

# Skype for Business

Audio and Video Conferencing Update



# SKYPE FOR BUSINESS | WEBINAR AGENDA

## Introduction

5 min

## Overview of the Skype for Business Offering:

10 min

- Core and Additional Services
- Instant Messaging and Presence, Audio and Video Conferencing & Dial-In Conferencing
- Ways of working with Skype for Business

## Demonstrations of Skype for Business Offering:

5 min

- Video of user experience

## Skype for Business A&VC Progress to Date:

5 min

- Instant Messaging and Presence
- Audio and Video Conferencing Pilots
- Federation

## Skype for Business Pricing

10 mins

## Questions and Answers

5 min

## Skype for Business Onboarding Process:

10 min

- Onboarding Support Options
- Implementation Timelines
- End User Experience

## Skype for Business Resources

5 min

- Training
- Policy and Guidance
- Communications
- Additional Information and Support

## Questions and Answers

5 min

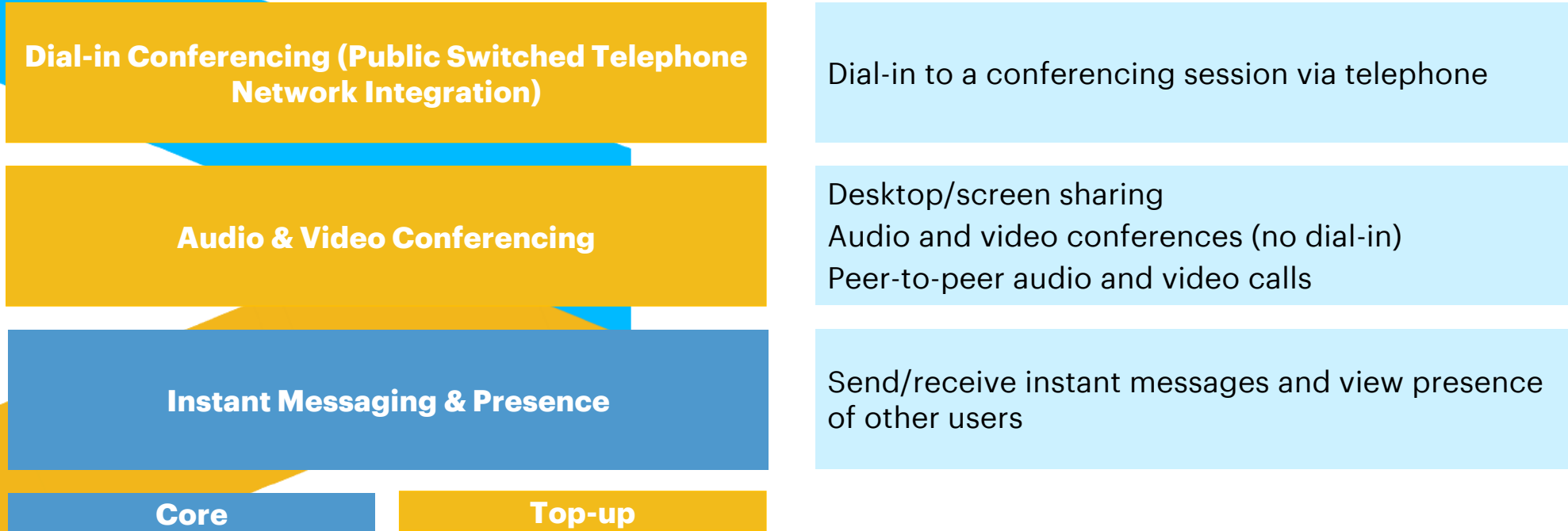
# Skype for Business

## Service Overview



# SKYPE FOR BUSINESS | NHSMAIL OFFERING

The NHSmail Skype for Business Service offers core (free to NHS organisations) and top-up (funded by NHS organisations) features. The illustration below outlines the features:



The feature set can be built up depending on the requirements of your users; for example, a user could be provisioned with Instant Messaging and Presence only or with Instant Messaging and Presence plus Audio and Video Conferencing. A more detailed overview is available in the [NHSmail Skype for Business Service Description Document](#).

