HOWDY!

DSA IT Liaisons Communications Committee
4/1/2020

Agenda

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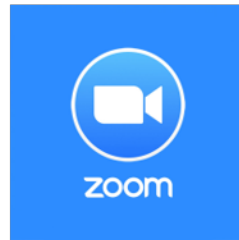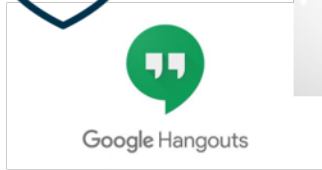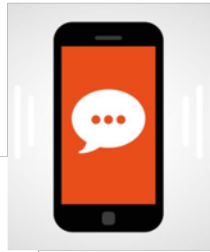 - Microsoft Teams
  - Cisco Jabber
  - Slack
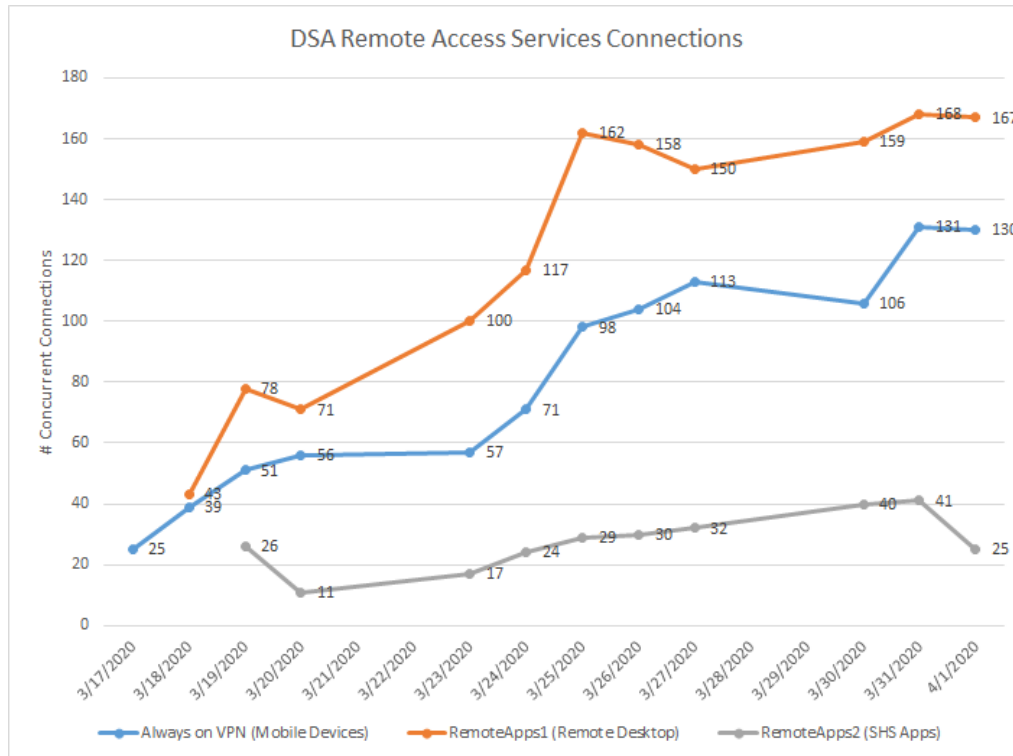- Open Forum

