

Zoom @ UNINETT

Experiences and plans

Task Force - Educational Services and Activities (TF-EDU)
3rd Virtual Meeting

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UNINETT

Context

- UNINETT delivers PSTN
- Central Skype for Business Service
- MS Teams
- Video-bridge:
Acano/Cisco Meeting Server
- Adobe Connect



Why Zoom?

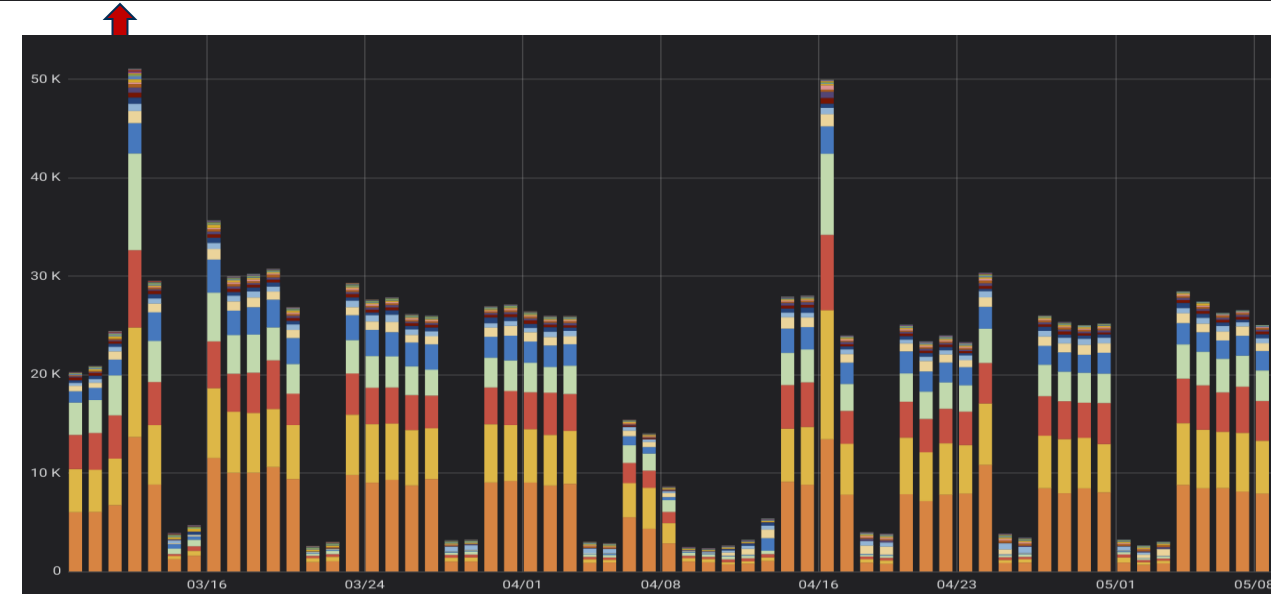
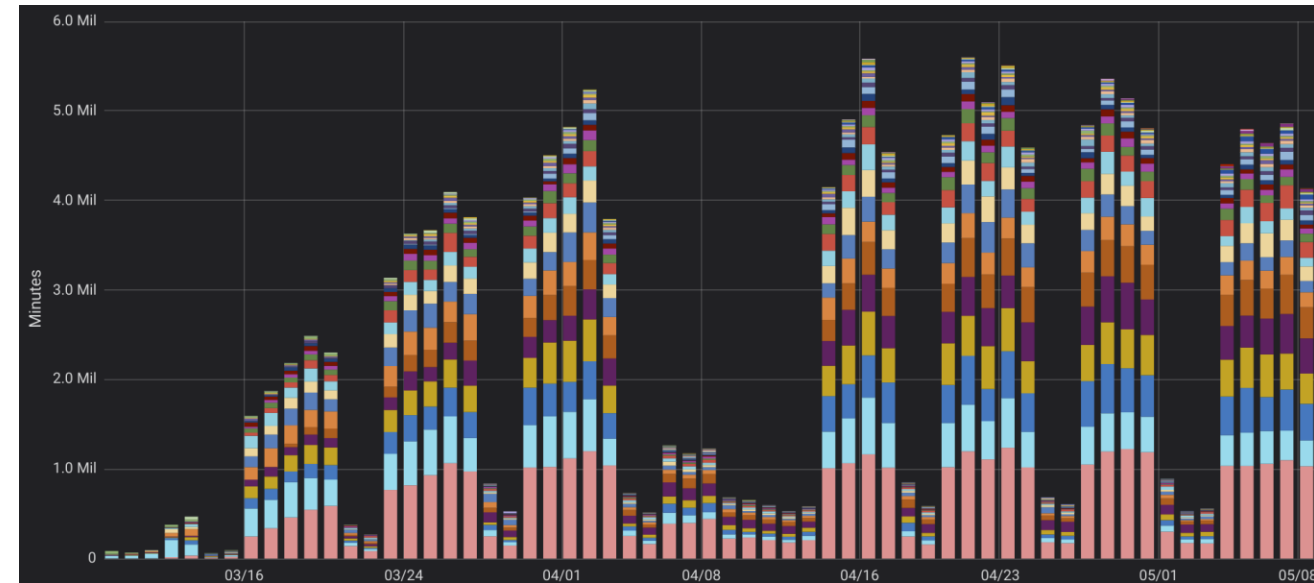
- Stable service which just works!
- Easy to use
- Good user experience in big meetings
- Flexible security model
- Multiplatform
- Educational use cases
 - Interactivity
 - Break out rooms
- Involved parties in decision process:
 - Council for education
 - Council for network and network services
 - Leader group Unit (Norwegian Directorate for ICT and Joint Services in Higher Education & Research)
 - Uninett's leader group



