

Google Cloud Workspace Administrator

Course Duration: 40 Hours

Course code: GCWA

1. Course Overview

During this five-day course, you will learn how to deploy, configure, manage, and secure Google Workspace for organizations. This course focuses on user and group management, security policies, device management, collaboration tools, and administrative controls. You will gain hands-on experience in managing enterprise environments using the Google Admin Console and implementing best practices for productivity and security.

2. What you'll learn?

By the end of the course, you will be able to:

- Understand Google Workspace services and architecture
- Set up and manage users, groups, and organizational units
- Configure Gmail, Drive, Meet, and other core services
- Implement security policies and access controls
- Manage devices and endpoints
- Monitor system usage and generate reports
- Automate administrative tasks
- Ensure compliance and data protection
- Troubleshoot common administrative issues

3. Target Audience

This course is ideal for:

- IT administrators and system administrators
- Workspace administrators and support engineers
- Cloud administrators
- IT professionals managing enterprise collaboration tools

- Professionals preparing for Google Workspace Administrator certification

4. Pre-Requisites

Before taking this course, you should have:

- Basic understanding of IT administration
- Familiarity with email systems and collaboration tools
- Basic knowledge of cloud computing
- Understanding of security concepts (recommended)

5. Course content

Module 1: Course Introduction

- Course overview and objectives
- Google Workspace certification path
- Role of a Workspace Administrator

Module 2: Introduction to Google Workspace

- Overview of Google Workspace services
- Editions and licensing
- Admin Console navigation
- Domain setup and verification

Module 3: User and Organization Management

- Creating and managing users
- Organizational Units (OUs)
- Role-based access control
- Managing user lifecycle

Module 4: Groups and Collaboration Management

- Creating and managing groups
- Access control via groups

- Collaboration settings
- Shared inbox and distribution lists

Module 5: Gmail Administration

- Gmail configuration and routing
- Spam and phishing protection
- Email compliance and retention
- Advanced Gmail settings

Module 6: Google Drive and Storage Management

- Drive configuration and sharing policies
- Shared Drives management
- Storage limits and quotas
- Data governance and file security

Module 7: Google Meet and Calendar Management

- Configuring Google Meet
- Managing meeting policies
- Calendar sharing and resource management
- Scheduling and permissions

Module 8: Security and Access Control

- Identity and Access Management (IAM) concepts
- Two-step verification (2SV)
- Single Sign-On (SSO)
- Context-aware access

Module 9: Endpoint and Device Management

- Managing mobile devices
- Endpoint verification

- Device policies and controls
- Remote wipe and security enforcement

Module 10: Data Protection and Compliance

- Data Loss Prevention (DLP)
- Vault for retention and eDiscovery
- Compliance policies
- Legal holds and auditing

Module 11: Monitoring, Reporting, and Alerts

- Admin reports and dashboards
- Security alerts
- Audit logs
- Usage insights

Module 12: Automation and APIs

- Automating admin tasks
- Using Google Workspace APIs
- Scripting with GAM (Google Apps Manager)
- Workflow automation

Module 13: Troubleshooting and Support

- Common admin issues and fixes
- Debugging email delivery issues
- Resolving access problems
- Support tools and best practices

Module 14: Best Practices for Administration

- Security best practices
- User management strategies

- Governance models
- Optimization techniques

Module 15: Certification Preparation and Case Studies

- Exam preparation guide
- Scenario-based questions
- Real-world use cases
- Final review and Q&A