score is not that high so I made sure to make some changes and create some policies to increase this.

Next, I had to ensure that Safe links and attachments were enabled for all users. I clicked on policies and rules in the left pane and selected threat policies.

In this window, I chose preset security policies and enabled my standard protection. I could not believe this was off; maybe why my secure score was low.

I applied protection to all recipients and turned this policy on immediately. This enabled my safe links and safe attachments protection.

Next I had to configure a policy against phishing. Still in threat policies, I clicked on the anti phishing policy and chose to create a new one. I added my HR department as the target for this policy and added phishing threshold and protection. Next I reviewed the policy actions which were to reject a message if it was detected as spoof. I concluded and created my policy.

Next I had to set up data encryption; to be specific, configure ms 365 message encryption. For this, I had to use the exchange admin center. I navigated to my 365 admin center homepage and selected exchange under admin centers. This took me to my exchange admin center homepage. I chose mail flow->rules in the left pane and chose to create a new rule.

## **Microsoft 365 Identity and Services – Enterprise Administration**

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I named my rule and set my rule conditions to encrypt a message if the sender was a member of my organization. I then chose to enforce my rule immediately. I reviewed my settings and created my rule.

I am sure after this my security score will be increased.

## Microsoft 365 Identity and Services – Enterprise Administration

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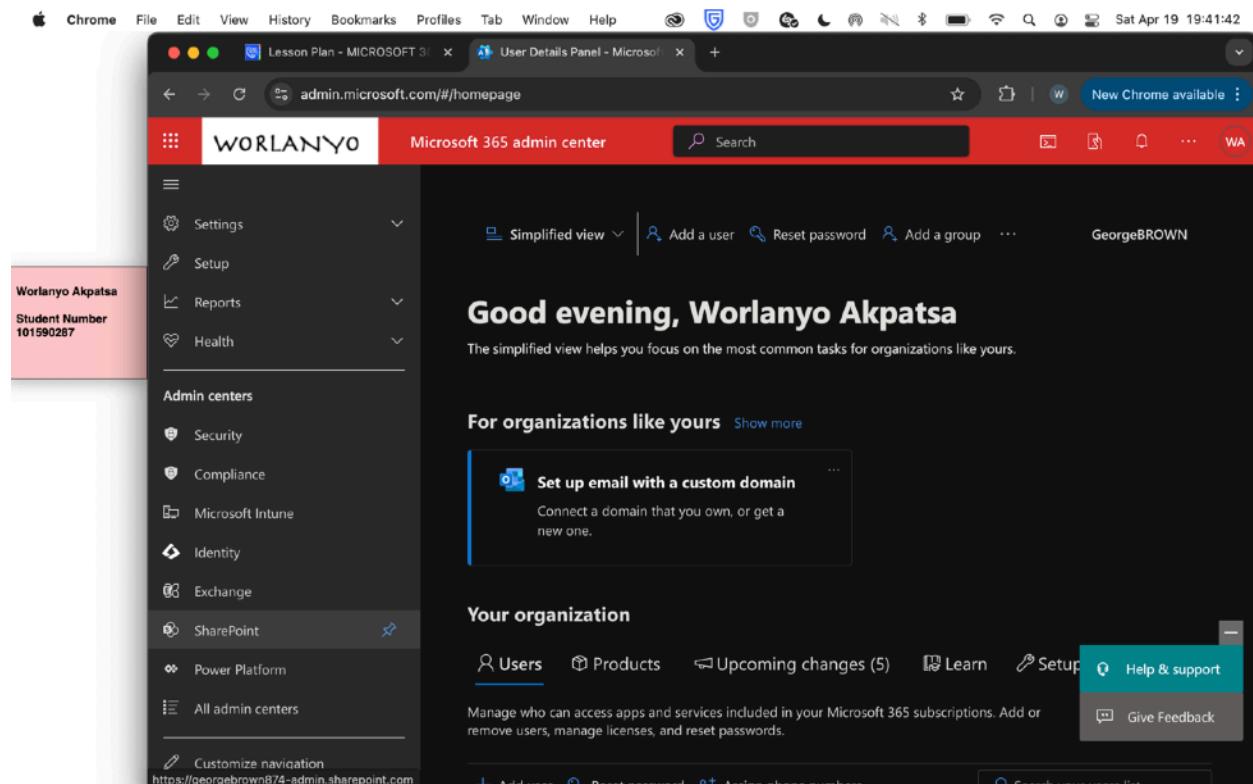
Term: Winter 2025

### TASK 3: CONFIGURING AND MANAGING COLLABORATION TOOLS

#### 1: Set up Sharepoint Online

##### 1.1: Create an Online Sharepoint Site for each department (IT, HR, Marketing)

A: Navigate to Sharepoint Admin Center by clicking Sharepoint under admin centers in 365 admin center



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### B: Sharepoint Homepage

The screenshot shows the SharePoint Admin Center interface. At the top, there's a navigation bar with links for Home, SharePoint admin center, and User Details Panel. Below the bar, the main content area has a red header with the name "WORLANYO". On the left, a sidebar menu includes sections for Home, Sites (Active sites, Deleted sites), Containers, Policies, Settings, Content services, Migration, Reports, More features, Advanced management (PRO), Customize navigation, and Show all. A pink sidebar on the far left displays the user's name "Worlanyo Akpatsa" and student number "101590287". The central content area features a "Site search" section with a search bar and a "Go" button, and an "OneDrive usage" section stating "<1% active OneDrive accounts" with a timestamp of "Last 30 days as of April 17, 2025 (UTC)".

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C: Navigate to sites->active sites on the left pane and click create to create new site

The screenshot shows the SharePoint Admin Center interface. On the left, there's a navigation sidebar with sections like Home, Sites (Active sites is selected), Containers, Policies, Settings, Content services, Migration, Reports, More features, Advanced management (PRO), Customize navigation, and Show all. The main content area is titled "Active sites" and displays a list of existing sites. The columns in the list are Site name, URL, Teams, Channel sites, and Storage. The storage column shows values like 0.00, 0.00, 0.01, etc. At the top of the list, there are buttons for Create, Export, Track view, Your recent actions, and a search bar. A message at the top says "Use this page to sort and filter sites and change site settings. Create a site bout managing sites". The top right corner shows "1.24 TB available of 1.24 TB".

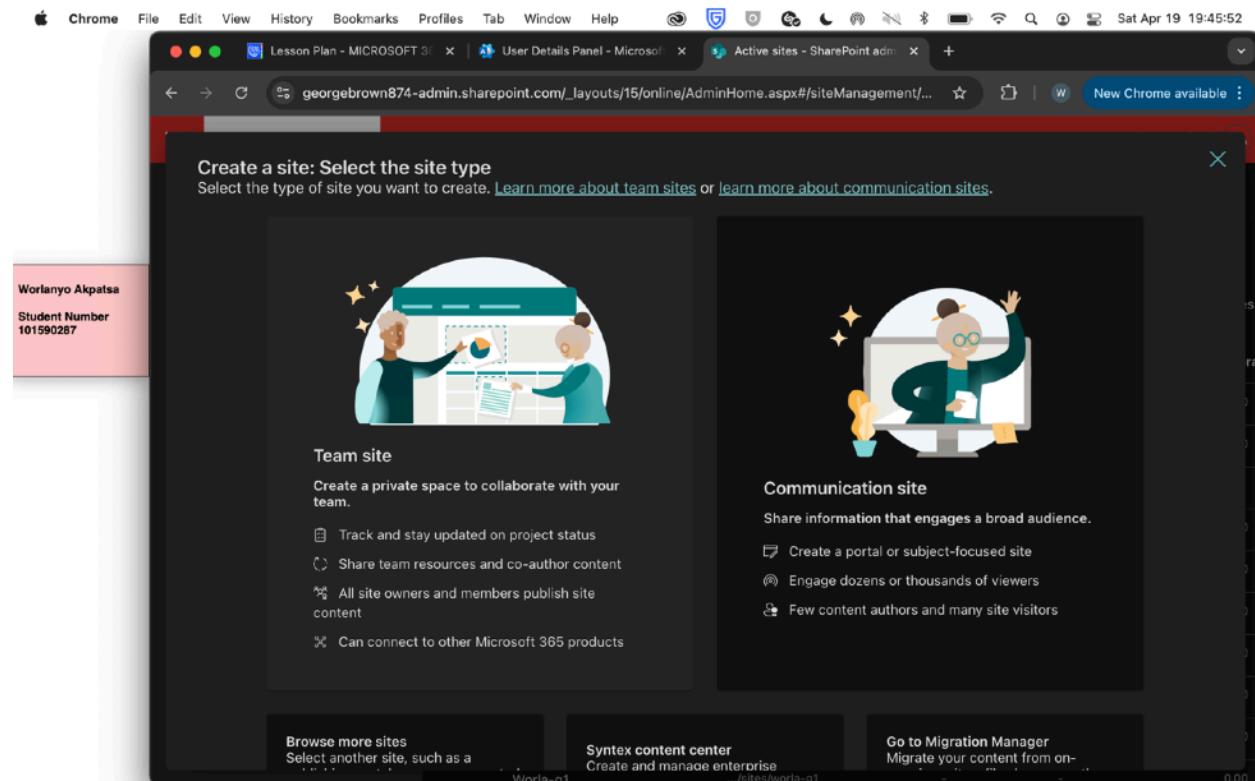
## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
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### D: Creating site type (team site)

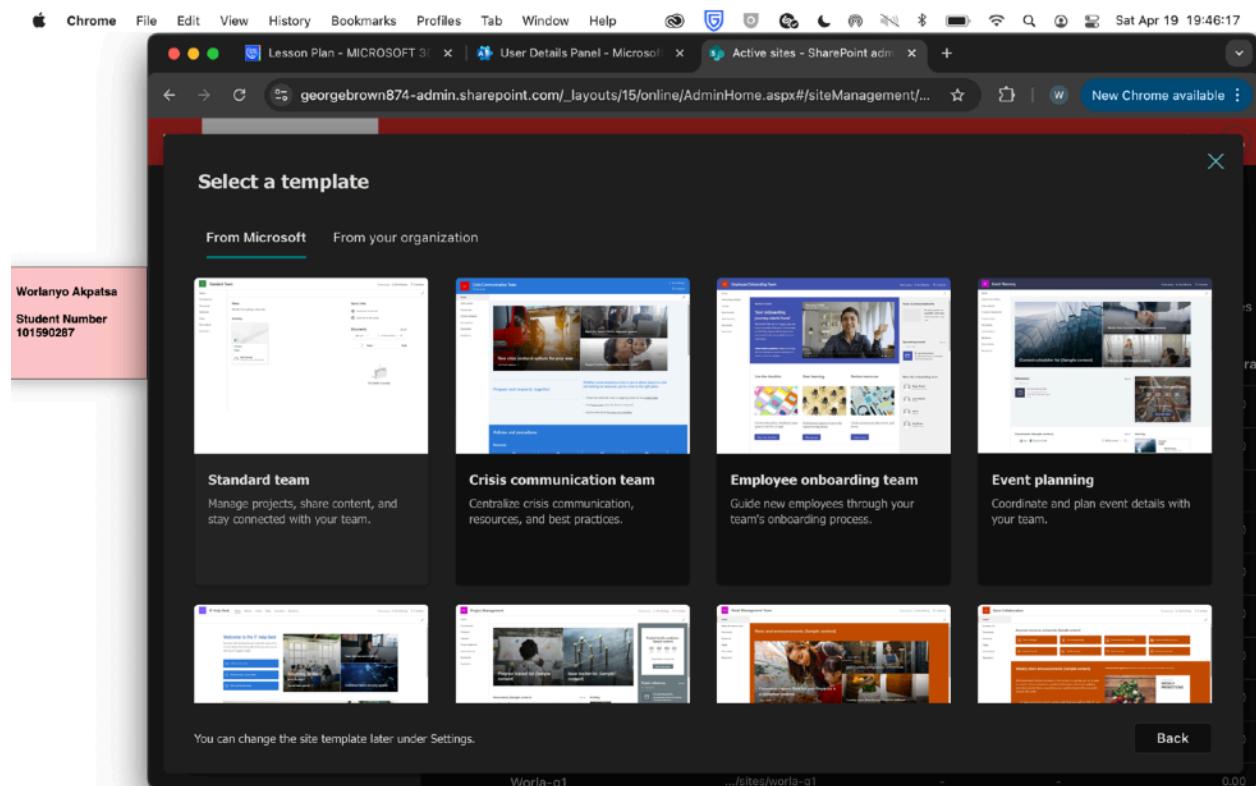


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Student Name: Worlanyo Akpatsa  
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### E: Choosing template for site

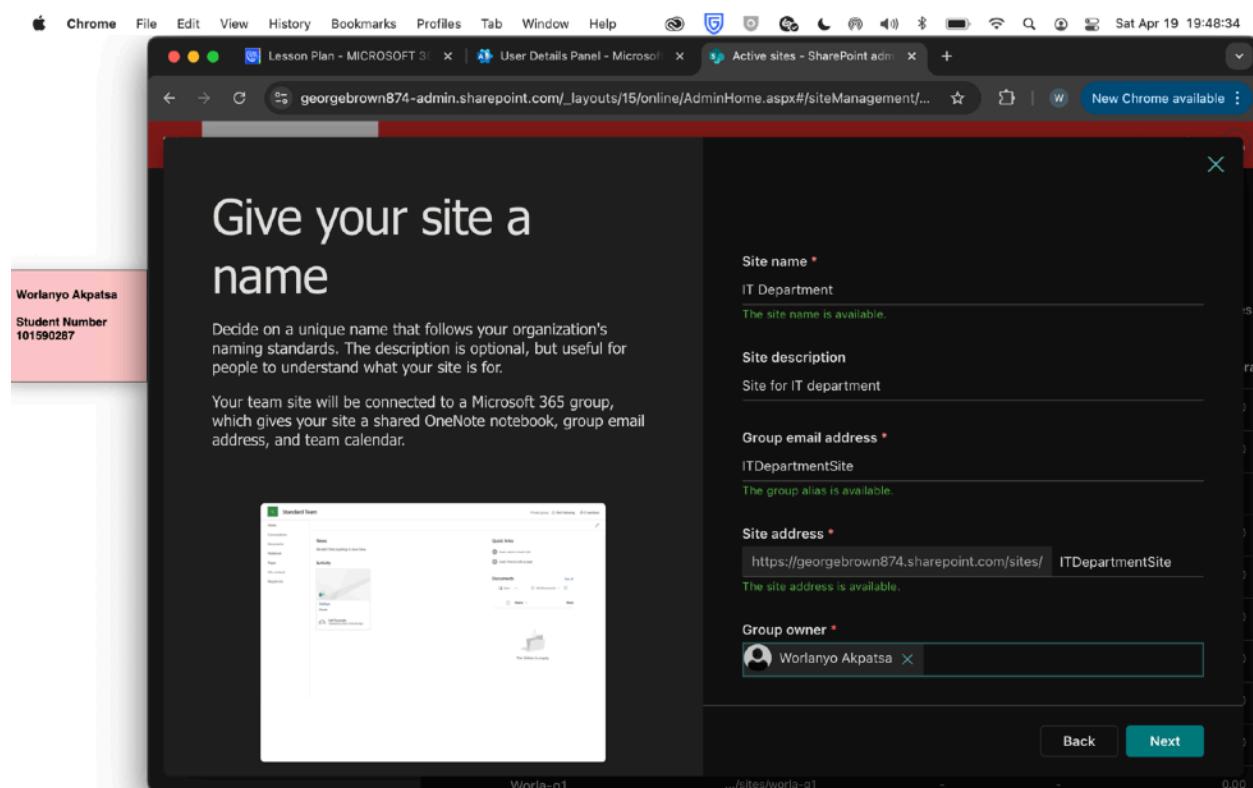


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### CREATING TEAM SITE FOR IT DEPARTMENT

#### A: Choosing site name, description, and address

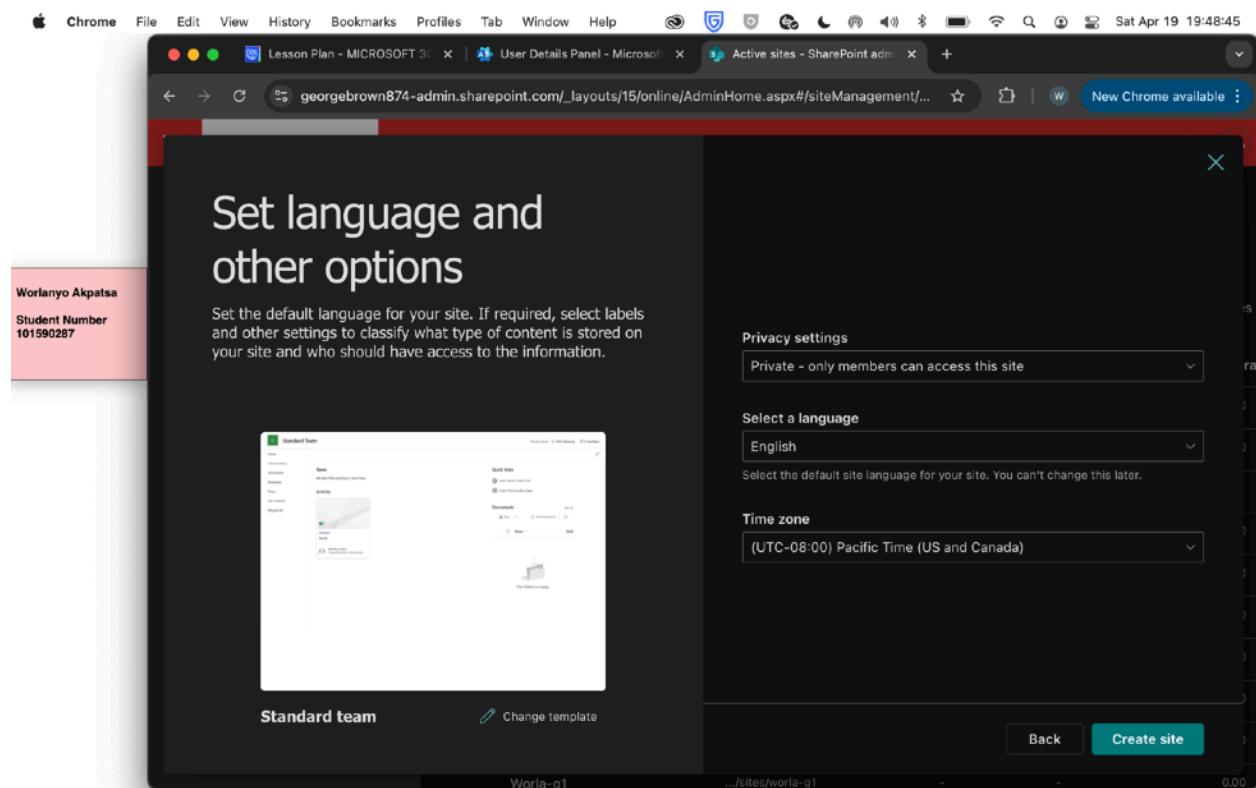


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Student Name: Worlanyo Akpatsa  
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### B: Setting Privacy Settings, Language and Time Zone



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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### C: Adding members per CSV file

The screenshot shows a Microsoft SharePoint Admin Center page titled "Add site owners and members". On the left, there's a sidebar with the user's name and ID: "Worlanyo Akpatsa" and "Student Number 101590287". The main content area displays information about site owners and members, including a link to "Learn more about permissions". Below this is a preview of a "Standard team" site. On the right, a modal window titled "Add members" lists five users to be added: "Usertwocase", "Useronecase", "Userthreecase", "Userfourcase", and "Userfivecase", all listed as "Member". A "Finish" button is at the bottom right of the modal.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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### D: IT Site Created

The screenshot shows a Microsoft Chrome browser window with three tabs open. The active tab is 'georgebrown874-admin.sharepoint.com/\_layouts/15/online/AdminHome.aspx#/siteManagement/'. The browser status bar indicates it's Saturday, April 19, at 19:50:52.