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

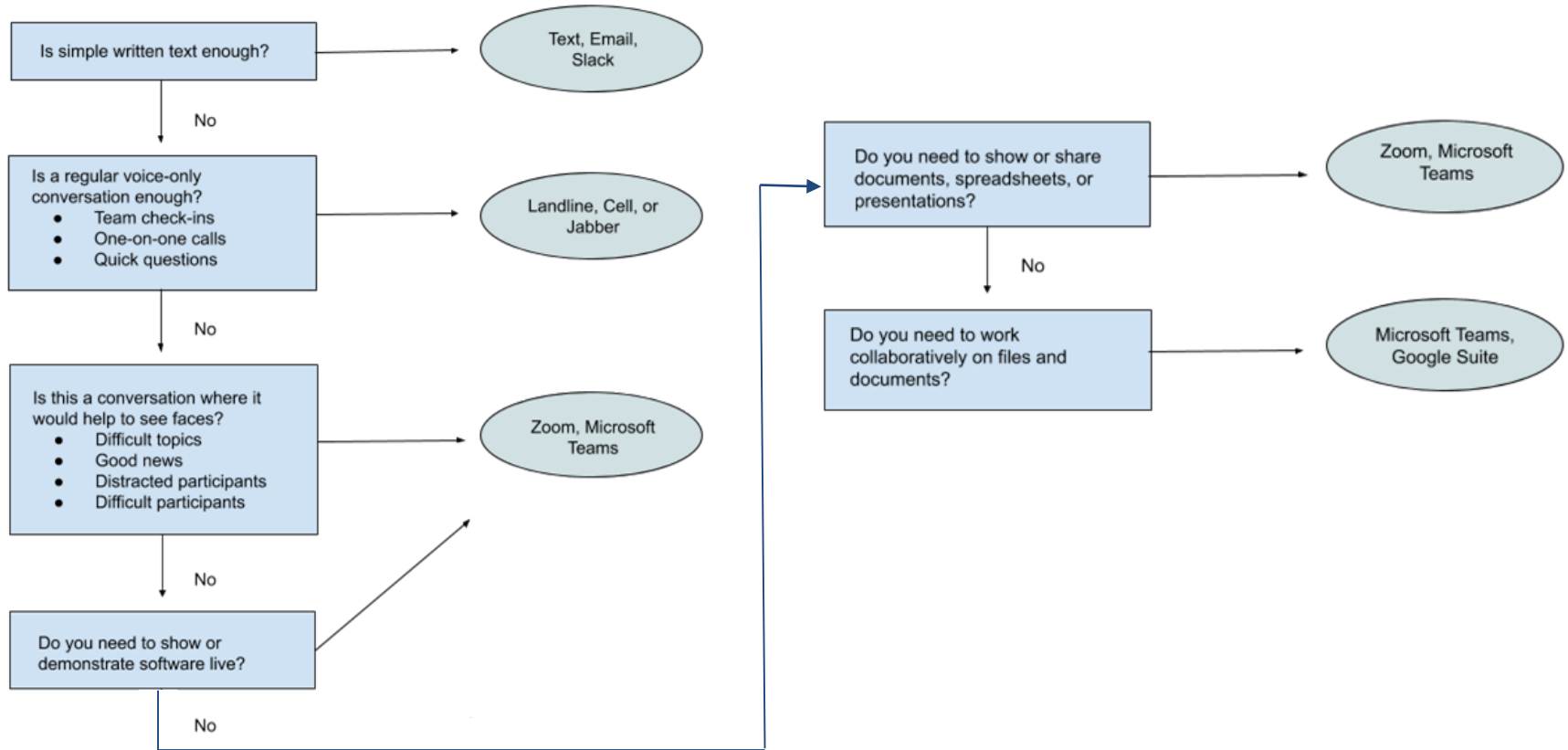My Video: ☐ Enable HD — UNCHECK!

- 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? → Text, Email, Slack

No ↓

Is a regular voice-only conversation enough?
- Team check-ins
- One-on-one calls
- Quick questions

→ Landline, Cell, or Jabber

No ↓

Is this a conversation where it would help to see faces?
- Difficult topics
- Good news
- Distracted participants
- Difficult participants

→ Zoom, Microsoft Teams

No ↓

Do you need to show or demonstrate software live?

No →

Do you need to show or share documents, spreadsheets, or presentations? → Zoom, Microsoft Teams

No ↓

Do you need to work collaboratively on files and documents? → Microsoft Teams, Google Suite

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 <u>will not work at home</u>; Directors work with DoIT on a case-by case basis if there is a business case to use a PC at home