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It is critical that employees who are working both in and outside the office use appropriate collaboration tools. Managers and employees should use the systems that work best for their business needs. For detailed information on a range of collaborative tools at Harvard, please visit HUIT's website section on chat, video, and collaboration. Here are some of the highlights.

HARVARD PHONE

Harvard Phone is a Harvard IT strategic initiative that will transform and modernize the current phone system to improve the way we communicate. The program will:

- create a common set of communication and collaboration tools for use across the University that support the way we work today;
- allow you to update and change your phone's features through self-service portals; and
- direct calls to reach you where you are, not just at your desk.

VIRTUAL PRIVATE NETWORKS

A virtual private network (VPN) permits secure access to certain University resources when connecting from off-campus or via the wireless network. A VPN establishes a secure connection between devices and University resources by creating an "encrypted tunnel" for the data communication. A VPN connection may be necessary when teleworking. To learn more about access and associated costs, contact your local administrator or ask HUIT to direct you to the right person.

VIDEO CONFERENCING

Video conferencing uses both audio and video to allow people at different sites to meet together over the Internet. A video conference can be a conversation between just two people (point-to-point) or several people at multiple locations (multipoint). Besides just the audio and video transmission of the conversation, video conferencing can be used to share documents and display information on your computer. These features allow for improved collaboration, more personal engagement, more content sharing, and improved productivity—all in a video solution.

For tolls and/or services that are being considered as a reasonable accommodation, a case-by-case analysis of accessibility features is recommended. For example, Skype is an effective tool for direct sign language but does not have the ability to provide captions. University Disability Services can provide more information.

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Telepresence and Video Conferencing Systems

Telepresence and other room-based conferencing systems are installed at most Harvard schools and locations. These rooms can be scheduled for use by contacting your school's Media Group. Click here for more information on your school's or department's video conferencing resources. For details about using various teleconferencing tools, these guides will help you get you started and keep you informed. Harvard's video conferencing technologies are always being enhanced, and it is a good idea for managers and employees to stay up-to-date with what is possible.

Software Video Conferencing

Cisco Jabber Video for Telepresence (formerly known as Movi) is available to anyone with an HUID for use with Macs, PCs, and mobile devices. This video conferencing software can connect to other computers or to room-based video systems. Learn more here.

Web Conferencing with WebEx

WebEx is a secure, cloud-based service that allows Web conferencing in a collaborative session sharing audio, video, and the desktop. WebEx allows participants to attend meetings by phone; by computer or via iPhone, iPad, or other mobile devices.

Skype for Business

Skype for Business allows employees to connect with Harvard colleagues, as well as colleagues outside Harvard, via chat and audio and video calls. You can hold and schedule online meetings in which you show your desktop or a program, add attachments, and create shared notes. It is possible to connect to Skype for Business from anywhere by using your desktop, the Outlook Web App (OWA), or a mobile device to chat and join meetings. Because Skype is configured with your department account, colleagues can access features that provide information about others' calendars, busy/free times, and "do not disturb" periods of concentrated work. To learn more about these and other features, watch this overview video.

ONEDRIVE FOR BUISNESS

Harvard OneDrive is part of the University's suite of services accessed through Office 365 and is currently available to HMS/HSDM, Central Administration, HDS, HSPH, FAS, GSE, GSD, Radcliffe, and GSAS students. The OneDrive for Business service provides resources for storing work-related files and sharing them with colleagues. Each user has his or her own OneDrive, which can be used to store all personal work files. Once your files are in OneDrive, you can access them from any device that has Internet access. OneDrive is typically not used for team sharing but may be used for ad hoc collaboration.

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SHAREPOINT FOR HARVARD

SharePoint for Harvard features integration with Microsoft Office 365 for Harvard for access to documents, tasks, and projects. It provides a range of collaboration tools for projects and teams, including secure, centralized document management and sharing, project and team calendars, and alerts for tasks and deadlines. Anyone who has an Office 365 email account at Harvard has access to SharePoint. The SharePoint for Harvard service can house University-related confidential data that strictly abides by Harvard's security policies. SharePoint is currently certified for Level 3 data. If a team requires Level 4 data to be stored, an administrator should submit a request to ITHelp@harvard.edu, asking that a modification be made to the service. Once a SharePoint site is modified for Level 4 data, only Harvard employees can access the site. For more on high-risk confidential information, please refer to the following IT security policy. See the Harvard Information Security website for comprehensive information on a range of security issues.

INFORMATION TECHNOLOGY SAFETY AND SECURITY

Harvard business conducted using University tools is in compliance with Harvard's regulations and policy, and is protected by contractual and other security measures not available in consumer tools.

- Employees are responsible for safeguarding Harvard's information regardless of where, when and how they work. Harvard's IT Security site offers a wealth of information about the security protocols that must be followed when using either personal or Harvard computers outside of the office setting. The Information Security Startup Guide provides basic tips to help you be successful and safe online at home and at Harvard. Employees considering telework or remote work must consult Harvard's policies for detailed guidance on how information must be protected. See the requirements for data security levels 1-5 in particular, and the information security requirements that apply to everyone. For more information on High Risk Confidential Information, please refer to the following IT Security policy.

- Threats to information security are always changing. As technology advances, approved tools will change as well. Harvard's IT security site also provides education, training, and information on regular IT security enhancements. All Harvard employees are encouraged to visit that site regularly, and sign up for a range of security awareness trainings via Harvard's Training Portal; these can help you be smart about information security wherever you are.

- The Collaboration Tool, Data Security, Privacy and Ownership matrix provides a quick overview of University tools and their data security levels for a number of the tools described in this document.

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OVERVIEW OF TOOLS, BENEFITS AND CONSIDERATIONS

TOOL	BENEFITS AND CONSIDERATIONS
Calendaring	· Can share schedules and other information with co-workers · Can share calendars with others who are external to Harvard · Is integrated with other Office 365 programs, like Skype for Business · Can protect private or personal information with general settings and specific restrictions
Telephone	· Is familiar, personal · May be accessed without a computer · Allows calls to be forwarded to alternate locations · Can involve many people · Can be difficult to hear/understand/identify speaker in group conference calls
Video Conferencing	· Can feel like the person is in the room and is truly participating · Can include several people · Can use considerable bandwidth · Can record the conversation, which becomes part of the Harvard record
Chat	· Is less formal · Reduces accumulated email · Is more difficult with a group · Requires less bandwidth · Records the conversation, which becomes part of the Harvard record

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