The SharePoint admin center interface is displayed. On the left, a navigation sidebar shows the user 'Worlanyo Akpatsa' (Student Number 101590287) and lists various management sections: Home, Sites (Active sites selected), Deleted sites, Containers, Policies, Settings, Content services, Migration, Reports, More features, Advanced management, Customize navigation, and Show all.

The main content area shows a site named 'IT Department' (Private group). It includes a blue icon with the letters 'ID', an 'Email' link, and a 'View site' button. Below this, there are tabs for General (selected), Activity, Membership, and Settings.

The General tab displays three sections: Basic info, Email addresses, and Other info.

| Basic info                          | Email addresses                                          | Other info                                                                   |
|-------------------------------------|----------------------------------------------------------|------------------------------------------------------------------------------|
| Name: IT Department                 | Primary: ITDepartmentSite@GeorgeBROWN874.onmicrosoft.com | Created: 4/19/25 at 4:49 PM by Worlanyo Akpatsa from SharePoint admin center |
| Description: Site for IT department | Aliases: Edit                                            |                                                                              |

The Site info section shows:

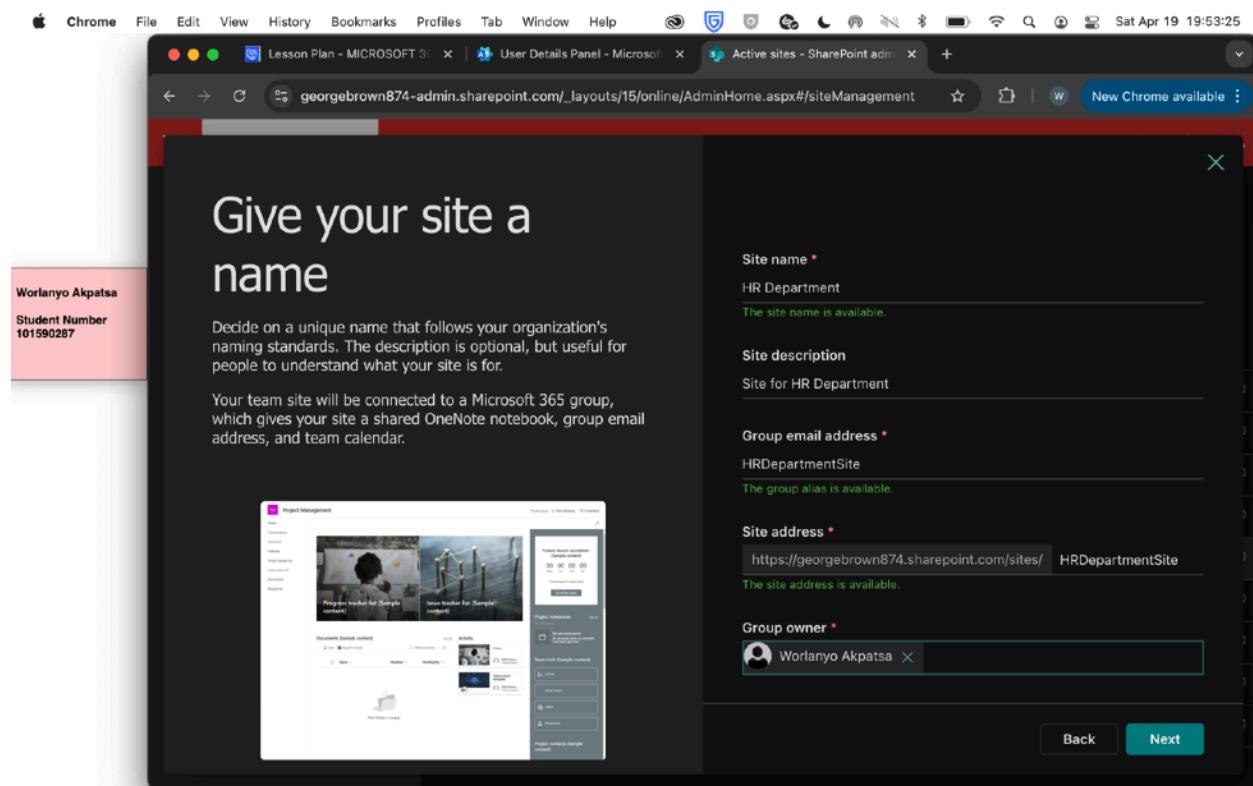
| Site name     | Site address         | Hub association |
|---------------|----------------------|-----------------|
| IT Department | .../ITDepartmentSite | None            |

Student Name: Worlanyo Akpatsa  
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### CREATING TEAM SITE FOR HR DEPARTMENT

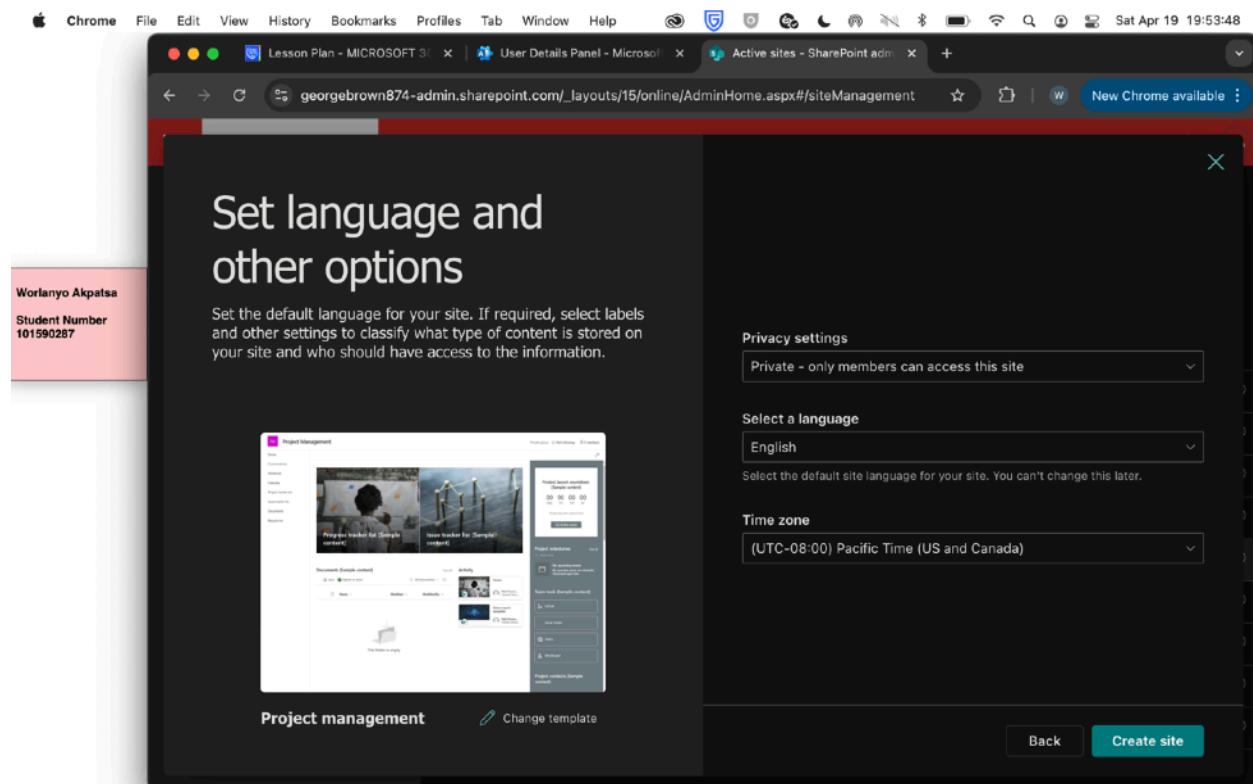
#### A: Choosing site name, description, and address



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### B: Setting Privacy Settings, Language and Time Zone



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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### C: Adding members per CSV file

The screenshot shows a Microsoft SharePoint Admin Center dialog box. The title bar reads "Add site owners and members". Below the title, there is a note: "Consider assigning one additional site owner or a group to help manage site content. [Learn more about permissions](#)". There are two sections: "Add members" and "2 members to be added". In the "Add members" section, there is a text input field with the placeholder "Start typing a name". In the "2 members to be added" section, there are two entries: "Usersixcase Member" and "Usersevenca Member". At the bottom right, there is a progress bar showing "Applying template" and a "Finish" button.

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Student Name: Worlanyo Akpatsa  
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### D: HR Site Created

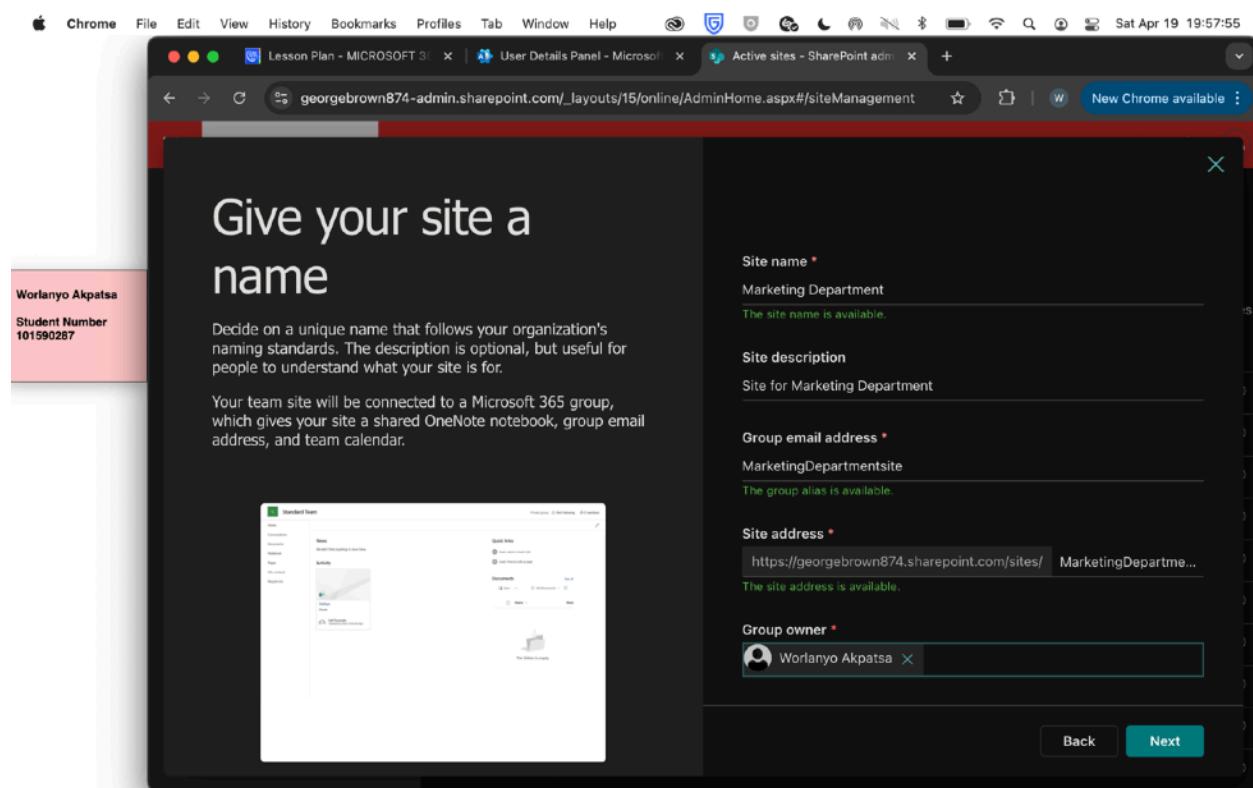
The screenshot shows a Microsoft Chrome browser window with the SharePoint admin center open. The URL in the address bar is `georgebrown874-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx#/siteManagement/...`. The page title is "Active sites - SharePoint admin". The left sidebar shows a navigation menu with sections like Home, Sites, Containers, Policies, Settings, Content services, Migration, Reports, More features, Advanced management, Customize navigation, and Show all. A red box highlights the "WORLANYO" section of the sidebar, which includes the student's name and ID. The main content area displays a site named "HR Department" (Private group). It has a blue icon with "HD" and a thumbnail image. Below the thumbnail are links for "Email" and "View site". There are tabs for General, Activity, Membership, and Settings, with "General" selected. Under "Basic info", it shows the Name as "HR Department", Primary Email as "HRDepartmentSite@GeorgeBROWN874.onmicrosoft.com", and a Description of "Site for HR Department". It also lists "Aliases" and "Edit" links. Under "Other info", it shows "Created" as "4/19/25 at 4:54 PM by Worlanyo Akpatsa from SharePoint admin center". Under "Site info", it shows the Site name as "HR Department", Site address as ".../HRDepartmentSite", and Hub association as "None". There are "Edit" links for both the site name and address.

Student Name: Worlanyo Akpatsa  
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### CREATING TEAM SITE FOR MARKETING DEPARTMENT

#### A: Choosing site name, description, and address



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
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### B: Setting Privacy Settings, Language and Time Zone

The screenshot shows a Microsoft SharePoint Admin Center interface. On the left, there's a sidebar with the user's name, Worlanyo Akpatsa, and student number, 101590287. The main area displays a modal window titled "Set language and other options". Inside the modal, there's a brief description: "Set the default language for your site. If required, select labels and other settings to classify what type of content is stored on your site and who should have access to the information." Below this description is a preview image of a SharePoint site creation page for a "Standard team". To the right of the preview, there are three configuration sections: "Privacy settings" (set to "Private - only members can access this site"), "Select a language" (set to "English"), and "Time zone" (set to "(UTC-08:00) Pacific Time (US and Canada)"). At the bottom right of the modal are "Back" and "Create site" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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### C: Adding members per CSV file

The screenshot shows a Microsoft SharePoint Admin Center window in a browser. The title bar indicates the URL is `georgebrown874-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx#/siteManagement`. The main content area is titled "Add site owners and members". It includes instructions about site owners and members, and a preview of a "Standard team" page. On the right, there's a "Add members" section with a search bar and three user entries: "Usereightcase", "Userninecase", and "Usertencase", each labeled as "Member". A "Finish" button is at the bottom right of this section.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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### D: Marketing Site Created

The screenshot shows a Microsoft Chrome browser window with the SharePoint Admin Center open. The URL in the address bar is `georgebrown874-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx#/siteManagement/...`. The page title is "SharePoint admin center". On the left, there's a navigation sidebar with a red header bar containing the user's name "Worlanyo Akpatsa" and student number "101590287". The main content area displays a "Marketing Department" site card. The card includes a blue square icon with "MD", the site name "Marketing Department", a "Private group" status, and links for "Email" and "View site". Below the card, there are tabs for "General", "Activity", "Membership", and "Settings", with "General" being the active tab. Under "Basic info", it shows the name "Marketing Department", email "MarketingDepartmentsite@GeorgeBROWN874.onmicrosoft.com", and a description "Site for Marketing Department". Under "Other info", it shows the creation date "4/19/25 at 4:58 PM" and the creator "by Worlanyo Akpatsa from SharePoint admin center". There are also sections for "Aliases" and "Site info". The "Site name" is "Marketing Department", "Site address" is ".../MarketingDepartmentsite", and "Hub association" is "None". The "Description" is blank, and the "Domain" and "Template" fields are also blank.

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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### 1.2: Configure document libraries and permissions for each site

### CONFIGURING DOCUMENT LIBRARIES & PERMISSIONS FOR IT SITE

A: Navigate to newly created IT site and click on site link under “site address”

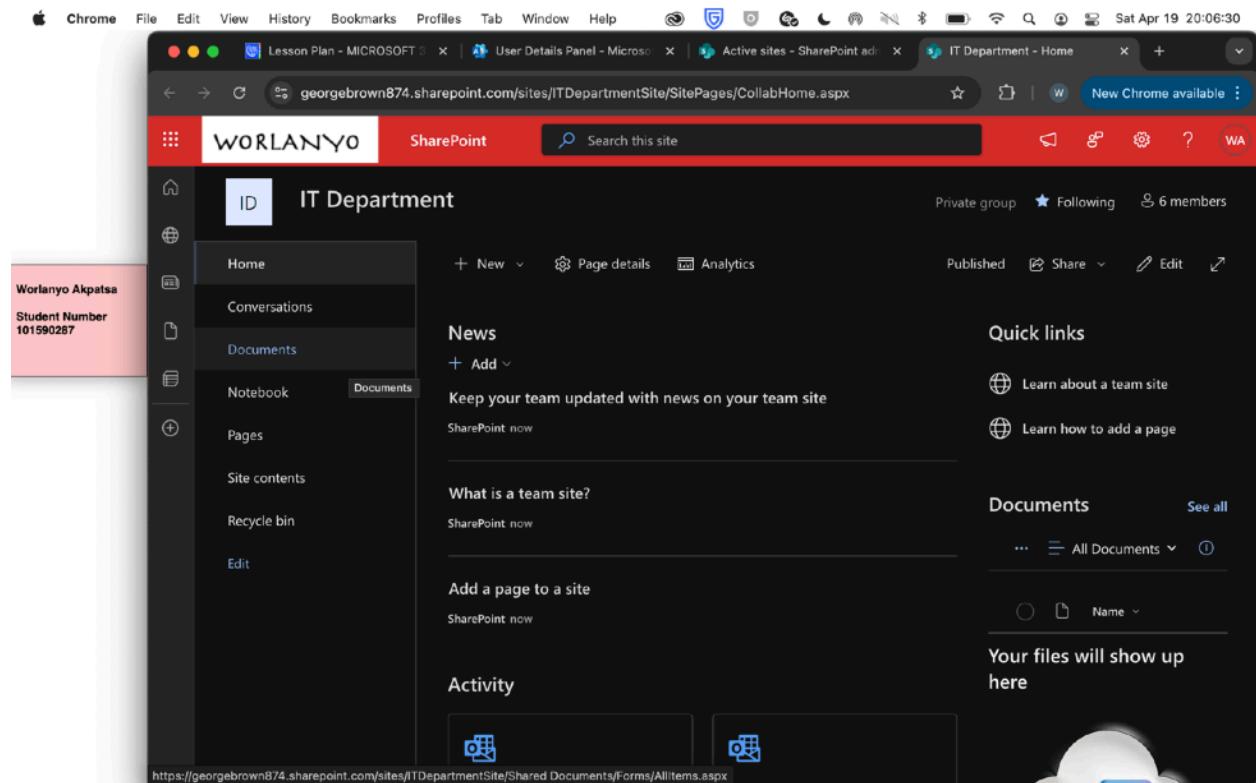
The screenshot shows the SharePoint admin center interface. On the left, there's a navigation sidebar with a user profile for 'Worlanyo Akpatsa' (Student Number 101590287). The main content area is titled 'IT Department' and shows its details as a 'Private group'. The 'General' tab is selected, displaying sections for 'Basic info', 'Site info', and 'Description'. Under 'Basic info', it shows the name 'IT Department', primary email 'ITDepartmentSite@GeorgeBROWN874.onmicrosoft.com', and creation date '4/19/25 at 4:49 PM' by 'Worlanyo Akpatsa'. Under 'Site info', it shows the site name 'IT Department', site address '.../ITDepartmentSite', and hub association 'None'. Under 'Description', it shows the site description 'Site for IT department' and domain 'georgebrown874.sharepoint.com'. The template is listed as 'Team site'.

