

Google Apps Administration

Description

The Google Apps Administration training enables participants to acquire the essential skills needed to efficiently manage and troubleshoot a Google Apps environment. This comprehensive program covers key administration tools, user management, security policies, and diagnostic mechanisms for common issues. Participants will learn how to resolve incidents related to email, groups, and calendars while understanding best practices to maintain service continuity.

Become autonomous in Google Apps administration

Throughout this Google Apps Administration training, learners will work with a dedicated Google Apps instance to experiment with each feature in a practical setting. Through real-world scenarios, they will strengthen their ability to identify failures and apply quick, reliable troubleshooting methods. The goal is clear: to ensure the performance and reliability of the Google Apps environment within their organization.

Course Content

Module 1: Troubleshooting Tools and Practices

- Troubleshooting challenges of web vs desktop apps
- Network testing
- Browser and OS issues
- Interacting with users
- Basic troubleshooting approach

Module 2: Troubleshooting Email and Groups

- Gmail client issues
- Receiving mail
- Sending mail
- Groups bounce messages caused by suspended accounts
- Other issues with Groups

Module 3: Google Message Security

- How the service works
- Configuring server settings
- Adding domains
- Adding users and administrators
- Configuring filtering policies
- Customizing the user experience
- Running reports
- Identifying information resources

Module 4: Calendar Management and Troubleshooting

- Creating and managing resources
- Calendar delegation
- Using .ics files

- Other issues

Module 5: Interacting with Google Support

- Support channels
- Logging a case
- Life of a case
- Information sources
- Release tracks

Module 6: Additional User Management Tasks

- What happens when a user is created?
- Nicknames
- What happens when you suspend a user?
- What happens when you delete a user?
- What approach should be followed when suspending or deleting a user?

Module 7: Domain and Organization Management

- Administrator accounts
- Multiple domains
- Organizations and policies

Module 8: Automation APIs

- Control Panel limitations
- API overview
- Types of tools
- Sharing files

Lab / Exercises

- This course includes hands-on exercises designed to reinforce your knowledge and apply your skills in real-world professional scenarios.

Documentation

- Digital courseware included

Participant profiles

- Google Workspace administrators
- Support and helpdesk technicians
- IT managers
- Professionals responsible for user account management

Prerequisites

- Know how to use a Web browser
- Know how to use Word
- Understand the use of a desktop software

Objectives

- Identify and resolve common Google Apps issues
- Use network and support diagnostic tools
- Ensure email delivery and security
- Manage users and groups within the domain
- Administer calendars and shared resources
- Configure organizational policies and multiple domains
- Automate administrative tasks using APIs
- Collaborate effectively with Google Support

Description

Google Apps Administration Training

Niveau

Fondamental

Classroom Registration Price (CHF)

1800

Virtual Classroom Registration Price (CHF)

1700

Duration (in Days)

2

Reference

GAP-02