## INSTANT MESSAGING & PRESENCE

The Instant Messaging and Presence features enable users to:

- Send Instant Messages to any user with access to NHSmail Skype for Business
- Set and view Presence based on availability to send/receive Instant Messages
- Automatically detect Presence based on Outlook Calendar
- Manage Contacts and Contact Groups
- Set and view Location information

**CORE SERVICE**

## AUDIO & VIDEO CONFERENCING

Audio and Video Conferencing features enable users to:

- Control access permissions and settings for Skype for Business Meetings
- Upload PowerPoint files to share on screen
- Share a Desktop or Window
- Manage a Question and Answer session
- Create and collect responses to Polls
- Collaboratively Whiteboard ideas and tasks

**TOP-UP SERVICE**

## CONFERENCING DIAL IN

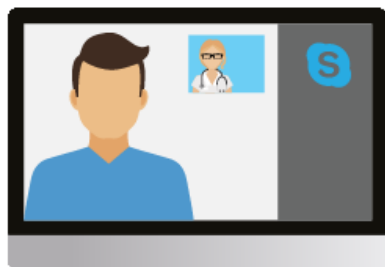
The Dial-in Conferencing features enable users the ability to:

- Issue a Skype for Business Meeting invite with dial-in telephone numbers and a meeting ID
- Join Skype for Business Meetings via a dial-in telephone number

**TOP-UP SERVICE**

## Ways of working with Skype for Business

During piloting, we identified several ways that clinicians can work with Skype for Business. This is not an exhaustive list but those detailed may inspire how your organisation can look to use Audio and Video Conferencing tools in the future.



### Remote Working:

Connect with clinicians across sites to resolve patient problems in real-time

### Teaching:

Real-time virtual coaching between senior and junior staff

Ways of working

### Instant Access to Expertise:

Clinicians are able to use Skype for Business as a tool to contact other healthcare experts in real time across static and mobile devices

### Discharge Coordination:

Connected discharge planning process with online coordination between nurses, physicians and discharge coordinators

# Skype for Business

## Demonstrations



# Skype for Business

Progress to Date





## **INSTANT MESSAGING AND PRESENCE**

- All NHSmail accounts are now enabled for Instant Messaging and Presence.
- Deployment and project roll out of Skype for Business Instant Messaging and Presence must be managed at a local organisation level.
- Users can access Skype for Business via the Desktop Client (if rolled out locally) or via the free mobile app.
- Organisations are responsible for communicating with users once the service is available to use.
- An email communications template and a user handbook has been provided to assist you with your project roll outs.
- There are also documents to support Service Configuration and materials on the [NHSmail Support Site](#) which can support your local roll-out plans.



## AUDIO AND VIDEO CONFERENCING

## VIRTUAL MULTI-DISCIPLINARY TEAMS

Accenture, NHS Digital and community healthcare organisations in Leeds worked together to trial using Skype for Business as a tool to facilitate virtual MDTs.

Community Matrons, Physiotherapists, Mental Health Workers, Social Workers and General Practitioners met virtually bi-weekly to discuss patient cases across the community, each time utilising the collaboration tools of Skype for Business.

## ENRICHING CONVERSATIONS

A pilot was also held at the Royal Free NHS Foundation Trust to investigate utilising Skype for Business as a tool to enrich conversations held between clinical departments at times where a second opinion or teaching advice was necessary.

Clinicians across Neurology and Acute Medicine departments used Skype for Business video calling and desktop sharing to discuss patient cases and to review clinical notes, pathology and medical images.



## What is Federation?

Federation enables communications between NHSmail Skype for Business and other Skype for Business instances. This means that accounts on the NHSmail Service will be able to communicate with allowed external organisations and services, including:

- Send Instant Messages
- View Presence
- Complete peer-to-peer audio/video calls

## Federation Approach Summary

- NHSmail will take a managed federation approach whereby specific domains will be whitelisted
- Organisations requesting federation will need to complete a Federation Partnership Agreement setting out the expectations for maintenance and IG/Clinical Safety, collecting information on your SfB environment and points of contact for change communications
- Organisations requiring federations are expected to meet the IG Toolkit Level 2 standards

## Next Steps

- Federation approach currently being reviewed and first of type deployment completed
- Communications will be issued when available for general release

# Skype for Business

Pricing



# SKYPE FOR BUSINESS | PRICING

Monthly costings for the NHSmail Skype for Business Audio and Video Conferencing service are outlined in the table.

Costing is:

- Calculated on a per user per month costing model;
- Organisations are only charged for the number of accounts that are enabled at a given time. Dial-in conferencing charges are consumption based;
- There are additional costs associated to on-boarding services. These services are outlined in the coming slides;
- To start the procurement process, please contact the [nhsmail.development@Accenture.com](mailto:nhsmail.development@Accenture.com) mailbox.

Pricing is available in the NHSmail Additional Services Catalogue. To request a copy, please contact [NHSmail.development@accenture.com](mailto:NHSmail.development@accenture.com)

# Q&A



# Skype for Business

On-boarding  
Offering



# SKYPE FOR BUSINESS | ACCENTURE SUPPORT MODELS

A flexible on-boarding approach is available for organisations looking to join the NHSmail Skype for Business service. The approach enables organisations to access support from Accenture to evaluate readiness to join the service. Support can be purchased from Accenture to provide remote or on-site assistance with completion of readiness activities.