Corona-Effect

- Whole higher education sector in Norway now onboarded and uses Zoom
- Over 10.000 meetings / day
- Around 5.000.000 meeting minutes / day
- Growth factor of 100 in 3 weeks
- Scaled up on prem + dedicated installation of zoom service in AWS/Stockholm which can be scaled up/down on demand

Zoom meeting minutes



Skype for Business

<https://status.nordu.net/zoom.html>

Use cases in higher education and research

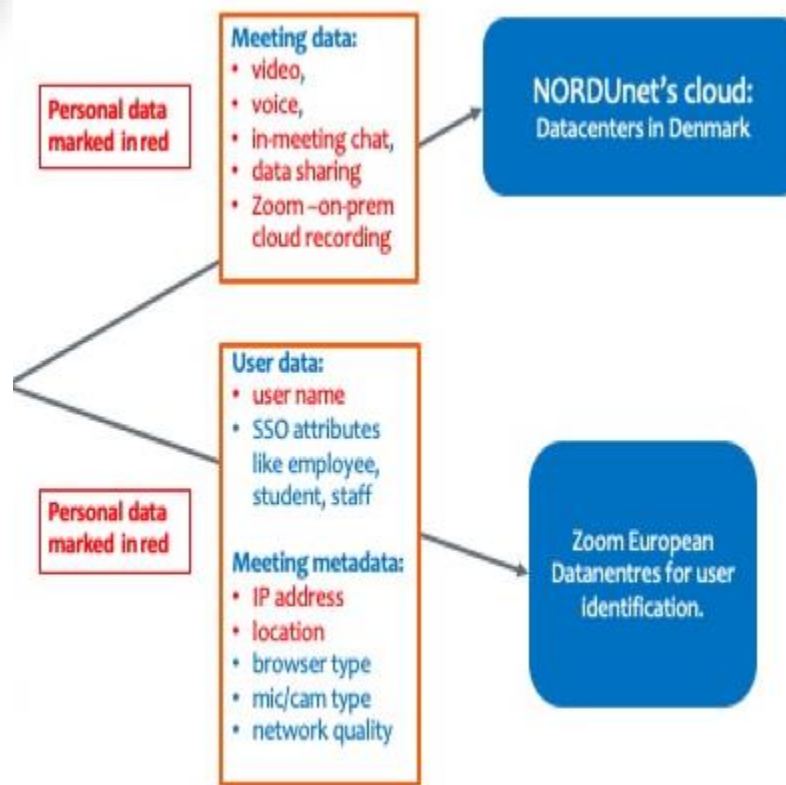
- ▶ Internal meetings
- ▶ External meeting
- ▶ Virtual class-room
- ▶ Disputation (with external guests and public access)
- ▶ Oral examen
- ▶ Public lectures
- ▶ Virtual Library
- ▶ Open Desk
- ▶ Virtual conferences
- ▶ Hybrid class room
- ▶ Recording
- ▶ LMS integrations (Canvas, Blackboard)