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Student Name: Worlanyo Akpatsa  
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B: Click on Site Contents



## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

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C: Click New and select Document Library

The screenshot shows a Microsoft SharePoint site titled "IT Department". The left navigation bar includes links for Home, Conversations, Documents, Notebook, Pages, Site contents (which is currently selected), Recycle bin, and Edit. A pink box highlights the "Worlanyo Akpatsa Student Number 101590287" information in the user profile area. The main content area displays a table of site assets:

| Name           | Type             | Items | Modified           |
|----------------|------------------|-------|--------------------|
| Documents      | Document library | 0     | 4/15/2025 11:26 PM |
| Form Templates | Document library | 0     | 4/19/2025 4:50 PM  |
| Site Assets    | Document library | 4     | 4/19/2025 4:49 PM  |
| Style Library  | Document library | 0     | 4/15/2025 11:26 PM |
| Site Pages     | Page library     | 2     | 4/19/2025 4:49 PM  |

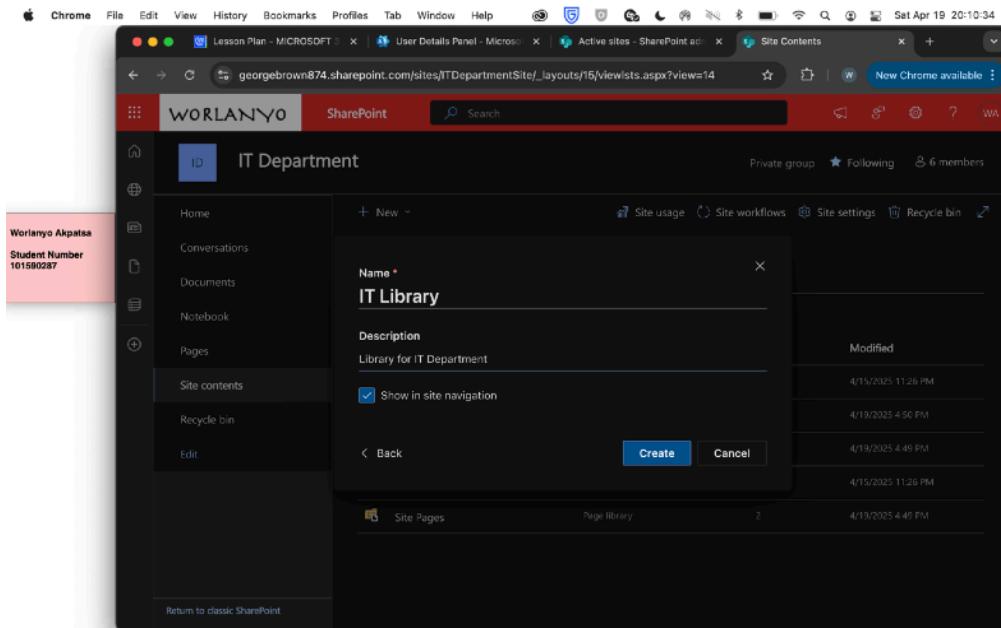
## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### D: Creating Library



## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### E: Library Created

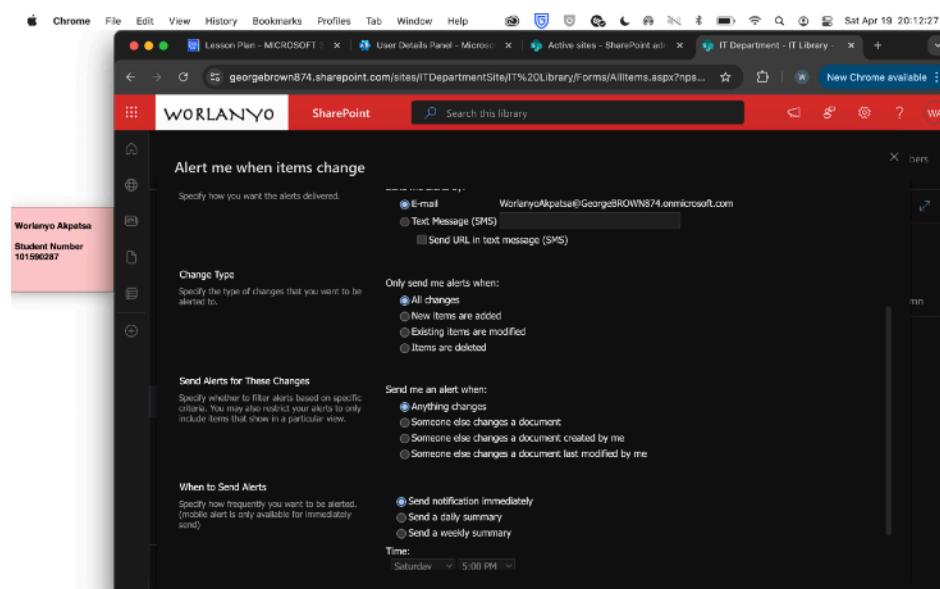
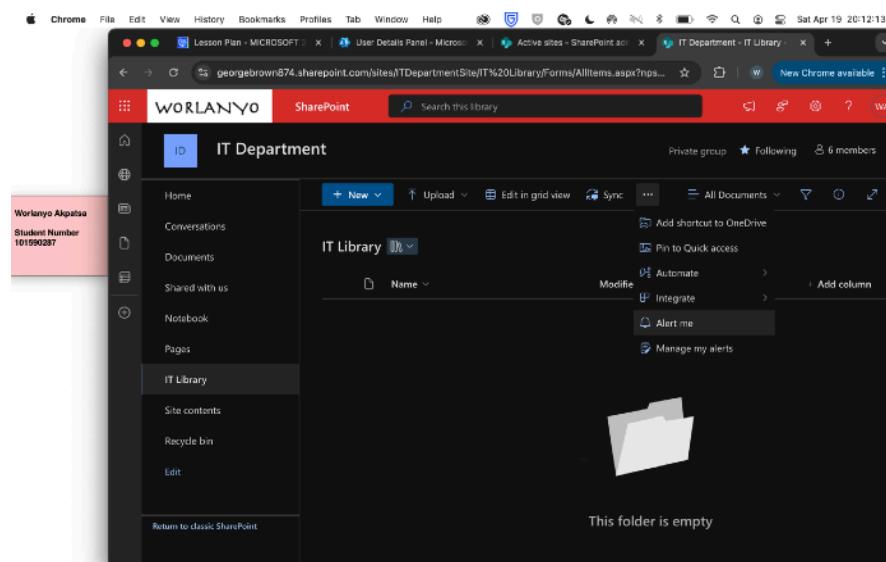
The screenshot shows a Microsoft SharePoint library page titled "IT Library". The left sidebar menu is visible, showing options like Home, Conversations, Documents, Shared with us, Notebook, Pages, and IT Library, with "IT Library" currently selected. The main content area displays a grid view of the library with columns for Name, Modified, and Modified By. A large message at the bottom states "This folder is empty". The browser interface includes a navigation bar with tabs for "Lesson Plan - MICROSOFT", "User Details Panel - Microsoft", and "Active sites - SharePoint admin", along with various browser icons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### F: Creating Alert for when something changes



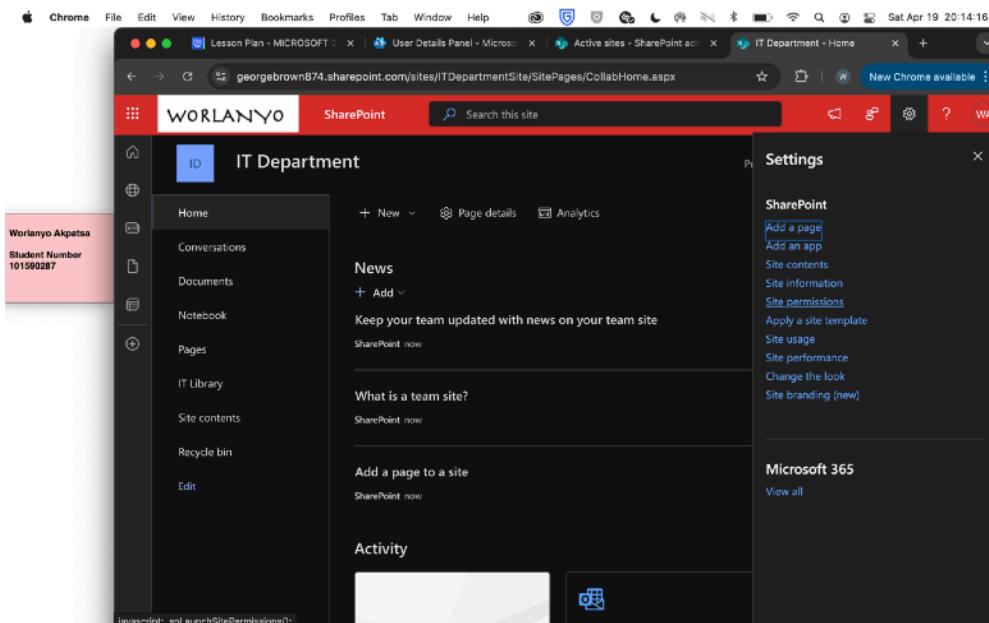
## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

G: Site permissions for IT department. Navigate to settings icon on page and select site permissions->advanced site permissions



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### H: Click Grant Permissions to grant permissions

The screenshot shows a Microsoft SharePoint interface titled "georgebrown874.sharepoint.com/sites/ITDepartmentSite/\_layouts/15/user.aspx". The top navigation bar includes "BROWSE" and "PERMISSIONS" tabs. The "PERMISSIONS" tab is active, displaying several icons: "Grant Permissions" (selected), "Create Group", "Edit User", "Remove User", "Permissions", "Check Permissions", "Check", and "Manage". Below this, a sidebar on the left lists "Worlanyo Akpatsa" and "Student Number 101590287". The main content area displays a table of site permissions:

| Home          | Name                                            | Type             | Permission Levels |
|---------------|-------------------------------------------------|------------------|-------------------|
| Conversations | <input type="checkbox"/> IT Department Members  | SharePoint Group | Edit              |
| Documents     | <input type="checkbox"/> IT Department Owners   | SharePoint Group | Full Control      |
| Notebook      | <input type="checkbox"/> IT Department Visitors | SharePoint Group | Read              |

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

## **CONFIGURING DOCUMENT LIBRARIES & PERMISSIONS FOR HR SITE**

A: Navigate to newly created HR site and click on site link under “site address”

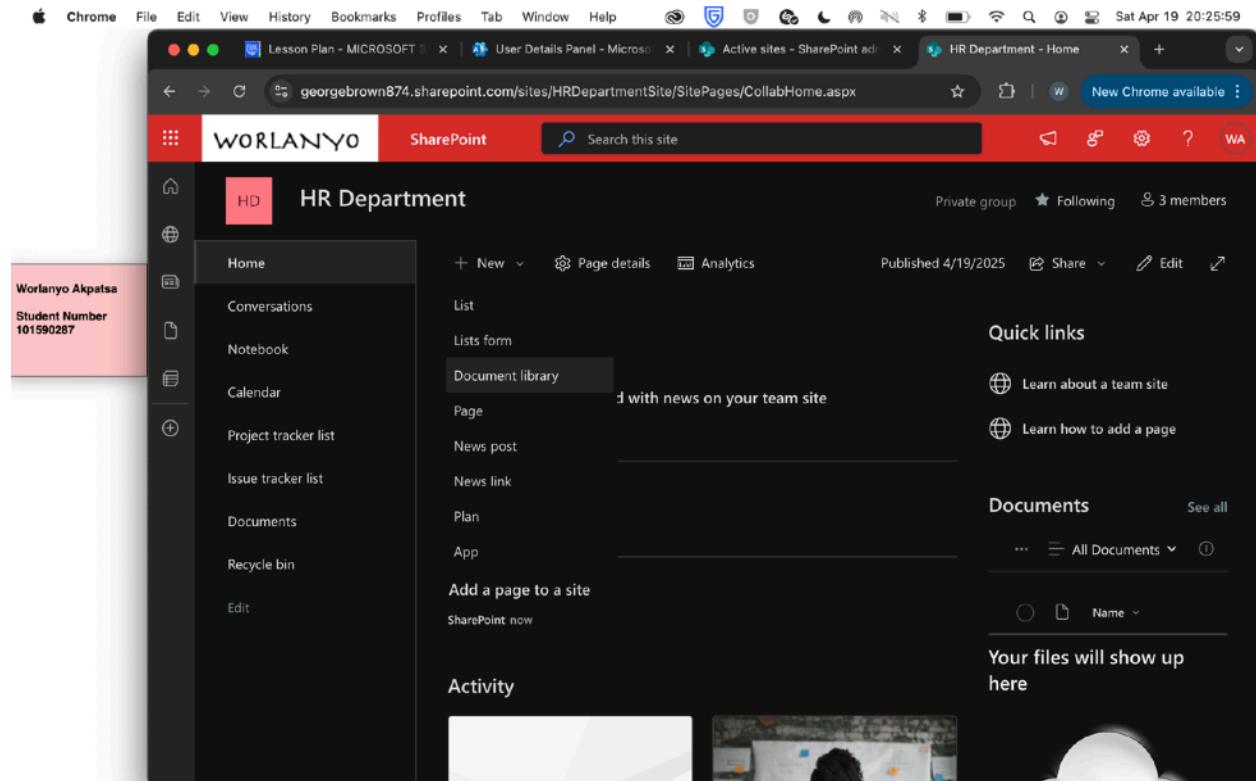
The screenshot shows the SharePoint Admin Center interface. On the left, there's a navigation sidebar with a red header bar at the top containing the user's name, 'Worlanyo Akpatsa' and 'Student Number 101590287'. The main content area is titled 'HR Department' and shows it's a 'Private group'. The 'General' tab is selected. Under 'Basic info', the site name is 'HR Department' and the site address is '.../HREDepartmentSite'. Under 'Site info', the domain is 'georgebrown874.sharepoint.com' and the template is 'Team site'. The 'Other info' section shows the site was created on 4/19/25 at 4:54 PM by 'Worlanyo Akpatsa' from the SharePoint admin center.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

B: Click on New and select Document Library

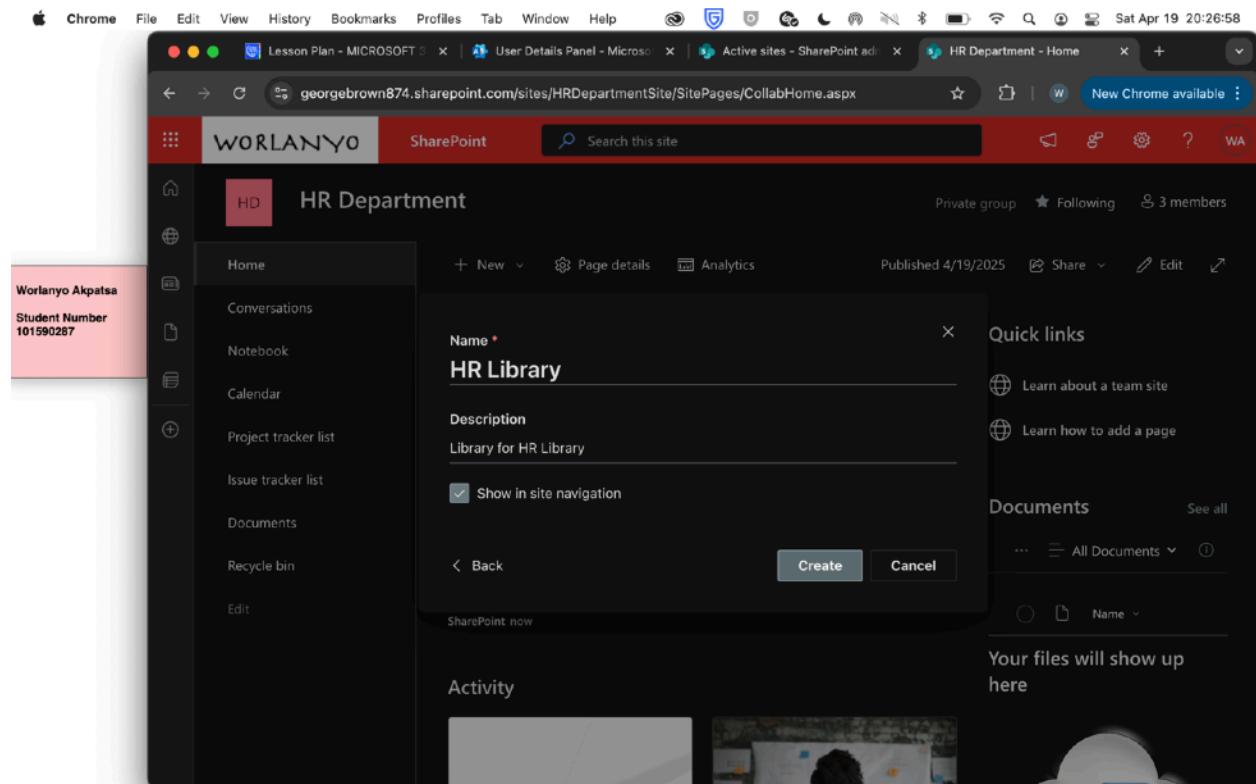


## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### C: Creating Library



## Microsoft 365 Identity and Services – Enterprise Administration

---

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

D: Library Created

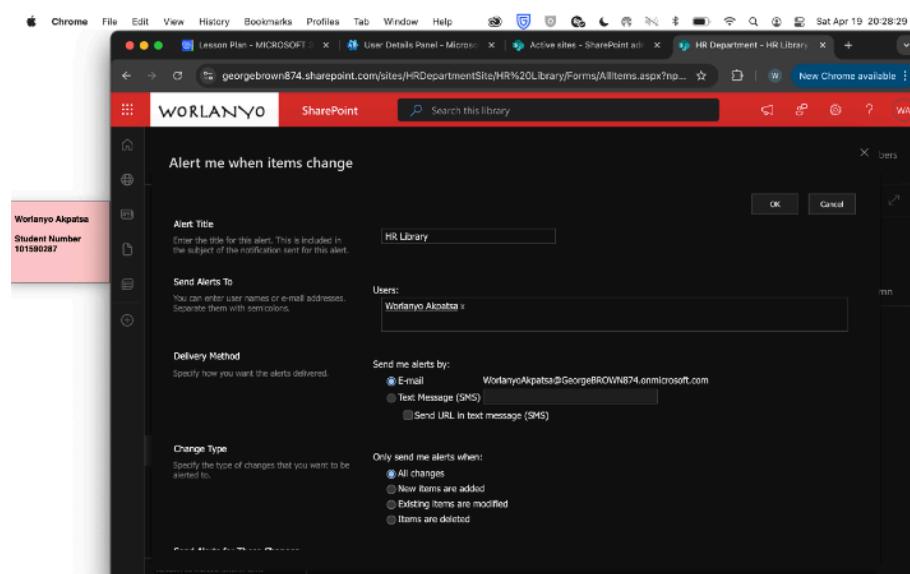
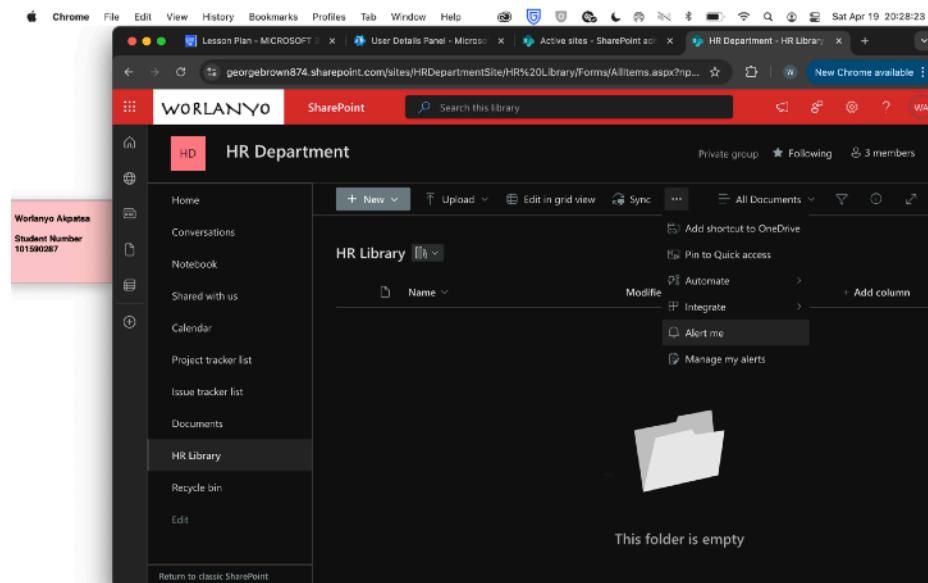
The screenshot shows a Microsoft SharePoint library interface. At the top, there's a navigation bar with links like Home, Edit, View, History, Bookmarks, Profiles, Tab, Window, Help, and a search bar labeled "Search this library". Below the navigation bar, the title "HR Department" is displayed, along with a "Private group" status and 3 members. On the left, a sidebar menu lists various options: Home, Conversations, Notebook, Shared with us, Calendar, Project tracker list, Issue tracker list, Documents, HR Library (which is selected and highlighted in grey), Recycle bin, and Edit. A red box highlights the "HR Library" entry in the sidebar. The main content area is titled "HR Library" and shows a large folder icon. Below the icon, the text "This folder is empty" is visible. At the bottom of the page, there's a link "Return to classic SharePoint".

