HOWDY!

DSA IT Liaisons Communications Committee
4/1/2020
Agenda

• DSA Works Remotely Survey Results
• Selecting Remote Tools
• Product Demos/Discussion
  – Zoom
  – Microsoft Teams
  – Cisco Jabber
  – Slack
• Open Forum
DSA Works Remotely
Survey Results
Carl Ivey
Survey Results

Technology Tools in use:
Remote Access Services Connections

- Remote Access Services:
  - Remote Desktop
  - Mobile Devices
  - Remote Apps
- Increase of 90 to 340 concurrent connections
- Closely monitoring remote access services
- Adding resources as needed to maintain performance
Tips to Increase Bandwidth

- Distance to Wi-Fi (closer/unobstructed better)
- Phone in rather than using Zoom audio/video
- Mute microphone when not speaking
- Minimize multi-use (Netflix, Hulu, Gaming, etc.)
- Consider wired connection to router
- Reduce video quality on home device
- Change Wi-Fi channel to eliminate interference
- Upgrade home router firmware
Selecting Remote Tools

Carl Ivey
Selecting Remote Tools

- Is simple written text enough?
  - Yes
  - No
    - Is a regular voice-only conversation enough?
      - Yes
        - Text, Email, Slack
      - No
        - Is this a conversation where it would help to see faces?
          - Yes
            - Zoom, Microsoft Teams
          - No
            - Do you need to show or demonstrate software live?
              - Yes
                - Zoom, Microsoft Teams
              - No

- Is a regular voice-only conversation enough?
  - Yes
    - Text, Email, Slack
  - No
    - Is this a conversation where it would help to see faces?
      - Yes
        - Zoom, Microsoft Teams
      - No
        - Do you need to show or share documents, spreadsheets, or presentations?
          - Yes
            - Zoom, Microsoft Teams
          - No
            - Do you need to work collaboratively on files and documents?
              - Yes
                - Microsoft Teams, Google Suite
              - No

@TAMUUSA

DIVISION OF STUDENT AFFAIRS
Product Demos
Cisco Jabber - Anthony Schneider

- Must be on Cisco VoIP System
  - (SSB Depts. & Others)
- True Soft-phone - Voice Integrated
  - Use Office Phone Number
- Must be provisioned by TAMU Telecom

- Prevent Disclosure of Private Phone Number
Microsoft Teams - Cameron Baker

- Microsoft Teams is a messaging workspace app for real-time collaboration and communication, meetings, file and app sharing, and even the occasional emoji!

- Microsoft Teams is available for DSA computers from Software Center or can be accessed as web-client by going to https://teams.microsoft.com

- Features: persistent chat (direct and Teams), share files & images, video/voice calls between Teams members, connects with Zoom, screen sharing

Microsoft Teams Essential Training - LinkedIn Learning
Zoom - Anthony Schneider

- Features Beyond Meeting Rooms
  - Persistent Chat / Channels
  - Share Files / Images
  - Delegate Scheduling
  - Presence (Zoom Only)
  - Webinar vs. Meeting

Stay Connected with Zoom Meetings - LinkedIn Learning
Zoom Video Tutorials - Zoom Help Center
Avoid “Zoombombing” - Keep Teaching TAMU
Open Forum
Anthony Schneider
DSA Peripheral Use at Home

- Work with Dept leadership if you need to use DSA Office Equipment at home (monitors, keyboards, mice, cameras, etc.)
- Recommend document on AWL Inventory of Equipment Form
- DSA PC’s will not work at home; Directors work with DoIT on a case-by-case basis if there is a business case to use a PC at home