UNIVERSITY of WISCONSIN

UWMILWAUKEE

Information Technology Practice:

University Videoconference Technology Standards

Summary

To promote affordability, supportability, sustainability, and consistency of student experience, it is vital that our university maintain standards for its videoconference technology. Even so, accommodation may be sought for documented business needs that cannot reasonably be addressed by university-standard videoconference platforms. The goal must be to avoid a university fragmentation of videoconference approaches to address users' "likes," not "needs."

Implementation Details

The IT Advisory Council formally endorses a university standard approach to videoconference technology for both:

- **Instructional functions** – Blackboard Collaborate Ultra
    - University-funded, university-supported, integrated with university-standard Canvas platform, UW System standard, vetted for security
- **Non-instructional functions** – Microsoft Teams
    - University-funded, university-supported, integrated with university-standard Office 365 platform, very broadly deployed in the UW System, vetted for security

The Council recognizes that special "use cases" may exist that warrant potential accommodation through other video technology tools, however. Such accommodation would need to be feasible from the standpoints of:

- **Budgetary capacity** – Does the prospective procurer possess requisite, sustainable funds?
- **Information security** – Does the proposed procurement satisfy a review by UWM's Office of Information Security (OIS)?
- **Business need** – Does the proposed procurement address a business need that cannot reasonably be addressed by the university-standard videoconference platforms?

Budgetary capacity will be assessed by the Unit Business Representative (UBR) or department Business Manager. Satisfaction of **information security** requirements will be assessed by the OIS, consistent with the existing university process for IT procurements. Justification of **business need** will be assessed by UWM's Chief Information Officer, in consultation with relevant university experts on videoconference technology in UITS, CTS, and CETL.

An example of a business need that can be satisfied by an existing university-standard platform: the ability to "pin" the video feed of a particular conference participant is featured in Microsoft Teams. An example of a business need that might not be satisfied by an existing university-standard platform: videoconferencing subject to special regulatory requirements.

Approved by IT Advisory Council:
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