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### E: Creating Alert for when something changes

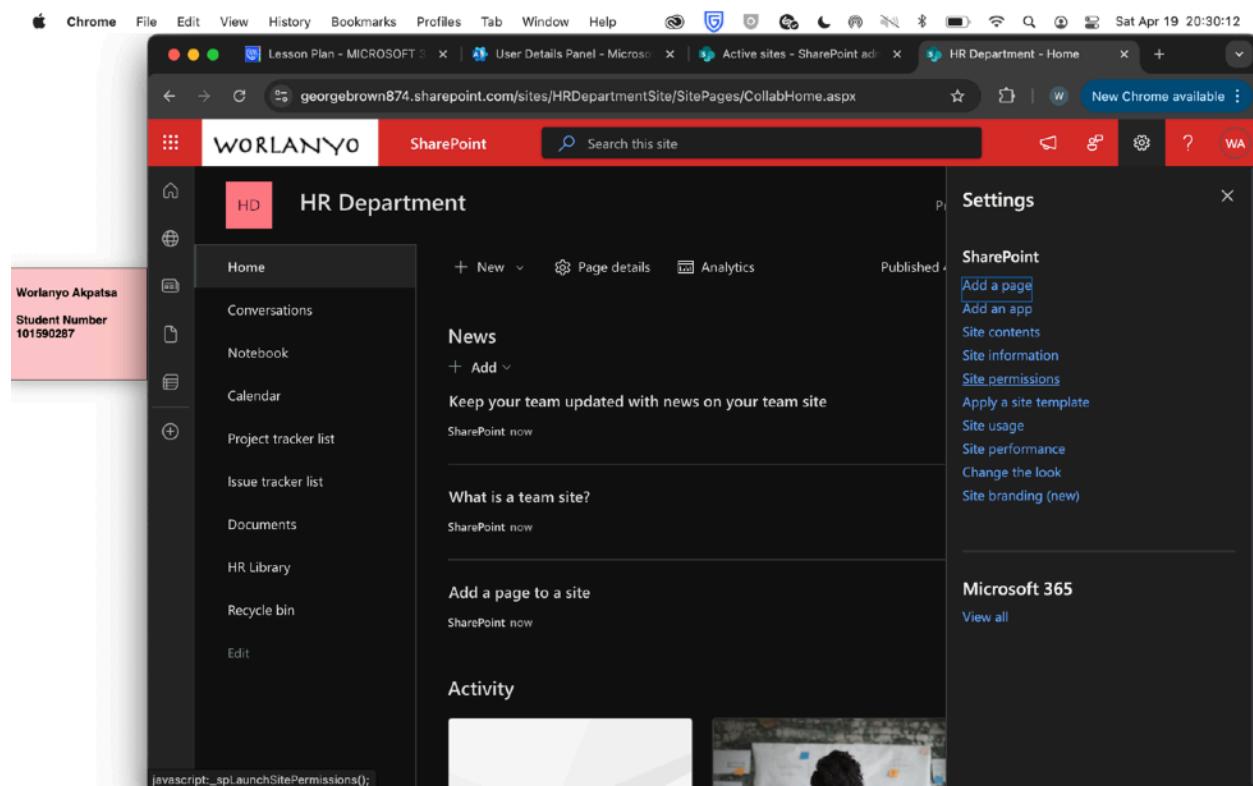


## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

F: Site permissions for HR department. Navigate to settings icon on page and select site permissions->advanced site permissions



## Microsoft 365 Identity and Services – Enterprise Administration

---

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

G: Click Grant Permissions to grant permissions

The screenshot shows a Microsoft SharePoint interface. At the top, there's a navigation bar with links like File, Edit, View, History, Bookmarks, Profiles, Tab, Window, Help, and a search bar. Below the bar, the title 'georgebrown874.sharepoint.com/sites/HRDepartmentSite/\_layouts/15/user.aspx' is visible. The main area has a red header bar with the text 'WORLANYO' and the word 'SharePoint'. Underneath, there are tabs for 'BROWSE' and 'PERMISSIONS'. The 'PERMISSIONS' tab is selected, showing several options: 'Grant Permissions' (highlighted with a yellow background), 'Create Group', 'Edit User Permissions', 'Remove User Permissions', 'Check Permissions', 'Permission Levels', 'Access Request Settings', and 'Site Collection Administrators'. On the left, a sidebar displays the user's name 'Worlanyo Akpatsa' and student number '101590287'. The main content area lists various site features and their permission levels:

| Feature              | Type                   | Permission Levels |
|----------------------|------------------------|-------------------|
| Home                 | Name                   | Edit              |
| Conversations        | HR Department Members  | Full Control      |
| Notebook             | HR Department Owners   | Full Control      |
| Calendar             | HR Department Visitors | Read              |
| Project tracker list |                        |                   |
| Issue tracker list   |                        |                   |
| Documents            |                        |                   |
| HR Library           |                        |                   |
| Recycle Bin          |                        |                   |

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

## **CONFIGURING DOCUMENT LIBRARIES & PERMISSIONS FOR MARKETING SITE**

A: Navigate to newly created Marketing site and click on site link under “site address”

The screenshot shows the SharePoint admin center interface. On the left, there's a navigation sidebar with a red header bar at the top containing the user's name, Worlanyo Akpatsa, and student number, 101590287. The main content area displays the 'Marketing Department' site settings. The site title is 'Marketing Department' and it's described as a 'Private group'. The 'General' tab is selected. Under 'Basic info', the site name is 'Marketing Department' and the description is 'Site for Marketing Department'. Under 'Email addresses', the primary email is 'MarketingDepartmentsite@GeorgeBROWN874.onmicrosoft.com'. Under 'Other info', it shows the creation date '4/19/25 at 4:58 PM' and the creator 'Worlanyo Akpatsa from SharePoint admin center'. Under 'Site info', the site address is '.../MarketingDepartmentsite' and the hub association is 'None'. The domain is 'georgebrown874.sharepoint.com' and the template is 'Team site'. The 'Description' field also contains 'Site for Marketing Department'.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### B: Click on Site Contents

The screenshot shows a Microsoft SharePoint site interface. At the top, there's a navigation bar with links for Home, Edit, View, History, Bookmarks, Profiles, Tab, Window, Help, and a search bar. Below the navigation bar, the page title is 'Marketing Department'. On the left, there's a vertical navigation menu with items: Home, Conversations, Documents, Notebook, Pages, Site contents (which is highlighted), Recycle bin, and Edit. In the center, there's a 'News' section with a link to 'Keep your team updated with news on your team site'. Below it is a 'What is a team site?' section with a 'SharePoint now' button. Further down is an 'Add a page to a site' section with a 'SharePoint now' button. On the right side, there's a 'Next steps' sidebar with several items:

- Apply a site template: Quickly enhance your site using a scenario-specific site template. [Get started](#)
- Invite team members: Engage with your team by adding them to your site's group. [Add members](#)
- Upload files: Collaborate on shared content with your team. [Upload a document](#)
- Post news: Communicate with your team by sharing updates and announcements. [Create a news post](#)
- Change the look: Customize the look of your site.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

C: Click New and select Document Library

The screenshot shows a Microsoft SharePoint site titled "Marketing Department". The left navigation bar includes links for Home, Conversations, Documents, Notebook, Pages, Site contents (which is currently selected), Recycle bin, and Edit. The "New" button dropdown is open, with "Document library" highlighted. Below the table, there is a link "Return to classic SharePoint".

| Name           | Type             | Items | Modified           |
|----------------|------------------|-------|--------------------|
| Documents      | Document library | 0     | 4/15/2025 11:26 PM |
| Form Templates | Document library | 0     | 4/19/2025 4:58 PM  |
| Site Assets    | Document library | 4     | 4/19/2025 4:58 PM  |
| Style Library  | Document library | 0     | 4/15/2025 11:26 PM |
| Site Pages     | Page library     | 2     | 4/19/2025 4:58 PM  |

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### D: Creating Library

The screenshot shows a Microsoft SharePoint site titled "Marketing Department". A modal dialog box is open, prompting for the creation of a new library. The dialog fields are as follows:

- Name:** Marketing Library
- Description:** Library for Marketing Department
- Show in site navigation:** This checkbox is checked.

At the bottom of the dialog, there are "Create" and "Cancel" buttons. The background of the SharePoint site shows a navigation bar with links like Home, Conversations, Documents, Notebook, Pages, Site contents, Recycle bin, and Edit. On the far left, a sidebar displays user information: "Worlanyo Akpatsa" and "Student Number 101590287".

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

E: Library Created

The screenshot shows a Microsoft SharePoint site interface. At the top, there's a navigation bar with links like Home, Edit, View, History, Bookmarks, Profiles, Tab, Window, Help, and several icons. The URL in the address bar is [georgebrown874.sharepoint.com/sites/MarketingDepartmentsite/Marketing%20Library/Forms/AllItems.aspx](https://georgebrown874.sharepoint.com/sites/MarketingDepartmentsite/Marketing%20Library/Forms/AllItems.aspx). The page title is "Marketing Department". On the left, there's a sidebar with a red header "WORLANYO" containing "MD" and a list of site navigation items: Home, Conversations, Documents, Shared with us, Notebook, Pages, Marketing Library (which is highlighted), Site contents, Recycle bin, and Edit. The main content area is titled "Marketing Library" and shows a grid view of documents. The columns are Name, Modified, Modified By, and Add column. A large folder icon is displayed in the center, and the text "This folder is empty" is visible below it. The status bar at the bottom right shows "Sat Apr 19 20:36:09".

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### F: Creating Alert for when something changes

A screenshot of a SharePoint site titled "Marketing Department". The left navigation bar shows "Marketing Library" is selected. In the center, there is a message "This folder is empty". A context menu is open over an empty area, with the "Alert me" option highlighted.

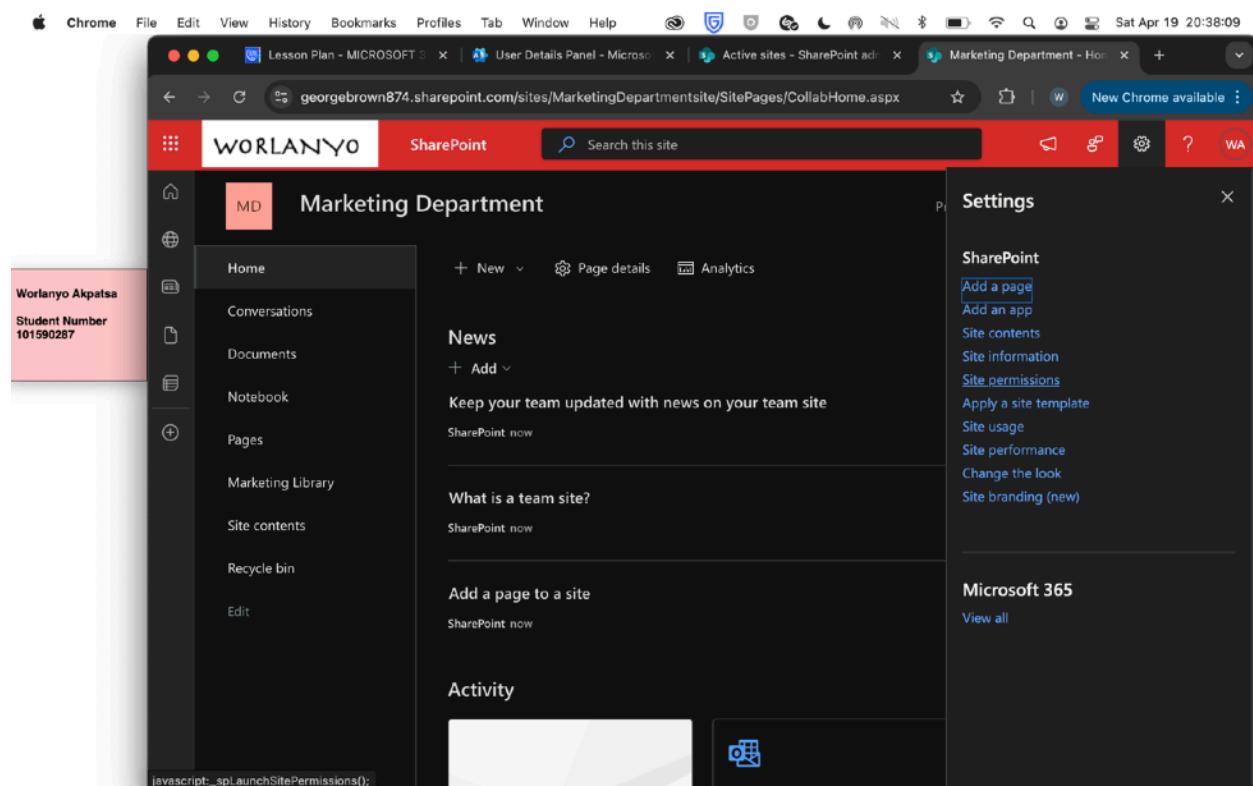
A screenshot of the "Alert me when items change" configuration dialog. It includes fields for "Alert Title" (Marketing Library), "Send Alerts To" (Worlanyo Akpatsa), "Delivery Method" (E-mail to WorlanyoAkpatsa@GeorgewRowN874.onmicrosoft.com), "Change Type" (All changes), and "Send Alerts for These Changes" (Send me an alert when).

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

G: Site permissions for Marketing department. Navigate to settings icon on page and select site permissions->advanced site permissions



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

H: Click Grant Permissions to grant permissions

The screenshot shows a Microsoft SharePoint interface. At the top, there's a navigation bar with links like Home, Edit, View, History, Bookmarks, Profiles, Tab, Window, Help, and a search bar. Below the bar, the URL is georgebrown874.sharepoint.com/sites/MarketingDepartmentsite/\_layouts/15/user.aspx. The main area has a red header with the word "SharePoint". Underneath, there's a navigation menu with "BROWSE" and "PERMISSIONS" tabs. The "PERMISSIONS" tab is selected, showing sub-options: "Grant Permissions", "Create Group", "Edit User Permissions", "Remove User Permissions", "Check Permissions", "Permission Levels", "Access Request Settings", and "Site Collection Administrators". On the left, a sidebar displays the user's name, Worlanyo Akpatsa, and student number, 101590287. The main content area lists various site items with their permission levels:

| Item              | Type             | Permission Level |
|-------------------|------------------|------------------|
| Home              | SharePoint Group | Edit             |
| Conversations     | SharePoint Group | Edit             |
| Documents         | SharePoint Group | Full Control     |
| Notebook          | SharePoint Group | Full Control     |
| Pages             | SharePoint Group | Read             |
| Marketing Library | SharePoint Group | Read             |
| Site contents     | SharePoint Group | Read             |
| Recycle Bin       | SharePoint Group | Read             |

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### 1.3: Enable versioning and content approval for the HR document library

A: Navigate to HR site and open HR library in left pane

This screenshot shows the SharePoint Home page for the 'HR Department' site. The page has a red header with the site name 'WORLANYO'. On the left, there's a navigation bar with links like Home, Conversations, Notebook, Calendar, Project tracker list, Issue tracker list, Documents, HR Library, Recycle bin, and Edit. A sidebar on the left displays user information: 'Worlanyo Akpatsa' and 'Student Number 101590287'. The main content area features sections for News, Quick links, and Documents. A message at the bottom right says 'Your files will show up here'.

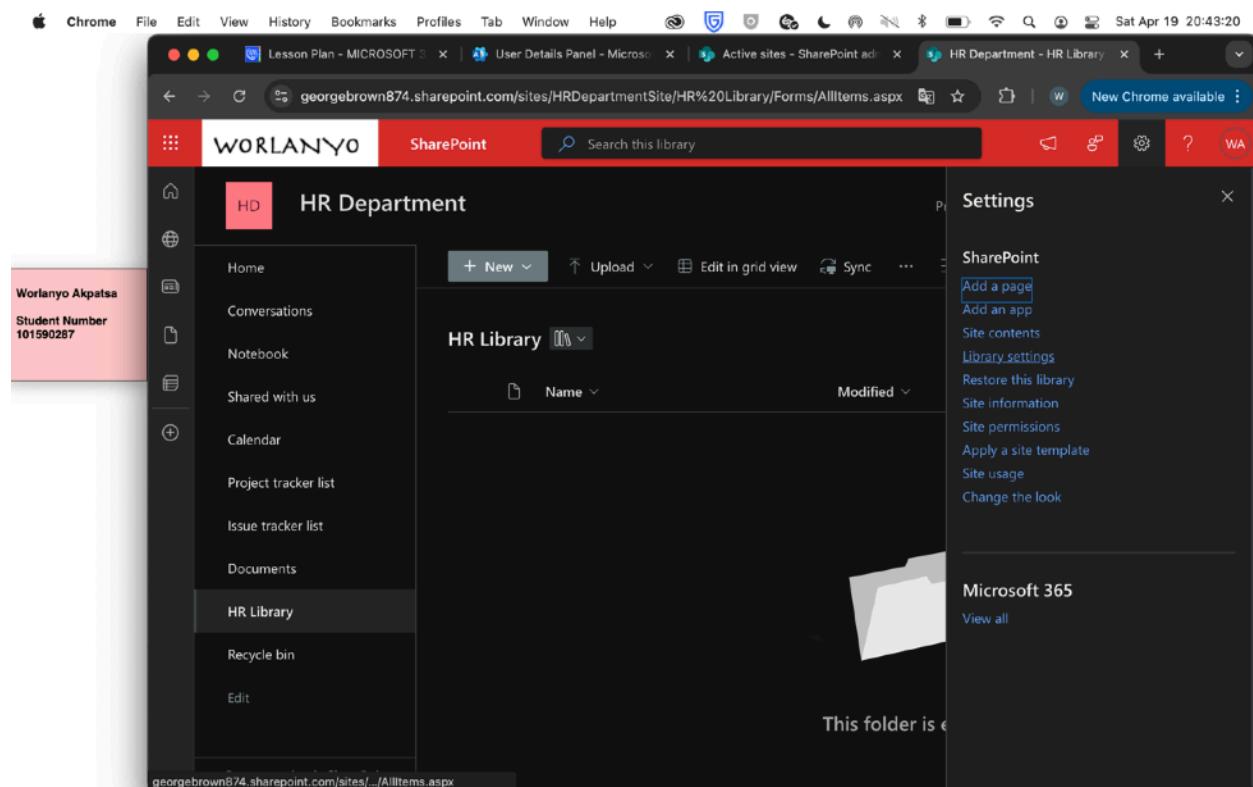
This screenshot shows the SharePoint 'HR Library' page. The navigation bar on the left includes 'HR Library' under the 'Documents' category. The main content area shows a grid view of the library with columns for Name, Modified, and Modified By. A message at the bottom center says 'This folder is empty'.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

B: Select settings icon->library settings->more library settings



## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### C: Choose Versioning Settings

The screenshot shows a Microsoft SharePoint interface. At the top, there's a navigation bar with links like Home, Conversations, Notebook, and Calendar. On the left, a sidebar displays the user's name (Worlanyo Akpatsa) and student number (101590287). The main content area is titled "HR Library - Settings". It includes sections for "List Information" (Name: HR Library, Web Address: https://georgebrown874.sharepoint.com/sites/HRDepartmentSite/HR Library, Description: Library for HR Library), "General Settings" (with a link to "Versioning settings"), "Permissions and Management" (with a link to "Delete this document library"), and "Communications" (with a link to "RSS settings"). Below these, there's a "Columns" section listing "Created" and "Modified" columns with their respective types and required status. The URL at the bottom of the page is https://georgebrown874.sharepoint.com/sites/HRDepartmentSite/\_layouts/15/LstSetng.aspx?List=%7BCF56C4BE-A7A2-473A-B1FF-F399755398D9%7D.

