

| JOB AID

Services and Tools for Virtual Meetings

Overview of features and functionalities

A variety of standardized technology platforms and services are available to support virtual meetings with both full and partial remote participation. The virtual meeting options detailed below are currently available in the Secretariat and can be used from desktop, laptop, mobile phone, and tablet devices. The optimal platform and service selection is determined by the operating scenario, including the number of participants and the specific requirements for the meeting.

- **Microsoft Teams Meetings:** can support up to 250 people in an interactive, bi-directional (two-way communication) meeting where all participants can interact over audio, video and chat; share and collaborate on files; and share screens. The “Organizer” of a Teams meeting can mute the microphones of all the participants, if necessary; however, participants can unmute microphones whenever they wish to interact. Online document co-authoring and file sharing is supported, enabling multiple people to simultaneously edit shared documents. Meetings can be recorded for later viewing. The audio and video quality of the meeting depends on the connection speed and bandwidth available to the meeting participants. External individuals can be invited to Teams meetings using their email, including staff from UN Agencies, Funds and Programmes—many of whom use Teams extensively. Teams facilitates a self-service approach to managing meetings and is a key enabler for flexible and remote work arrangements. Teams is the recommended default application for conducting interactive meetings, and departments are encouraged to adopt and encourage the use of Teams to support online collaboration and remote and flexible work arrangements.

Microsoft Teams is built on the Office 365 hyper-scale, enterprise-grade cloud and includes advanced security features. Data are encrypted in-transit and at-rest, and users can further protect their accounts by enabling Multi-Factor Authentication (MFA). Further details are provided at <https://docs.microsoft.com/en-us/microsoftteams/security-compliance-overview>.

Helpful resources: [Information on Microsoft Teams](#), [Microsoft Teams Help & Learning](#), [Multi-Factor Authentication Guide](#)

- **Microsoft Teams Live Event:** can support up to 10,000 attendees and allows authorized users to schedule and produce events that stream to large online audiences. Live Events allow pre-determined presenter(s) to speak and share their screen; other attendee participation is facilitated by viewing and asking questions through an integrated Q&A chat feature. Attendees can submit questions in writing in real-time and can do so anonymously or with their identity visible. The Q&A can additionally be open or moderated. There is a limit to the number of simultaneous Live Events at any one time. Authorized Organizers in each department/entity are permitted to schedule Live Events. Live Events can be recorded, shared and viewed

afterwards if required. There are three types of Live Events: 1) Private, by invitation only; 2) Organization-wide, accessible to any/all *un.org* attendees; 3) Public, accessible externally. Teams Live Events are ideal for large town halls and broadcast-style communications to extended audiences.

Helpful resources: [Information on Microsoft Teams live events](#)

- **Unite Video Conferencing (VC) Self-Service:** supports up to 60 participants and is suitable for interactive meetings where all participants can see, hear, speak, and share screens. A chat function is available as part of the web application (WebVC) used by remote participants. Up to 80 Observers can be added to a self-service meeting to see and hear it. Participants can join meetings from either VC-equipped UN conference rooms and/or from desktops/laptops suitably equipped with cameras/microphones and an internet connection. For remote participants, the quality of the audio and video will depend on the connectivity and bandwidth available to their system.

Microsoft Teams meetings are now being recommended for many cases where VC Self-Service was previously the only option available.

- **Unite Video Conferencing (VC) Fully Managed Service:** is suitable for complex, high-level meetings that require additional real-time management and support. Participants can join meetings from either VC-equipped UN conference rooms and/or from desktops/laptops suitably equipped with cameras/microphones and an internet connection. For remote participants, the quality of the audio and video will depend on the connectivity and bandwidth available to their system. This option is recommended when OICT Broadcasting and Conference Support Section (OICT/BCCS) support is required to directly manage the participation of the meeting attendees, including coordinating the visibility of individuals on-screen and controlling their microphones. In this scenario, OICT/BCSS directly monitors the connections of the participants, providing direct technical support to the event managers throughout. A Fully Managed Unite VC can be requested through BCCS.

Both Self-Service and Fully Managed Unite VC services are provided using the Secretariat global ICT infrastructure and can support integration with other UN services, such as Verbatim Reporting/translation, Interpretation, Broadcast, and Webcast where required. Unite VC meetings can also be linked with external platforms and websites, such as UN WebTV. Meetings can be recorded for later viewing. All United Nations hosted VC meetings are encrypted using the Advanced Encryption Standard AES-128.

Helpful resources: [Unite VC Service Details](#)

- **Other Solutions:** OICT continues to review other virtual meeting platforms, including Zoom, to identify and address any gaps in the capabilities offered by the standard suite of virtual meeting and collaboration tools (UN VCs, Microsoft Teams, Microsoft Live Events). At the same time, OICT has tried—as a general principle and strategic objective—to minimize the number of platforms used and supported to avoid product confusion and economize technical operations. Each new proposed platform needs, also, to be assessed and deemed acceptable in terms of cybersecurity and privacy requirements prior to wide-scale implementation and use.

Table: Mapping features and functionalities to different platforms and services.

| FEATURES & FUNCTIONALITIES | | | | | | | | | |
|---------------------------------------|-----------------------------|------------------------------------|---|--------------------|---------------|--|--|------------|---|
| Products Service | Video & Audio | Screen Sharing | Integrated Q&A and Live Polling | Chat | Record Option | Recommended Maximum Number of Participants | Type of Support Available | Encryption | How to Set Up |
| Microsoft Teams Meetings | YES | YES | Through Microsoft Forms or third-party applications | YES | YES | 250 | Self-managed | YES | Anyone can set up through Microsoft Teams or Outlook |
| Microsoft Live Events | Only presenter(s) can speak | Only presenter(s) can share screen | YES with moderation available | YES for presenters | YES | 10,000 | Self-managed OICT support for public and high-level events | YES | Authorized departmental "Organizers" can schedule Live Events. Trained producer required to support Live Events. |
| Self-Service Video Conference | YES | YES | YES through chat | YES | YES | 60 | Quality control and on-call concierge | YES | Initial request made through EBMS . Login with Unite ID. First-time users: create a profile in EBMS prior to booking an event |
| Fully Managed Video Conference | YES | YES | YES through chat | YES | YES | 80 | Fully managed Concierge support | YES | Initial request made through EBMS. Login with Unite ID. First-time users: create a profile in EBMS prior to booking an event |