Structure of the Service

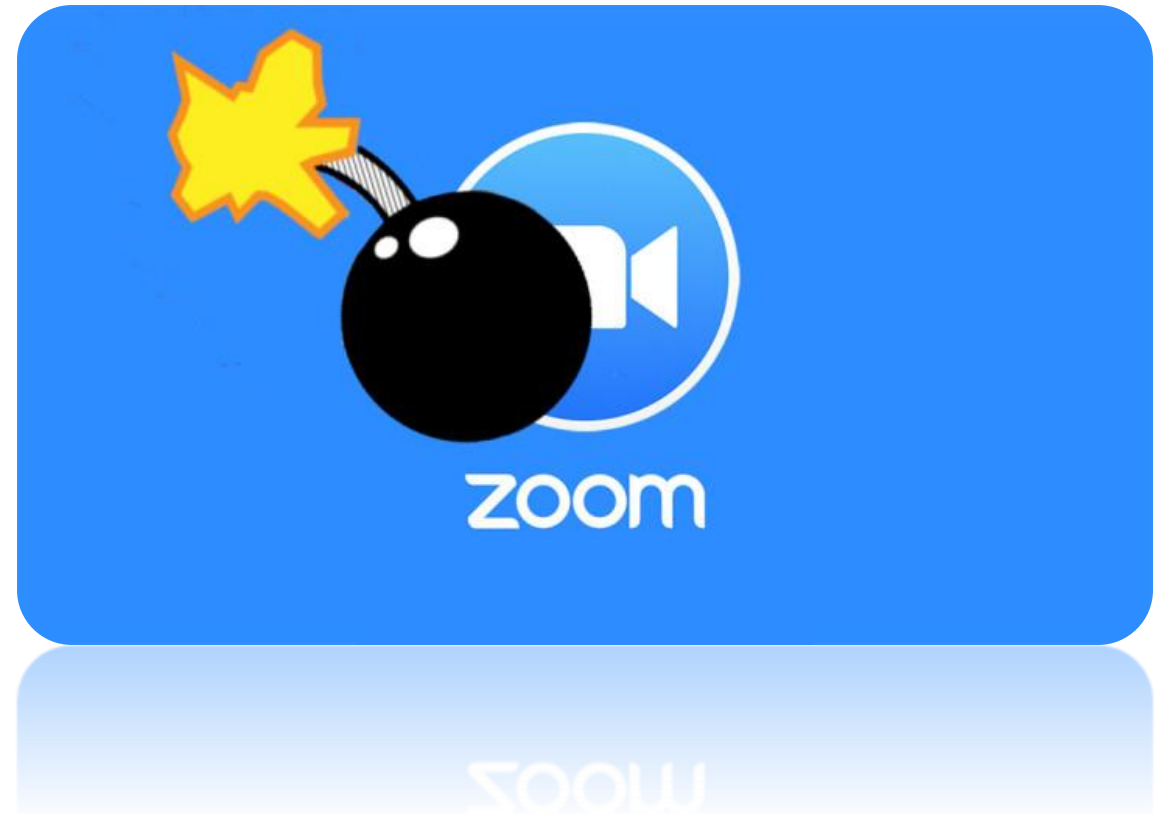
- Delivered via NORDUnet
- «On-premise» installation at Nordunet datacenter in Copenhagen
- Zoom Cloud in Stockholm
- Feide-integration
- GDPR compliant

- Zoom PR / website
 - News / Status
 - Security / Privacy informations
 - Best practices
- Aktiv community in Norway
 - Daily sector-admin status meetings
 - Weekly meetings with dedicated topic
 - Additional meetings with dedicated topics
 - Key user training
- Facebook-group



Zoom-bombing, Security and Privacy

- Extensive Support resources
- Extensive Public Relation resources
- Biggest issues:
 - Meeting links on social networks
 - No password
 - Default settings in Zoom
 - End2end encryption
 - Client vulnerabilities (MacOS)
 - UNC-links leaking Windows Credentials
 - User interface
- Zoom addressed all this professionally and quickly!



Conclusion and Plans

- Success story
- Zoom scaled up very well
- Supports educational use cases
- Customers are happy
- Most of our customers plan to continue with Zoom after Corona
- We need GDPR compliant and frictionfree recording
- Licence costs (Webinar / Hybrid class room)
- MS teams



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