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### D: Toggling “Yes” on require content approval

The screenshot shows a Microsoft SharePoint interface titled "Settings > Versioning Settings". On the left, there is a navigation bar with links like Home, Conversations, Notebook, Calendar, Project tracker list, Issue tracker list, Documents, HR Library, and Recycle Bin. A pink sidebar on the left displays the user's name, Worlanyo Akpatsa, and student number, 101590287. The main content area is titled "Versioning Settings". It includes sections for "Content Approval" (described as specifying whether new items or changes to existing items should remain in a draft state until they have been approved), "Document Version History" (described as specifying whether a version is created each time you edit a file in this document library), "Version time limit" (described as setting a time limit to delete versions based on their age), and "Version count limit" (described as deleting the oldest versions when the number of versions exceeds a number you set). On the right, there are configuration options: "Require content approval for submitted items?" with radio buttons for "Yes" (selected) and "No"; "Create a version each time you edit a file in this document library?" with radio buttons for "Create major versions" (selected) and "Create major and minor (draft) versions"; "What kind of version time limit do you want to set?" with radio buttons for "No time limit" (selected) and "Automatic" (with a note about versions being deleted over time based on activity and how long ago the file was first created); and a text input field "Keep the following number of major versions:" with the value "500".

## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

## 2: Implement OneDrive for Business

### 2.1: Configure OneDrive settings to restrict external sharing

A: Navigate to Sharepoint Admin Center

The screenshot shows the SharePoint Admin Center in a web browser. The top navigation bar includes links for 'File', 'Edit', 'View', 'History', 'Bookmarks', 'Profiles', 'Tab', 'Window', and 'Help'. The address bar shows the URL: `georgebrown874-admin.sharepoint.com/_layouts/15/online/AdminHome.aspx?modern=true#/home`. The main header says 'SharePoint admin center' and displays the user 'GeorgeBROWN'. A sidebar on the left contains navigation links: 'Sites' (Active sites, Deleted sites), 'Containers', 'Policies' (Sharing, Access control), 'Settings', 'Content services', 'Migration', 'Reports', 'More features', 'Advanced management (PRO)', 'Customize navigation', and 'Show all'. A red box highlights the 'Student Number 101590287' in the sidebar. The central content area features a 'Based on your enterprise license' message about Extracting information from files using Microsoft Syntex, with a 'View recommendation' button. Below this is a 'Site search' field and a 'Search active sites' button.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

B: Select policies->sharing in the left pane and drop slider for one drive to the lowest to restrict external sharing

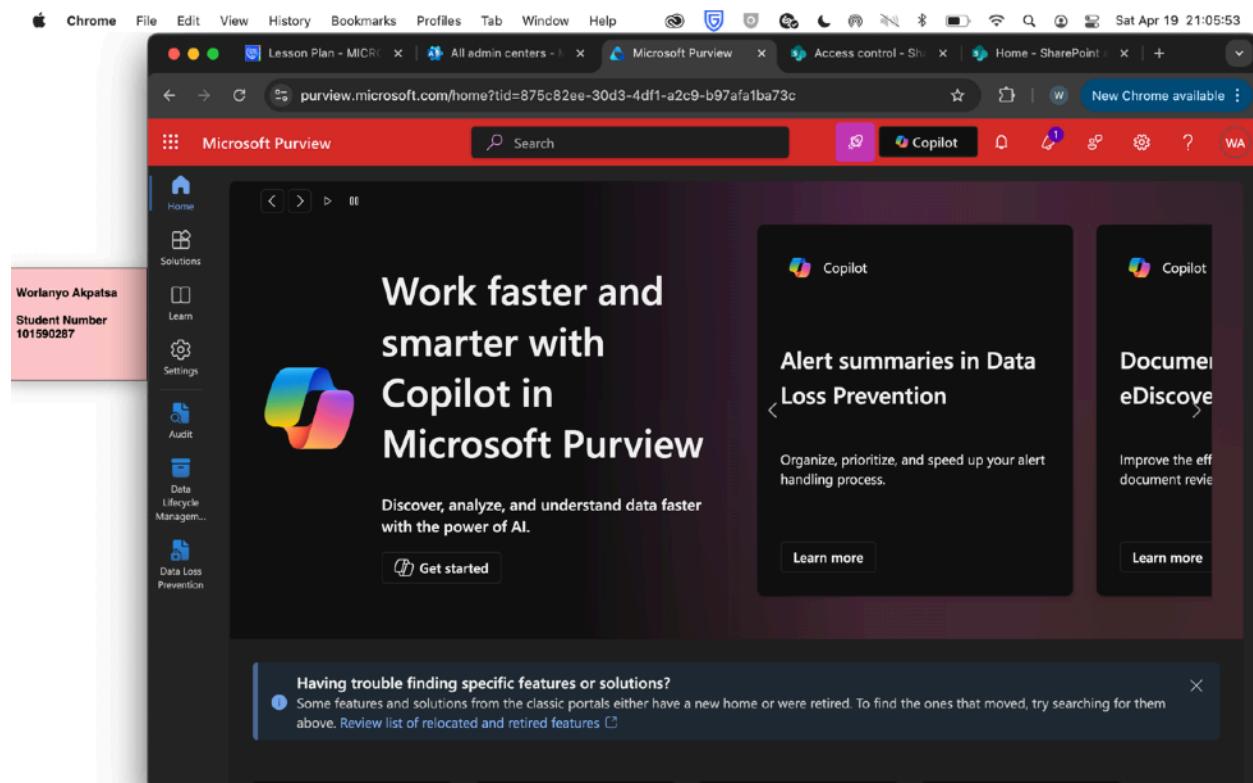
The screenshot shows the SharePoint admin center interface. On the left, there's a navigation sidebar with a collapsed menu icon. Under 'Policies', the 'Sharing' option is selected. The main content area is titled 'Sharing' and contains instructions for controlling sharing at the organization level. It features a section for 'External sharing' with a heading 'Content can be shared with:' and two tabs: 'SharePoint' and 'OneDrive'. Below these tabs is a horizontal slider with four options: 'Most permissive', 'Anyone', 'New and existing guests', 'Existing guests', and 'Only people in your organization'. The 'Least permissive' option is at the far right of the slider. At the bottom of the page, there's a note about further restricting sharing for individual sites and OneDrive, followed by a 'More external sharing settings' link and a 'File and folder links' section.

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

## **2.2: Enable file retention policies to ensure data is retained for at least five years**

A: Navigate to Purview Compliance Center by clicking “compliance” under admin centers in 365 admin center



## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

B: Select Data life cycle Management in the left pane

The screenshot shows a Chrome browser window with the URL [purview.microsoft.com/datalifecyclemanagement/overview?tid=875c82ee-30d3-4df1-a2c9-b97...](https://purview.microsoft.com/datalifecyclemanagement/overview?tid=875c82ee-30d3-4df1-a2c9-b97...). The page title is "Overview" under "Microsoft Purview". The left sidebar has a red header bar with "Worlanyo Akpatsa" and "Student Number 101590287". The "Data Lifecycle Management" section is selected, showing sub-options: Overview, Retention labels, Policies (with sub-options: Retention policies, Label policies, Policy lookup), Import, Priority cleanup (preview), Exchange (legacy), Classifiers, and Explorers. The main content area displays the "Overview" section, which states: "Data lifecycle management provides you with tools and capabilities to retain the content that you need to keep, and delete the content that you don't." It also says "No retention labels detected" and provides a link to "Read the official docs".

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

C: Select Policies->Retention Policies and click new retention policy

The screenshot shows the Microsoft Purview Data Lifecycle Management Retention Policies interface. On the left, there's a sidebar with a user profile for 'Worlanyo Akpatsa' (Student Number 101590287) and a navigation menu for Data Lifecycle Management, including 'Overview', 'Retention labels', 'Policies' (selected), 'Retention policies' (sub-item), 'Label policies', 'Policy lookup', 'Import', 'Priority cleanup (preview)', 'Exchange (legacy)', 'Classifiers', and 'Explorers'. The main content area is titled 'Retention policies' and contains a message about creating retention policies. It shows a table with one item: 'Email Retention' created by 'Worlanyo Akpatsa' on 'Apr 13'. A 'New retention policy' button is visible at the top of the table.

## Microsoft 365 Identity and Services – Enterprise Administration

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Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### D: Naming policy

The screenshot shows a web browser window for Microsoft Purview. The URL is purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97... . The page title is "Data lifecycle management > Create retention policy". On the left, there is a sidebar with the user's name (Worlanyo Akpatsa) and student number (101590287). The main content area is titled "Name your retention policy". It has two fields: "Name" (with the value "5-year file retention") and "Description" (with the value "Retention policy to keep data for 5 years"). At the bottom, there are "Next" and "Cancel" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### E: Type of Policy (Static)

The screenshot shows a web browser window for Microsoft Purview. The URL is [purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...](https://purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...). The page title is "Create retention policy". On the left, there is a sidebar with the user's name, Worlanyo Akpatsa, and student number, 101590287. A vertical navigation bar on the right lists steps: Name (checked), Administrative Units (checked), Type (checked), Retention settings (unchecked), and Finish (unchecked). The main content area has a heading "Choose the type of retention policy to create". It explains that adaptive scopes can be specified dynamically or target locations can be selected individually. It then presents two options: "Adaptive" (radio button unselected) and "Static" (radio button selected). The "Static" option is described as choosing locations containing the content you want to retain, noting that if locations change after the policy is created, it will need to be manually updated. At the bottom, there are "Back", "Next", and "Cancel" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### F: Choosing where to apply policy

The screenshot shows the Microsoft Purview Data Lifecycle Management interface for creating a retention policy. On the left, a sidebar lists steps: Name (selected), Administrative Units, Type (selected), Locations, Retention settings, and Finish. The main area is titled "Choose where to apply this policy" and contains the following information:

The policy will apply to content that's stored in the locations you choose.

Information about setting up data connectors to import content from non-Microsoft apps like Slack, WhatsApp, and many more is provided.

| Status | Location                                   | Applicable Content                                                                                                                                                                                                      | Included                               |
|--------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| On     | Exchange mailboxes                         | Items in user, shared, and resource mailboxes: emails, calendar items with an end date, notes, and tasks with an end date. Doesn't apply to items in Microsoft 365 Group mailboxes. <a href="#">More details</a>        | All mailboxes <a href="#">Edit</a>     |
| On     | SharePoint classic and communication sites | Files in classic sites or communication sites or team sites that aren't connected to a Microsoft 365 group, and files in all document libraries (including default ones like Site Assets). <a href="#">More details</a> | All sites <a href="#">Edit</a>         |
| On     | OneDrive accounts                          | All files in users' OneDrive accounts. <a href="#">More details</a>                                                                                                                                                     | All user accounts <a href="#">Edit</a> |

Buttons at the bottom include Back, Next, and Cancel.

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Student ID: 101590287

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### G: Choosing retention settings (retention period (5 years))

The screenshot shows a Microsoft Purview interface for creating a retention policy. On the left, a sidebar lists steps: Name, Administrative Units, Type, Retention settings (which is selected and highlighted in blue), and Finish. The main area is titled "Decide if you want to retain content, delete it, or both". It contains the following configuration:

- Retain items for a specific period**  
Items will be retained for the period you choose.  
Retain items for a specific period  
5 years
- At the end of the retention period**  
Delete items automatically
- Do nothing**
- Retain items forever**  
Items will be retained forever; even if users delete them.
- Only delete items when they reach a certain age**  
Items won't be retained, but when they reach the age you choose, we'll delete them from where they're stored.

At the bottom are buttons for Back, Next (highlighted in blue), and Cancel.

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H: Policy Created

The screenshot shows a Microsoft Purview interface for creating a retention policy. On the left, there's a sidebar with the user's name and student number: "Worlanyo Akpatsa" and "Student Number 101590287". The main area has a red header bar with the Microsoft Purview logo and a search bar. Below the header, the title is "Data lifecycle management > Create retention policy". A vertical checklist on the left indicates the steps completed: "Name" (green checkmark), "Administrative Units" (green checkmark), "Type" (green checkmark), "Retention settings" (green checkmark), and "Finish" (green checkmark). To the right of the checklist, a large green checkmark icon is displayed with the text "You successfully created a retention policy". Below this, a note says "Allow up to a week for the retention policy to be enforced." Under "Related tasks", there are three buttons: "Create another retention policy" (Get started), "Create an adaptive scope" (Get started), and "Create a retention label" (Get started). At the bottom center is a blue "Done" button.

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## 2.2: Set up a policy to automatically move old files to the recycle bin after a year.

A: Still in Data life cycle Management, create a new retention policy

The screenshot shows a web browser window for Microsoft Purview. The URL is [purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...](https://purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...). The page title is "Data lifecycle management > Create retention policy". On the left, there is a sidebar with the user's name "Worlanyo Akpatsa" and student number "101590287". The main content area has a red header "Name your retention policy". It contains fields for "Name" (with the value "1yearrecycle") and "Description" (with the value "Policy to move old files to recycle bin after one year"). At the bottom, there are "Next" and "Cancel" buttons.

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Student Name: Worlanyo Akpatsa  
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### B: Choosing where to apply policy

The screenshot shows the Microsoft Purview Data Lifecycle Management interface for creating a retention policy. On the left, a sidebar lists steps: Name (selected), Administrative Units, Type (selected), Locations, Retention settings, and Finish. The main area is titled "Choose where to apply this policy". It explains that the policy will apply to content stored in chosen locations. A note says you can set up data connectors to import content from non-Microsoft apps like Slack, WhatsApp, and more. Three location options are listed:

| Status | Location                                   | Applicable Content                                                                                                                                                                                                      | Included                               |
|--------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| On     | Exchange mailboxes                         | Items in user, shared, and resource mailboxes: emails, calendar items with an end date, notes, and tasks with an end date. Doesn't apply to items in Microsoft 365 Group mailboxes. <a href="#">More details</a>        | All mailboxes <a href="#">Edit</a>     |
| On     | SharePoint classic and communication sites | Files in classic sites or communication sites or team sites that aren't connected to a Microsoft 365 group, and files in all document libraries (including default ones like Site Assets). <a href="#">More details</a> | All sites <a href="#">Edit</a>         |
| On     | OneDrive accounts                          | All files in users' OneDrive accounts. <a href="#">More details</a>                                                                                                                                                     | All user accounts <a href="#">Edit</a> |

At the bottom are Back, Next, and Cancel buttons.

Student Name: Worlanyo Akpatsa  
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### C: Retention Settings (deleting files when they reach a year old)

The screenshot shows a web browser window for Microsoft Purview Data Lifecycle Management. The URL is [purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...](https://purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...). The page title is "Create retention policy". On the left, there's a sidebar with a pink header showing "Worlanyo Akpatsa" and "Student Number 101590287". A vertical navigation bar lists steps: "Name", "Administrative Units", "Type" (which is selected), "Retention settings" (which is highlighted in blue), and "Finish". The main content area has a heading "Decide if you want to retain content, delete it, or both". It contains three radio button options: "Retain items for a specific period" (unchecked), "Retain items forever" (unchecked), and "Only delete items when they reach a certain age" (checked). Below this, there's a "Delete items older than" field with dropdowns for years (set to 1), months (0), and days (0), and a "Custom" button. There's also a "Delete content based on" dropdown set to "When items were created". At the bottom are "Back", "Next", and "Cancel" buttons.

## Microsoft 365 Identity and Services – Enterprise Administration

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### D: Policy Created

The screenshot shows a browser window for Microsoft Purview Data Lifecycle Management. The URL is [purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...](https://purview.microsoft.com/datalifecyclemanagement/retention?tid=875c82ee-30d3-4df1-a2c9-b97...). The page title is "Retention policies". The main content area shows a success message: "You successfully created a retention policy". It includes a note: "Allow up to a week for the retention policy to be enforced." Below this are "Related tasks": "Create another retention policy" (Get started), "Create an adaptive scope" (Get started), "Create a retention label" (Get started), and a "Recommendation" section. On the left, there's a sidebar with the user's name and student number: "Worlanyo Akpatsa" and "Student Number 101590287". A vertical checklist on the left indicates steps completed: "Name" (green checkmark), "Administrative Units" (green checkmark), "Type" (green checkmark), "Retention settings" (green checkmark), and "Finish" (green checkmark). At the bottom right is a "Done" button.

