

SERVICE NAME

SKYPE FOR BUSINESS



Skype for Business



Skype

SERVICE DESCRIPTION

Not to be confused with the freely available Skype which is also owned by Microsoft, Skype for Business (SfB) lets you quickly connect with others across your site or across the Department.

It looks and feels like Skype, but has added productivity features that can help run your site efficiently, like seeing when someone is available, in a meeting, or presenting, a process known as presence. Further to this SfB provides industrial strength security for calls, and the ability to broadcast a meeting online to a large audience.

SfB can be used to initiate an Instant Message (IM) conversation and once you're in a chat, you can join other people and add audio as necessary all on the fly in the same simple to use console. Further to IM, and audio calls you can also share your screen, and have others take control to help when there are desktop related issues.

Skype for Business works with your other Office programs downloaded from Office 365, so you can chat, call, or join a meeting with a single click. SfB helps you and your contacts stay in touch and be productive across the entire Office 365 suite of apps

NOTE: Requires the Skype for Business client downloaded to operate locally, there is no browser version. This App requires local administrator permissions so please talk to your local IT support.

LEARNLINK ADMINISTRATION

What happens when you turn Skype for Business on?

- Staff and Students are able to schedule online meetings, call trusted domains (ie flinders.edu.au, sa.gov.au, etc), share desktops and IM contacts in the Department when enabled.

USE CASE - STAFF

Staff should use SfB for internal communications that are quick and brief rather than important and timely as another staff member may not see the message immediately, but it will be viewable in the users inbox.

Educators could use SfB for inter-site communication via mobile devices with video calls or IMs via local desktop/laptop machines. Skype is the perfect tool to see if a colleague is online and available to then call them or IM them questions. Skype IM's are stored in your Outlook mailbox (under Conversations) for later searching if you need to see what was said.

Further to communicating with other staff members there are a multitude of Skype based learning opportunities that are listed in the link section below. Many of these lessons will trigger ideas on how to use the service outside of standard calling between staff members.



Virtual Field Trips



Skype Lessons



Skype Collaborations



Mystery Skype



Guest Speakers

Lastly, staff can also use SfB to share their desktop and files to the other participant(s) wh

USE CASE – STUDENTS

Alternative: Microsoft Teams conversations and discussions via the Teams App for better control

Students can be encouraged to use Skype for Business to collaborate and message each other while working as a team on project work, where appropriate and with appropriate supervision. Skype could also be used for students to contact staff members with questions about assignments and other tasks if they are too nervous to ask in class with the safety of a recorded conversation. The Department's suggestion is that this is more valuable for higher year levels who understand the consequences than younger year levels.

BANDWIDTH

Bandwidth usage is extremely variable for SfB as it depends on how many calls are made, how many large files are shared, how much desktop sharing is initiated during the day. The upload/download rate of calls can be tweaked in your network equipment; however it must be noted that SfB is the most network hungry while video calls are being made.

RISK ASSESSMENT SUMMARY

SfB is considered low risk from a technology point of view however like any department system it is open to misuse by staff and students if inappropriate calls are made, or IMs are sent. The Department does not monitor Skype calls (or IMs) this is the responsibility of the site owner which should be considered when opening this service up for students. Do they understand the consequences? Do you know what to do if inappropriate communication is suspected?

SCHOOL RESPONSIBILITY

Requesting access to manage this service within the school environment means the school takes on responsibility for ensuring the users of this service within their site are trained appropriately, the service is used within standard Department of Education policies.

RESOURCES

Getting Started guide for SfB:

<https://support.office.com/en-us/article/video-what-is-skype-for-business-3a21eca4-434d-41f1-ab06-3d4a268573b7>

Skype in the Classroom:

<https://education.microsoft.com/skype-in-the-classroom/overview>

Skype Lessons Information:

<https://sway.com/62Gsl6lvfeAeREAZ>

Microsoft Education Channel:

https://www.youtube.com/channel/UCG_FV4WjnZqtm6sux2g069Q

Microsoft Education Community:

<https://education.microsoft.com/>