## Microsoft 365 Identity and Services – Enterprise Administration

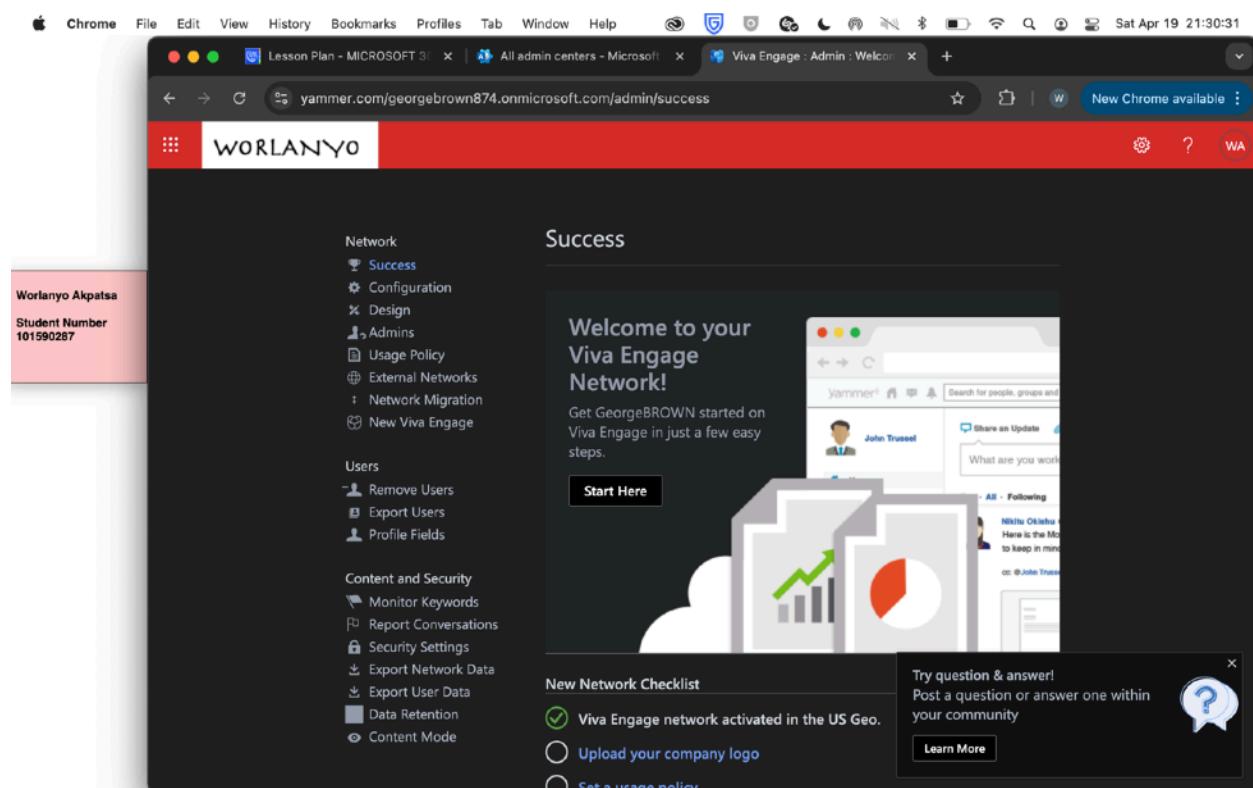
Student Name: Worlanyo Akpatsa  
Student ID: 101590287

Term: Winter 2025

### 3: Set up Viva Engage for Enterprise Social Networking

#### 3.1: Configure Viva to allow only internal communications

A: Navigate to all admin centers in 365 admin center and search for viva engage. Sign in with global admin credentials



## Microsoft 365 Identity and Services – Enterprise Administration

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B: In the left pane, select security settings and toggle deny in security settings

The screenshot shows a Microsoft Viva Engage Admin center interface. On the left, there's a sidebar with a red header bar labeled 'WORLANYO'. The sidebar contains navigation links for Network (Success, Configuration, Design, Admins, Usage Policy, External Networks, Network Migration, New Viva Engage), Users (Remove Users, Export Users, Profile Fields), Content and Security (Monitor Keywords, Report Conversations, Security Settings, Export Network Data, Export User Data, Data Retention, Content Mode). The main content area is titled 'Security Settings' and includes sections for 'External Messaging' (Allow community admins to add external users to their communities? Radio button set to 'Deny'), 'Office 365 Identity Enforcement' (Enforce Office 365 identity checkbox checked, Status: Committed, Block Office 365 users without Viva Engage licenses checkbox checked), and 'Office 365 Connected Viva Engage Groups' (Once your organization has committed to enforcing Office 365 tenant associated with a single Viva Engage net will be enabled for this network. Learn More). A small callout box in the bottom right corner encourages trying the new Viva Engage app for mobile with links for iOS and Android.

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### C: Selecting External Networks and also disabling that

The screenshot shows a Microsoft Chrome browser window with three tabs open. The active tab is titled 'yammer.com/georgebrown874.onmicrosoft.com/admin/network/relationships'. The browser's address bar also displays this URL. The main content area is titled 'External Networks' and contains the following sections:

- External Network Settings**:
  - External Networks can be created by:
    - Any member of this GeorgeBROWN
    - Only admins
  - Require admin approval for GeorgeBROWN members to join other companies' external groups or external networks.
  - Disable the Related External Networks directory.
  - Disable the Our External Networks directory and remove the External Networks link in the networks menu.
- Save** button

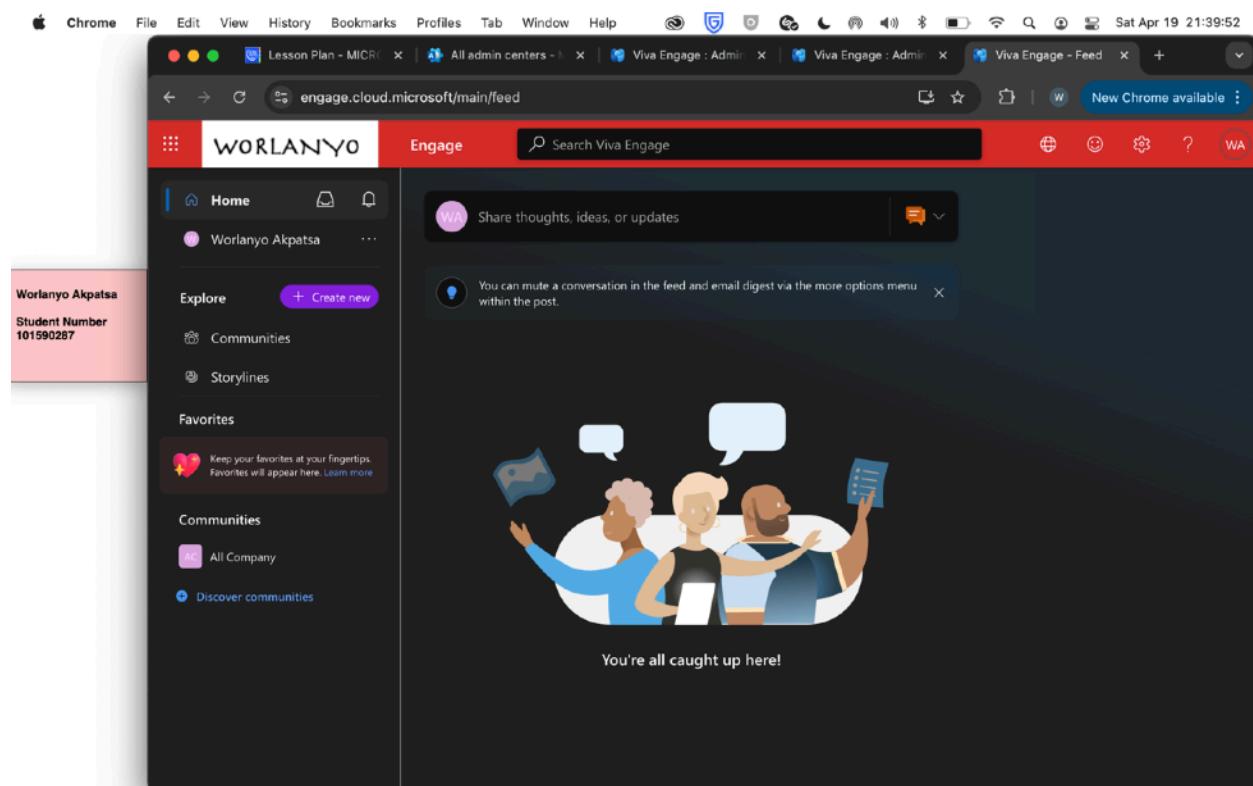
On the left side of the interface, there is a sidebar with the user's name 'Worlanyo Akpatsa' and student number '101590287'. Below this, there are several navigation links under categories like Network, Users, and Content and Security.

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### **3.2: Set up groups for company-wide announcements and department specific discussions.**

A: Navigate to engage.cloud.microsoft and select communities in the left pane



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B: Choose All Company as official company group for company-wide announcements

The screenshot shows a web browser window for Microsoft Viva Engage. The URL in the address bar is `engage.cloud.microsoft/main/discover-groups/explore`. The page title is "Communities". On the left, there's a sidebar with a profile picture for "Worlanyo Akpatsa" (Student Number 101590287) and navigation links for "Home", "Explore", "Communities" (which is highlighted in blue), "Storylines", "Favorites", "Communities" (under "Favorites"), and "Discover communities". The main content area shows a "My communities" section with a card for "All Company" (marked with an orange "Official" badge). Below it is a "Discover communities" section with a "Official communities" heading and a "Learn more" button. A cartoon character icon is visible on the right. At the bottom, there are buttons for "View all communities" and "Create a community".

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Student Name: Worlanyo Akpatsa  
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### Creating IT Community

A: Choose create new->community in the left pane

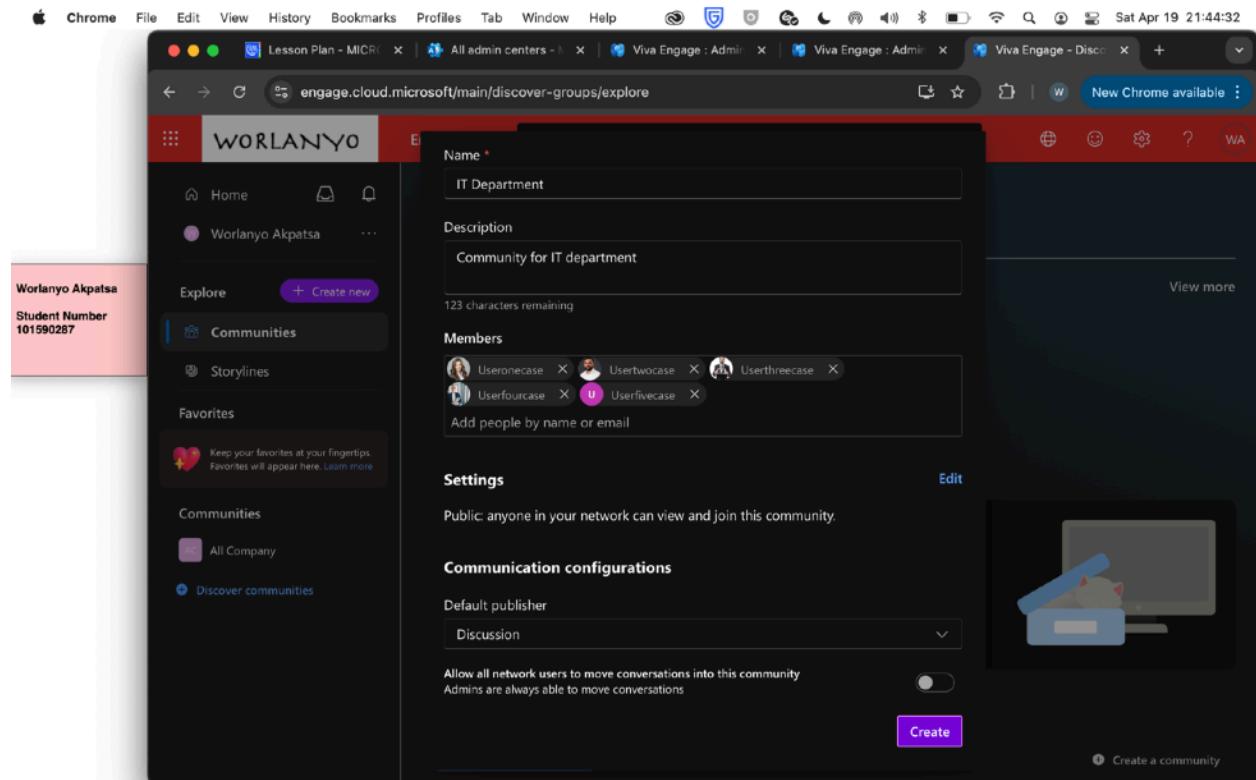
The screenshot shows the Microsoft Viva Engage interface. On the left, there is a sidebar with a red header bar containing the user's name, Worlanyo Akpatsa, and student number, 101590287. Below this, there are sections for 'Explore', 'Community', 'Storylines', and 'Favorites'. Under 'Community', there is a '+ Create new' button. The main content area is titled 'Communities' and displays a section for 'My communities' with a card for 'All Company'. Below this is a 'Discover communities' section featuring 'Official communities' with a sub-section for network admins. At the bottom right of the main content area is a 'Create a community' button.

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### B: Confirming Name and adding members per csv file



The screenshot shows the Microsoft Viva Engage interface for creating a new community. The main title is "IT Department". The "Description" field contains "Community for IT department". The "Members" section lists five users: Useronecase, Usertwocase, Userthreecase, Userfourcase, and Userfivecase. Below the members is a button to "Add people by name or email". The "Settings" section indicates "Public: anyone in your network can view and join this community". Under "Communication configurations", the "Default publisher" is set to "Discussion". A toggle switch allows "Allow all network users to move conversations into this community" (Admins are always able to move conversations). A "Create" button is at the bottom right.

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### C: Creating HR Community and adding members per csv file

The screenshot shows the 'Create a new community' interface in Microsoft Viva Engage. The left sidebar shows the user profile 'Worlanyo Akpatsa' and 'Student Number 101590287'. The main form has the following fields:

- Name \***: HR Community
- Description**: Community for HR department
- Members**: Two users selected: 'Usersevcase' and 'Usersevcenase'. A placeholder 'Add people by name or email' is present.
- Edit settings**: Set to 'Private: only approved community members can view or participate.'
- Communication configurations**: Default publisher is 'Discussion'. A toggle switch is turned off for 'Allow all network users to move conversations into this community'. Admins are always able to move conversations.
- Community summary**: Shows the period from Mar 22, 2025 - Apr 19, 2025. It notes 'We do not have enough data for this community yet' and 'Only admins can see this summary'. A link to 'See full community analytics' is available.
- Info**: A purple 'Create' button.

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### D: Creating Marketing Community

The screenshot shows a Microsoft Viva Engage interface on a Chrome browser. The user is creating a new community. The 'Name' field contains 'Marketing Community'. The 'Description' field contains 'Community for marketing department'. Under 'Members', three users are listed: 'Userrightcase', 'Userninecase', and 'Usertencase'. In the 'Community experts' section, there is one member assigned. The 'Community summary' section shows a date range from Mar 22, 2025 - Apr 19, 2025, with a note that no data is available yet. The 'Edit settings' section allows selecting public or private community status (set to Private) and communication configurations (set to Discussion). The 'Info' section has a pencil icon for editing.

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### E: All communities created

The screenshot shows the Microsoft Viva Engage interface. On the left, there's a sidebar with a red header bar labeled 'WORLANYO'. The sidebar includes links for Home, Worlanyo Akpatsa, Explore (which is selected), Communities (highlighted in blue), Storylines, Favorites, Communities (with options for All Company and Discover communities), and a note about Favorites. The main content area has a red header bar with 'Engage' and a search bar. Below it, the title 'Communities' is displayed with the subtitle 'See what's new in your communities and discover more across your organization'. A section titled 'My communities' shows four cards: 'IT Department' (blue icon), 'Marketing Com...' (green icon), 'HR Community' (grey icon), and 'All Company' (pink icon). To the right of these cards is a 'View more' link. Below this is a section titled 'Discover communities' with a sub-section 'Official communities' featuring a blue star icon. It says 'As a network admin, you are able to mark a community as official.' with a 'Learn more' button. At the bottom of this section is a note 'Visible to you and other network admins only' and a 'View all communities' button. In the bottom right corner of the main content area, there's a small icon for 'Create a community'.

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### 3.3: Ensure Compliance with the company's social media policy

I plan to do this by creating a policy in Microsoft Purview to detect sensitive info sharing

A: Navigate to data loss prevention->policies in Microsoft Purview and click create a policy

The screenshot shows the Microsoft Purview Policies page. On the left, there is a sidebar with navigation links for Home, Solutions, Learn, Settings, Audit, Data Lifecycle Management, and Data Loss Prevention. The Data Loss Prevention section is currently selected. The main content area is titled "Policies" and contains a brief description of using DLP policies to protect sensitive information. It lists three existing policies:

| Name                          | Priority | Last modified        | Status |
|-------------------------------|----------|----------------------|--------|
| Default Office 365 DLP policy | 0        | Mar 24, 2025 3:48 AM | On     |
| Credit Card DLP               | 1        | Apr 9, 2025 7:59 PM  | On     |
| Default policy for Teams      | 2        | Apr 14, 2025 6:43 AM | On     |

At the bottom of the page, there is a "Create policy" button.

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B: Name and describe policy

Worlanyo Akpatsa  
Student Number  
101590287

Template or custom policy

Name

Admin units

Locations

Policy settings

Policy mode

Finish

Name your DLP policy

Create a DLP policy to detect sensitive data across locations and apply protection actions when the conditions match.

Name \*

Sensitive Info Sharing and Offensive Language Policy

Description

policy to be applied to Yammer

Back Next Cancel

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### C: Applying policy to all locations including Yammer

The screenshot shows a web browser window for Microsoft Purview. The URL in the address bar is `purview.microsoft.com/datalossprevention/policies?tid=875c82ee-30d3-4df1-a2c9-b97afa1ba73c`. The page title is "Create policy". On the left, there's a sidebar with a navigation tree:

- Template or custom policy (selected)
- Name
- Admin units
- Locations** (selected)
- Policy settings
- Policy mode
- Finish

The main content area is titled "Choose where to apply the policy". It says "We'll apply the policy to data that's stored in the locations you choose." There are three informational callouts:

- If your role group permissions are restricted to a specific set of users or groups, you'll only be able to apply this policy to those users or groups. [Learn more about role group permissions](#).
- Protecting sensitive info in on-premises repositories (SharePoint sites and file shares) is now in preview. Note that there are prerequisite steps needed to support this new capability. [Learn more about the prerequisites](#).
- Pay-as-you-go billing needs to be set up to configure policies for non-Microsoft 365 data sources. [Learn more about pay-as-you-go billing](#).

A table lists the selected locations:

| Location         | Scope      | Actions |
|------------------|------------|---------|
| Exchange email   | All groups | Edit    |
| SharePoint sites | All sites  | Edit    |

At the bottom are "Back", "Next", and "Cancel" buttons.

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### D: Creating rule condition and responding action

The screenshot shows the 'Create rule' interface in Microsoft Purview. On the left, a sidebar displays the user's name and student number: 'Worlanyo Akpatsa' and 'Student Number 101590287'. The main area is titled 'Create rule' and shows the 'Conditions' section. It states: 'We'll apply this policy to content that matches these conditions.' Under 'Content contains', there is a 'Group name' field set to 'Default' with a 'Group operator' of 'Any of these'. Below this, under 'Sensitive info types', five items are listed with their respective confidence levels and instance counts: 'Medical Specialties' (High confidence, 1 to Any), 'IP Address' (High confidence, 1 to Any), 'U.S. / U.K. Passport Number' (Medium confidence, 1 to Any), 'U.S. Bank Account Number' (Medium confidence, 1 to Any), and 'U.S. Driver's License Number' (Medium confidence, 1 to Any). At the bottom are 'Save' and 'Cancel' buttons.

The screenshot shows the 'Create rule' interface in Microsoft Purview, continuing from the previous step. The sidebar remains the same. The main area shows the 'Actions' section. It starts with the heading 'Use actions to protect content when the conditions are met.' Under 'Restrict access or encrypt the content in Microsoft 365 locations', there is a single option: 'Block users from receiving email, or accessing shared SharePoint, OneDrive, and Teams files, and Fabric and Power BI items.' This option is described as blocking default users from sending Teams chats and channel messages. Below this, two radio button options are shown: 'Block everyone.' (selected) and 'Block only people outside your organization.' At the bottom are 'Save' and 'Cancel' buttons.

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**THIS IS A CREATED USERS ACCOUNT IN ADMIN CENTER, VIVA ENGAGE AND OTHER SERVICES LIKE SHAREPOINT**

The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar includes links for Home, Copilot, Users, Groups, Marketplace, Billing, Setup, Customize navigation, and Show all. The main area features a greeting "Good evening, Useronecase" and a section titled "For organizations like yours" with a "Set up email with a custom domain" button. Below this is a "Your organization" section with links for Users, Products, Upcoming changes (5), Learn, Setup (which is highlighted in blue), Help & support, and Give Feedback. At the bottom, it says "Basic setup actions completed 2 / 4".

The screenshot shows a SharePoint library named "IT Library" within the "IT Department" site. The left sidebar lists Home, Conversations, Documents, Shared with us, Notebook, Pages, IT Library (which is selected and highlighted in blue), Site contents, Recycle bin, and Edit. The right pane displays a document named "Screen Shot 2021-02-09 at 7:19:52 PM.png" with a note stating it is now available. The document was uploaded by "Useronecase" a few seconds ago.

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The screenshot shows a Microsoft Viva Engage interface in a Chrome browser. The top navigation bar includes 'File', 'Edit', 'View', 'History', 'Bookmarks', 'Profiles', 'Tab', 'Window', 'Help', and several tabs for 'Active sites'. The main address bar shows the URL: engage.cloud.microsoft.com/main/org/georgebrown874.onmicrosoft.com/groups/eyJdHlwZSI... The title bar says 'engage.cloud.microsoft.com' and 'IT Department'. The date 'Sat Apr 19 22:41:57' is also visible.

The left sidebar has a red header 'WORLANYO' and a pink sidebar section for 'Worlanyo Akpatsa' (Student Number 101590287). It includes sections for 'Explore', 'Storylines', 'Favorites' (with a note to keep favorites at your fingertips), and 'Communities' (listing 'IT Department' and 'All Company').

The main content area displays the 'IT Department' community page. It features a purple banner with icons of people interacting. Below the banner, the community name 'IT Department' is shown with a description 'Community for IT department'. There are tabs for 'Conversations' (selected), 'About', 'Files', and 'Events'. A conversation input field is present, along with 'All conversations' and 'Recent posts' dropdowns.

On the right side, there are three panels: 'Members + 4' (showing four user icons), 'Pinned' (a placeholder for important files or links), and 'Community resources' (listing 'SharePoint library', 'SharePoint site', 'OneNote', and 'Planner').

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### ***Task 3 Summary:***

If I am being completely honest, task 3 was the most tiring activity to do in this assignment. Nonetheless, this teaches mental toughness and helps me get more accustomed to doing a heavy load of work.

To start, I had to create 3 different sites for the 3 different departments of the company. To do this, I navigated to the Sharepoint admin center and selected sites->active sites in the left pane. I then selected to choose a team site and chose my template. After this, I named my site (depending on the department I was creating it for) and then added the members as per my csv file that i used to create the ten users.

Next job on the list was to configure document libraries and permissions for each site. To configure document libraries, I had to visit the site address to display the sites. On the homepage, I clicked new and selected document library to add a new document library. Just like the sites, I named the libraries after the respective departments.

Just to do some further configuration, I decided to create an alert for when something happens in the document library for all the 3 created document libraries. To do this, I had to click on the three dots in the top corner and select alert me.

Next thing to configure was site permissions. While on the site homepage, I clicked the settings icon in the top right corner and selected site permissions->advanced site permissions m. Here, I am able to configure site permissions for the various users.

Last thing I had to do regarding the document libraries was to enable versioning and content approval which was straightforward. While in the library, select the settings icon and click library settings->more library settings. This opens up a window where I selected versioning settings and toggled yes on require content approval.

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The next major job for task 3 was to implement Onedrive for Business which I have done quite a few times so it was smooth. Here, you need to use SharePoint Admin Center as it has incorporated Onedrive settings. On the left pane in Sharepoint Admin Center, I selected policies->sharing and in this window, dragged down the slider for OneDrive sharing to the lowest which means no external sharing allowed.

After this, I navigated to The Purview Compliance center to create a retention policy to ensure data is retained for at least five years. Creating policies in the compliance center is something I have done several times so at this point, it was easy navigation.

I had to click Data Life Cycle Management in the left pane and then select policies->retention policies. I then decided to create a new retention policy to ensure my data is retained for at least five years. I named my policy and chose where to apply it (everywhere) and then had to choose my retention settings. I chose to retain items for 5 years as per the instructions given. I concluded and created my policy.

Next thing I had to do was create a policy to automatically move old files to the recycle bin after a year. Lucky for me, I did not have to leave data life cycle management to do this. I simply chose to create a new retention policy. After naming it and choosing locations to apply, I had to choose retention settings. This time, I chose to “only delete files when they reach a certain age” and put the period of one year for the age. I concluded and created my new policy.

The last part of this task is something I had not really gotten used to at first so I was glad to do it; Viva Engage.

First thing I had to do was configure Viva to allow only internal communication. I navigated to my 365 admin center, and searched for viva engage in all admin cen-

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ters. I clicked it when it showed up and was taken to Viva engage where I had to resign in with my global admin credentials.

In the left pane in Viva, I selected security settings and toggled deny for external messaging. This for sure only encourages internal communication in the company.

Next, I had to set up groups for company-wide announcements and department specific discussions. This was a new one for me and I enjoyed it very much. I navigated to engage.cloud.microsoft and selected communities in the left pane.

Luckily for me, there was already a community called All company. I chose this as my official company group for company-wide announcements/discussions.

Now I had to get groups for specific departments. I selected create new and chose communities. I then named the communities respectively to the departments and added users as per my csv file. I made these communities private so only members of the specific departments could access them.

Lastly, I had to ensure compliance with the companies social media policy. To do this, I decided it would be best to create a Data Loss Prevention policy to block sharing of sensitive info types on the Yammer platform.

I went back into Compliance center, selected Data Loss Prevention on the left pane and then policies and created a new policy to block sensitive info types. I applied it to all users and chose everywhere in 365 as the location for the policy to be applied. Hence, users in communities when sharing information will have their content blocked if it contains sensitive information.

Even though this was quite long and tedious, I felt fulfilled after completing it.

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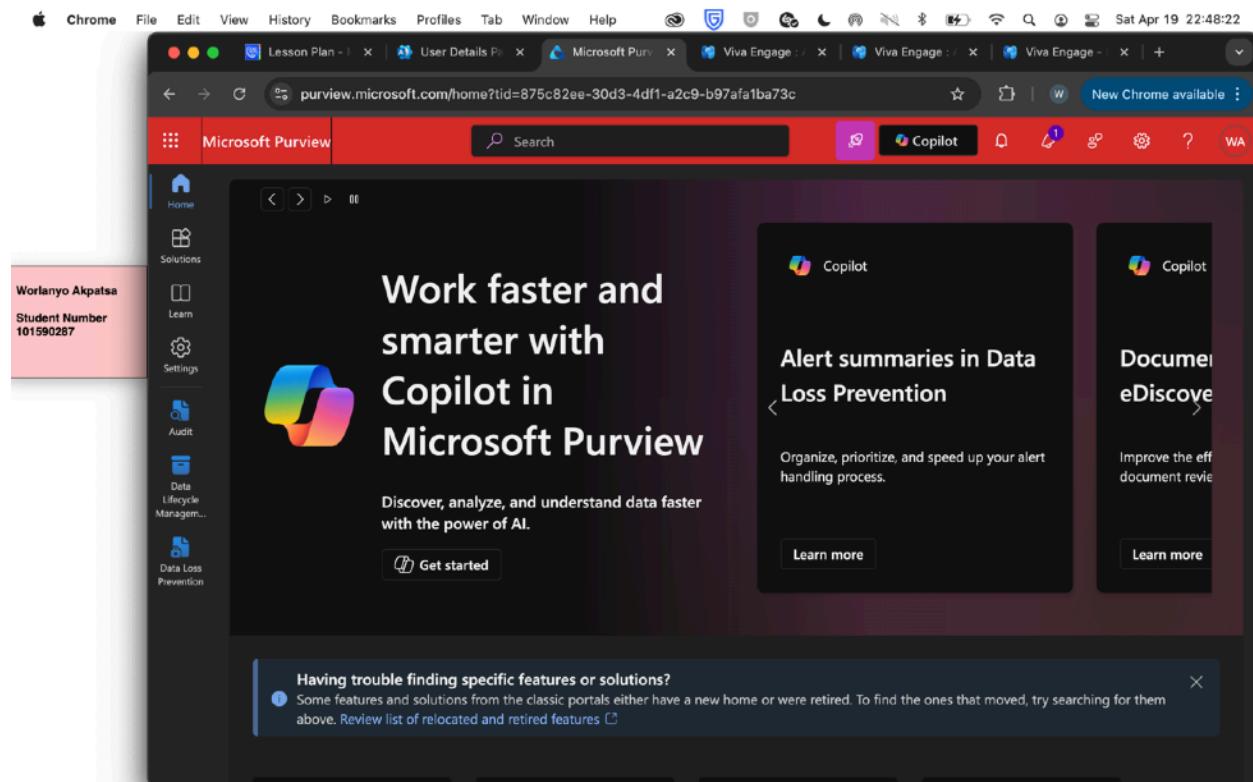
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## **TASK 4: MONITORING AND REPORTING**

### **1: Configure Audit Logs**

#### **1.1: Enable and configure audit logging in 365 Compliance Center**

A: Navigate to Compliance center homepage by selecting compliance under admin centers in 365 admin center

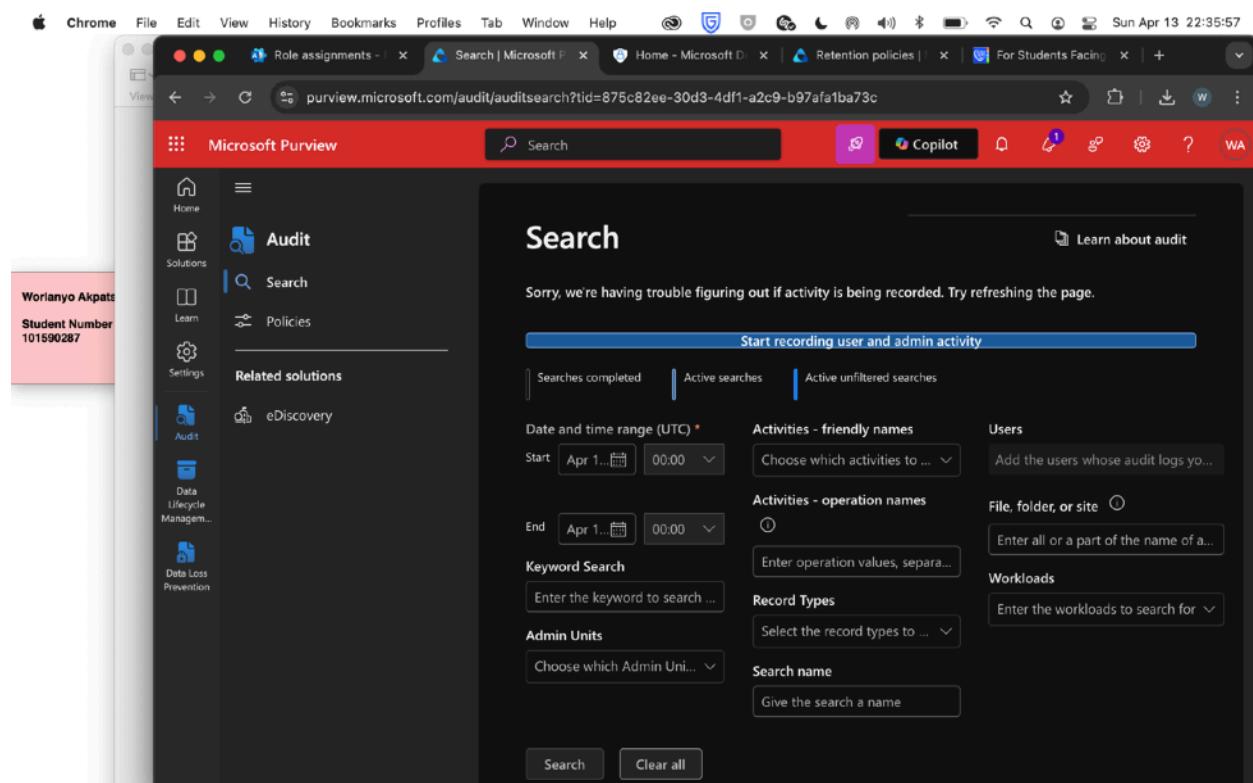


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B: Select Audit in the left pane and enable auditing by clicking ‘start recording user and admin activity’



The screenshot shows a Microsoft Purview interface in a web browser. The left sidebar has 'Audit' selected. The main area is titled 'Search' and contains a message: 'Sorry, we're having trouble figuring out if activity is being recorded. Try refreshing the page.' Below this is a large blue button labeled 'Start recording user and admin activity'. The interface includes various search filters: Date and time range (UTC), Activities - friendly names, Users, Activities - operation names, File, folder, or site, Keyword Search, Enter operation values, separate..., Record Types, Select the record types to ..., Admin Units, Choose which Admin Unit..., Workloads, Enter the workloads to search for, and Search name, Give the search a name. At the bottom are 'Search' and 'Clear all' buttons.

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### 1.2: Create a custom audit log search to track user activities related to at least one activity in Sharepoint such as updating site content

A: Select Audit->search and add custom activities and other preferences

The screenshot shows the Microsoft Purview Audit search interface. The search bar at the top has 'Audit' selected. The search results table shows two items:

| Search name      | Job status  | Prog... | Se...   | Total results | Creation time        | Search performed |
|------------------|-------------|---------|---------|---------------|----------------------|------------------|
| AuditLogSearch 2 | In progress | 0%      | 146     | 0             | Apr 19, 2025 11:0... | worlanyoakpatsa  |
| AuditLogSearch   | Completed   | 100%    | 1m, 27s | 0             | Apr 19, 2025 10:5... | worlanyoakpatsa  |

The screenshot shows the Microsoft Purview Audit Results interface. The search bar at the top has 'Audit' selected. The search results table shows a large number of items:

| Date (UTC)         | IP Address        | User              | Record Type          | Activity               | Item                  | Ad |
|--------------------|-------------------|-------------------|----------------------|------------------------|-----------------------|----|
| Apr 19, 2025 8:... | 20.48.218.112     | worlanyoakpats... | SharePointFileOp...  | Accessed file          | Import User Sam...    |    |
| Apr 19, 2025 8:... | 2607fe0ca40715... | worlanyoakpats... | SharePointShareIn... | Shared file to view... | https://georgegbro... |    |
| Apr 19, 2025 8:... | 2607fe0ca40715... | worlanyoakpats... | SharePoint           | Viewed page            | https://georgegbro... |    |
| Apr 19, 2025 8:... | 2607fe0ca40715... | worlanyoakpats... | SharePoint           | Viewed page            | http://georgegbro...  |    |
| Apr 19, 2025 8:... | 2607fe0ca40715... | worlanyoakpats... | SharePoint           | Viewed page            | https://georgegbro... |    |

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## 2: Set up Alerts

### 2.1: Configure alert policies to notify admins of suspicious activities

A: Navigate to Microsoft Defender, go to policies->policy management and create an activity alert

The screenshot shows the Microsoft Defender Policies management interface. On the left, there's a sidebar with navigation links like 'Cloud apps', 'Cloud discovery', 'Cloud app catalog', 'OAuth apps', 'Activity log', 'Governance log', 'Policies' (which is selected), 'Policy management', 'Policy templates', 'Reports', 'Audit', 'Health', 'Permissions', and 'Settings'. A red box highlights the 'Policies' link. The main area has a title 'Policies' with a 'Create policy' button. Below it, there are tabs for 'Activity policy', 'File policy', 'App discovery policy', 'Access policy', 'Session policy', and 'OAuth app policy'. The 'Activity policy' tab is selected. There are filters for 'Type: Select type' (set to 'Activity policy'), 'Status: ACTIVE' (selected), and 'Category: Select risk category' (set to 'High'). At the bottom, there are buttons for '+ Create policy', 'Export', and 'Hide filters'. The status bar at the bottom shows 'Ransomware activity', '0 active inci...', 'High', 'Apr 19, 2025', and a gear icon.

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B: Select template (multiple failed user log in attempts) and configure further settings

WORLANYO Microsoft Defender Policies & rules

Create activity policy

Policy template: Multiple failed user log on attempts to an app

Policy name: Multiple failed user log on attempts to an app

Policy severity: Threat detection

Description: Alert when a single user attempts to log on to a single app, and fails more than 10 times within 5 minutes.

WORLANYO Microsoft Defender Policies & rules

Create filters for the policy

Action: Repeated activity: Repeated activity by a single user

Minimum repeated activities: 10

Within timeframe: 5 minutes

In a single app

Count only unique target files or folders per user

Activities matching all of the following

Activity type: equals Failed log on

User: Name is set as Any role

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Policy Created

The screenshot shows the Microsoft Defender Policies page in a web browser. The left sidebar has a dark theme with various navigation options like Home, Incidents & alerts, Hunting, Actions & submissions, Threat intelligence, Learning hub, Trials, Partner catalog, and Exposure management. The main area is titled 'Policies' and shows a table of policies. The table has columns for Policy, Count, Severity, Action, and Modified. One row is highlighted with a blue border, showing a policy named 'Multiple failed user log on attempt' with a count of 0, a high severity (orange), and was modified on April 19, 2025. The top of the page shows a search bar, a Microsoft Defender logo, and a 'Search' button. There are also tabs for Threat detection, Information protection, Conditional access, Shadow IT, and All policies (which is selected). Filters for Name, Type, Status, Severity, and Category are present at the top. A message banner at the top right says: 'Users scoped to session policies, will enjoy a smooth user experience when browsing in Edge. They may face slight experience change when accessing their browser work profile for the first time. Learn more.'

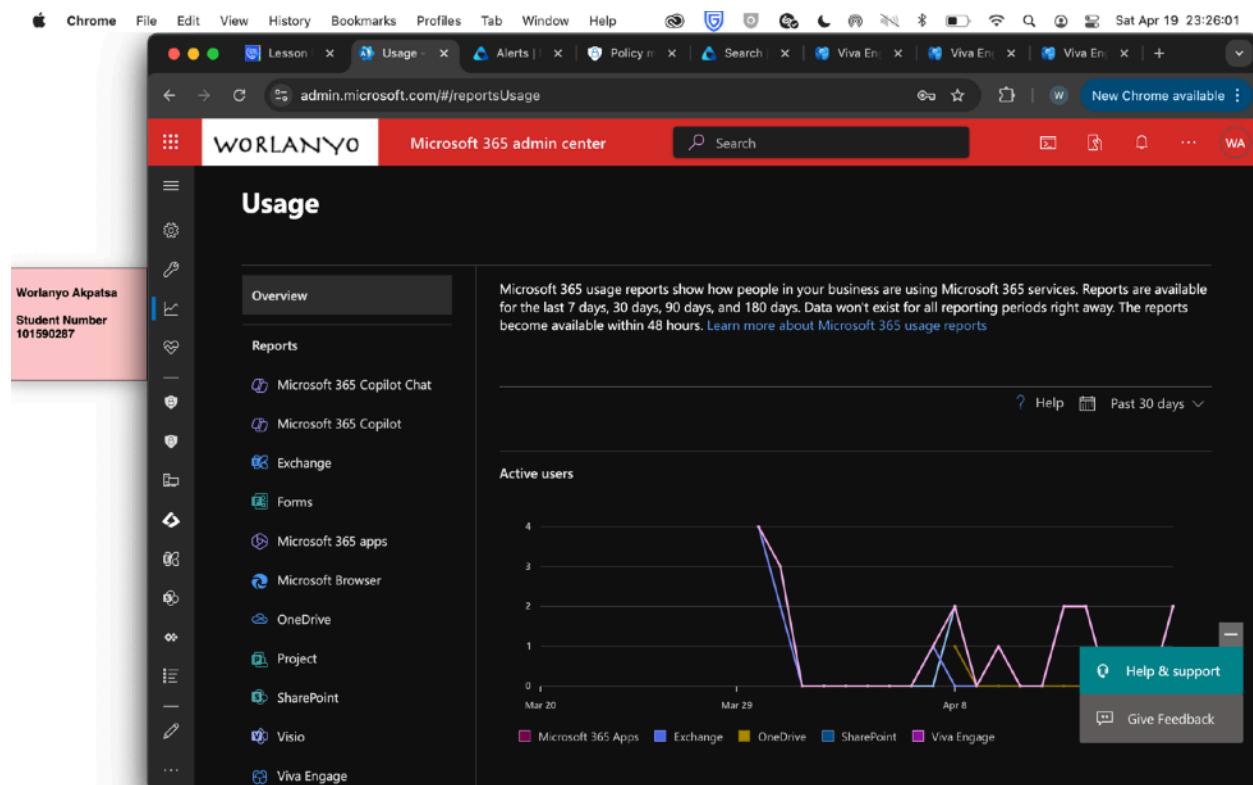
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### 3: Generate User Reports

#### 3.1: Use the 365 Admin Center to generate reports on user activity

A: Navigate to 365 Admin Center and choose reports->usage in the left pane

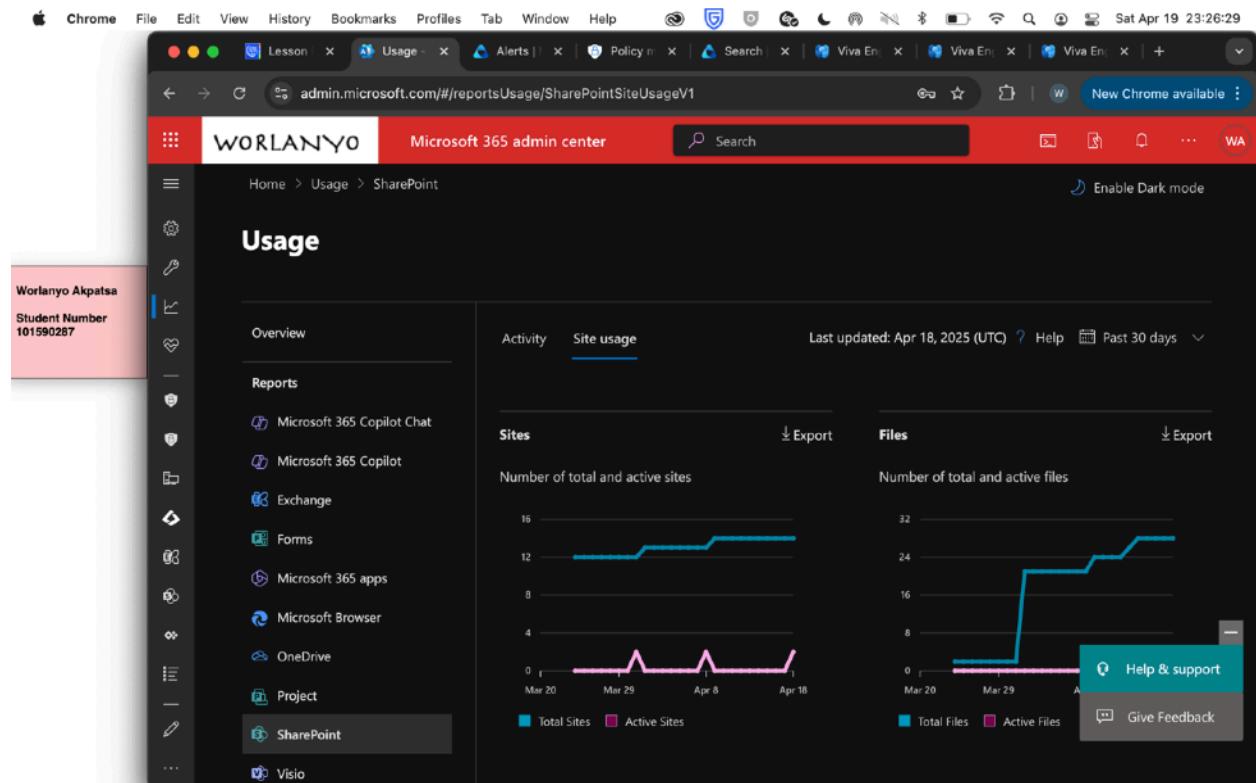


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### B: SharePoint Site Usage

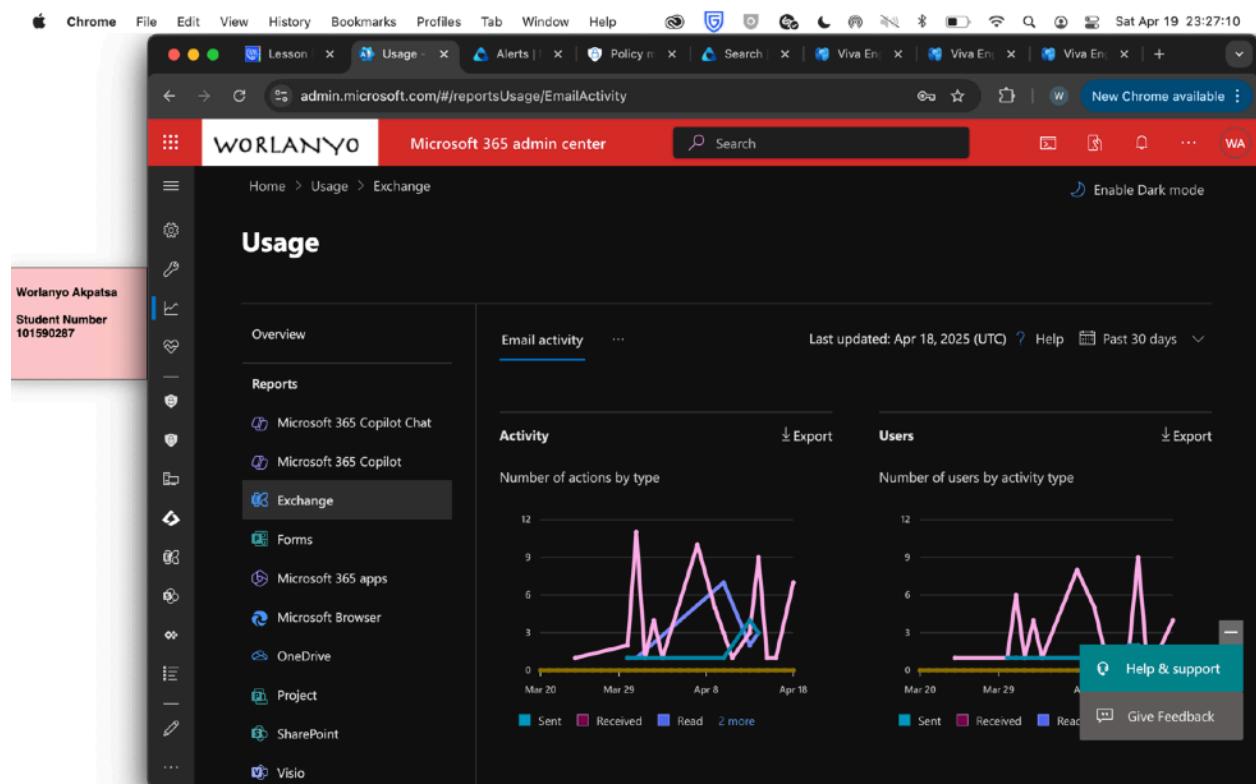


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### C: Email Usage



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### 4: Implement and Monitor Service Health

#### 4.1: Set up service health alerts to notify admins of any issues with Microsoft 365 services

A: Navigate to 365 Admin Center and select health->service health in the left pane

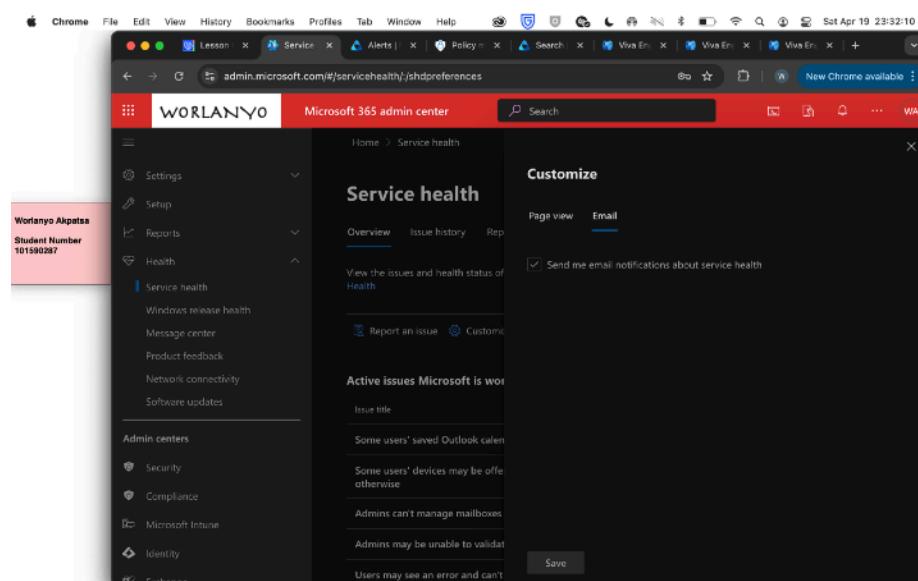
The screenshot shows a Chrome browser window with multiple tabs open, including 'Lesson', 'Service', 'Alerts', 'Policy m', 'Search', 'Viva En...', 'Viva En...', and 'Viva En...'. The main content area is the 'Service health' page of the Microsoft 365 Admin Center. The URL in the address bar is <https://admin.microsoft.com/#/servicehealth>. The page has a red header bar with the Microsoft logo and 'WORLANYO'. On the left, there's a sidebar with a red header 'Worlanyo Akpatsa' and 'Student Number 101590287'. The sidebar menu includes 'Settings', 'Setup', 'Reports', 'Health' (which is expanded), and sub-options like 'Service health', 'Windows release health', 'Message center', 'Product feedback', 'Network connectivity', and 'Software updates'. The main content area is titled 'Service health' and shows an 'Overview' tab selected. It displays a list of active issues under 'Active issues Microsoft is working on'. The first issue listed is 'Some users' saved Outlook calendar views may not be preserved' (Advisory). Other issues include 'Some users' devices may be offered a Windows 11 upgrade despite Microsoft Intune policies being configured otherwise', 'Admins can't manage mailboxes in the Exchange admin center and receive an error message', 'Admins may be unable to validate connectors from the Exchange admin center', and 'Users may see an error and can't attach Microsoft 365 data to email messages using the new Outlook for Mac'. Each issue has a 'Help & support' button and a 'Give Feedback' button.

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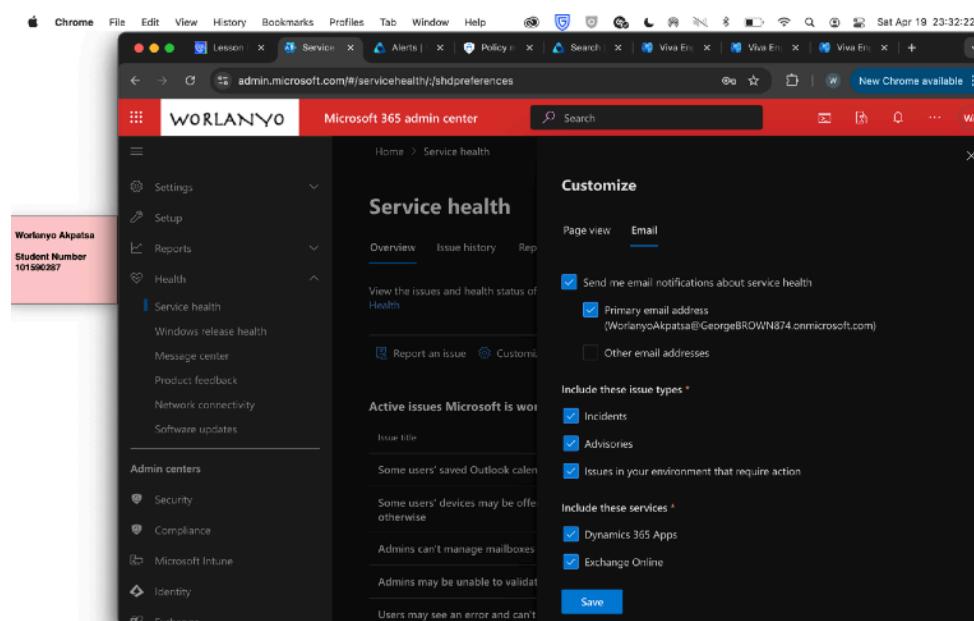
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B: Click customize and set up email notifications about service health



The screenshot shows the Microsoft 365 admin center interface. On the left, there's a sidebar with navigation links like Settings, Reports, Health, Admin centers, etc. The main area is titled 'Service health' and shows an overview of active issues. A 'Customize' dialog box is open over the main content. The 'Email' tab is selected in the dialog. There is a single checkbox labeled 'Send me email notifications about service health' which is checked. At the bottom right of the dialog is a 'Save' button.



This screenshot is similar to the one above, showing the 'Customize' dialog in the Microsoft 365 admin center. The 'Email' tab is selected. In addition to the general notification checkbox, there are two other checkboxes under 'Primary email address': one for 'WorlanyoAkpatsa@GeorgeBROWN874.onmicrosoft.com' (which is checked) and another for 'Other email addresses' (which is unchecked). Below these, there are sections for 'Include these issue types' (Incidents, Advisories, Issues in your environment that require action) and 'Include these services' (Dynamics 365 Apps, Exchange Online), both of which have checkboxes checked. The 'Save' button is also visible at the bottom right.

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### 4.2: Monitor the Service Health Dashboard to ensure all services are running smoothly

A: Still in health->service health navigate through the different pages to see all reports on service health

The screenshot shows the Microsoft 365 Service Health dashboard. The left sidebar is collapsed, and the main area displays a list of active issues under the heading "Active issues Microsoft is working on". There are five items listed:

- Some users' saved Outlook calendar views may not be preserved (Advisory)
- Some users' devices may be offered a Windows 11 upgrade despite Microsoft Intune policies being configured otherwise (Advisory)
- Admins can't manage mailboxes in the Exchange admin center and receive an error message (Advisory)
- Admins may be unable to validate connectors from the Exchange admin center (Advisory)
- Users may see an error and can't attach Microsoft 365 data to email messages using the new Outlook for Windows (Advisory)

At the bottom right of the dashboard, there are "Help & support" and "Give Feedback" buttons.

The screenshot shows the Microsoft 365 Service status dashboard. The left sidebar is collapsed, and the main area displays a table titled "Service status" showing the status of various Microsoft services. All services listed are marked as "Healthy".

| Service                   | Status        |
|---------------------------|---------------|
| Exchange Online           | 14 advisories |
| Microsoft Intune          | 1 advisory    |
| SharePoint Online         | 2 advisories  |
| Dynamics 365 Apps         | Healthy       |
| Microsoft 365 apps        | Healthy       |
| Microsoft 365 for the web | Healthy       |
| Microsoft 365 suite       | Healthy       |
| Microsoft Bookings        | Healthy       |
| Microsoft Clipchamp       | Healthy       |
| Microsoft Defender XDR    | Healthy       |

At the bottom right of the dashboard, there is a "Help & support" button.

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### More on service health

The screenshot shows the Microsoft 365 Service Health page. On the left, there's a sidebar with navigation links like Settings, Reports, and Health. Under Health, there's a sub-menu for Service health, which is currently selected. The main area displays a table of incidents:

| Title                                                                                                    | Service                                   | Issue origin | ID        |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------|-----------|
| Users may experience several-hour delays in receiving approval email from Microsoft Power Automate       | Microsoft Power Automate in Microsoft 365 | Microsoft    | MF1056723 |
| Some users may see the file name of email attachments appear incorrectly in Outlook on the web           | Exchange Online                           | Microsoft    | EX1056390 |
| Admins are unable to access the Microsoft 365 admin center                                               | Microsoft 365 suite                       | Microsoft    | MO1059087 |
| Admins may be unable to run PowerShell cmdlets in Exchange Online                                        | Exchange Online                           | Microsoft    | EX1051967 |
| Some users may see their iOS and Android devices incorrectly marked as non-compliant in Microsoft Intune | Microsoft Intune                          | Microsoft    | MI1059087 |
| Admins may be unable to access the Exchange admin                                                        | Exchange Online                           | Microsoft    | EX1051967 |

The screenshot shows a detailed view of an incident for Exchange Online. The title is "Some users may see the file name of email attachments appear incorrectly in Outlook on the web". The page includes sections for User impact, More info, Scope of impact, Root cause, and Next steps. To the right, there's a summary of the incident details:

|                   |                            |
|-------------------|----------------------------|
| Issue ID          | EX1056390                  |
| Affected services | Exchange Online            |
| Status            | Service restored           |
| Start time        | Apr 16, 2025, 12:42 AM EDT |
| End time          | Apr 16, 2025, 2:05 PM EDT  |
| Issue type        | Advisory                   |

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***Task 4 Summary:***

The last task was about monitoring and reporting which involved configuring audit logs, setting up alerts, generating usage reports and then implementing and monitoring service health. I learnt a lot from this.

To audit logs, one has to use the Compliance Center. While in the compliance center, I clicked on audit in the left pane and enabled auditing by clicking “ start recording user and admin activity “. Then on the same page, I created two custom searches which included activities I had done earlier such as creating a user, a DLP policy, creating a site, uploading documents, engaging in added communities, etc.

I made sure to log in as one of the created users to do all these things too to generate some activity.

Next in this task, I had to create an alert to notify admins of suspicious activity. I used the MS defender and created an activity policy which detected multiple failed user sign in attempts. I tried to log in unsuccessfully more than 5 times (my setting) to see if it showed in alerts however it didn’t. This is probably because alerts and policies take quite long to register.

After doing this, it was time for me to generate my user reports. I have done this before so it was a breeze. I navigated to 365 Admin Center and chose reports->usage in the left pane. This showed visual representation of all user activity on every single 365 platform. I was able to see a general overview of user reports and also detailed reports for specific platforms such as Sharepoint sites and exchange. This was really cool to do.

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Finally, the last task of the activity; implementing and monitoring service health. Thankfully, it was easy just like the user reports because I used it quite frequently in my free time when using 365 Admin Center.

I had to navigate to health->service health in the left pane of the 365 Admin Center and this shows all the issues and health status of the services available in 365. I was able to see issue history, reported issues as well as an overview of my service health in general.

It was good to see and configure it again.

I am so glad to have done this class because it has taught me a new skill in Microsoft 365 I never thought I would have. I now have basic understanding of Microsoft 365 and how private companies and domains operate behind the scenes.

It is funny that after doing this, I just realized that the school, George Brown probably has a 365 subscription which is why all our emails are targeted to one domain. Something interesting I noticed.

All in all, I enjoyed this wonderful class.