## Self-Service Model (SSM)

This approach is designed for organisations with a mature Unified Communications capability. Templated tools and materials will be provided to support the go live readiness and adoption including; Site Surveys, the Warranted Environment Specification (WES), a Bandwidth Calculator and training materials. Responsibility to complete and return these documents to the Accenture Skype for Business service team is the NHS organisations.

## Supported Assessment Model (SAM)

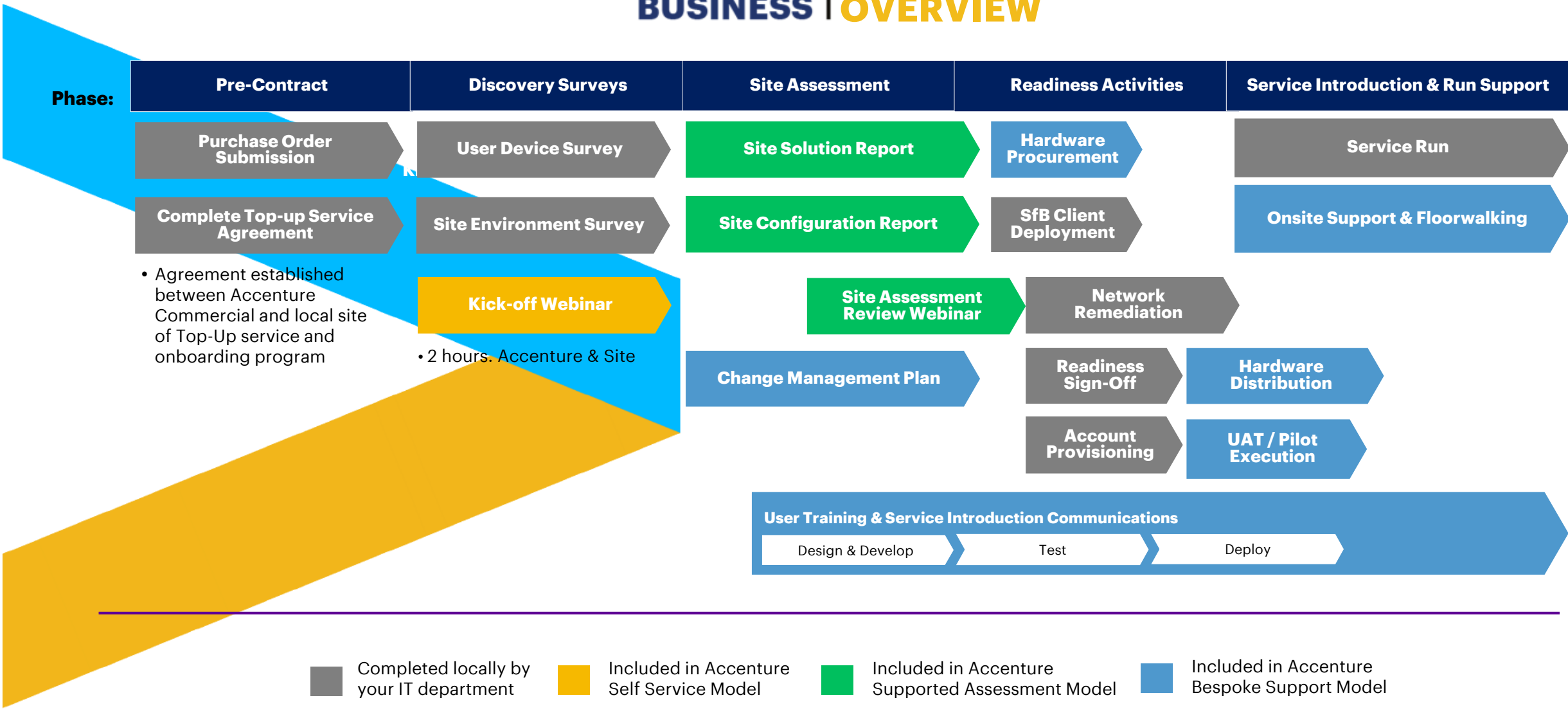
This approach is designed for organisations that require support in completing their assessment and migration to the Skype for Business platform. Accenture can provide remote or onsite completion of survey documentation, engaging key contacts in your IT organisation to provide a light touch assessment of your infrastructure readiness.

## Bespoke Support Model (BSM)

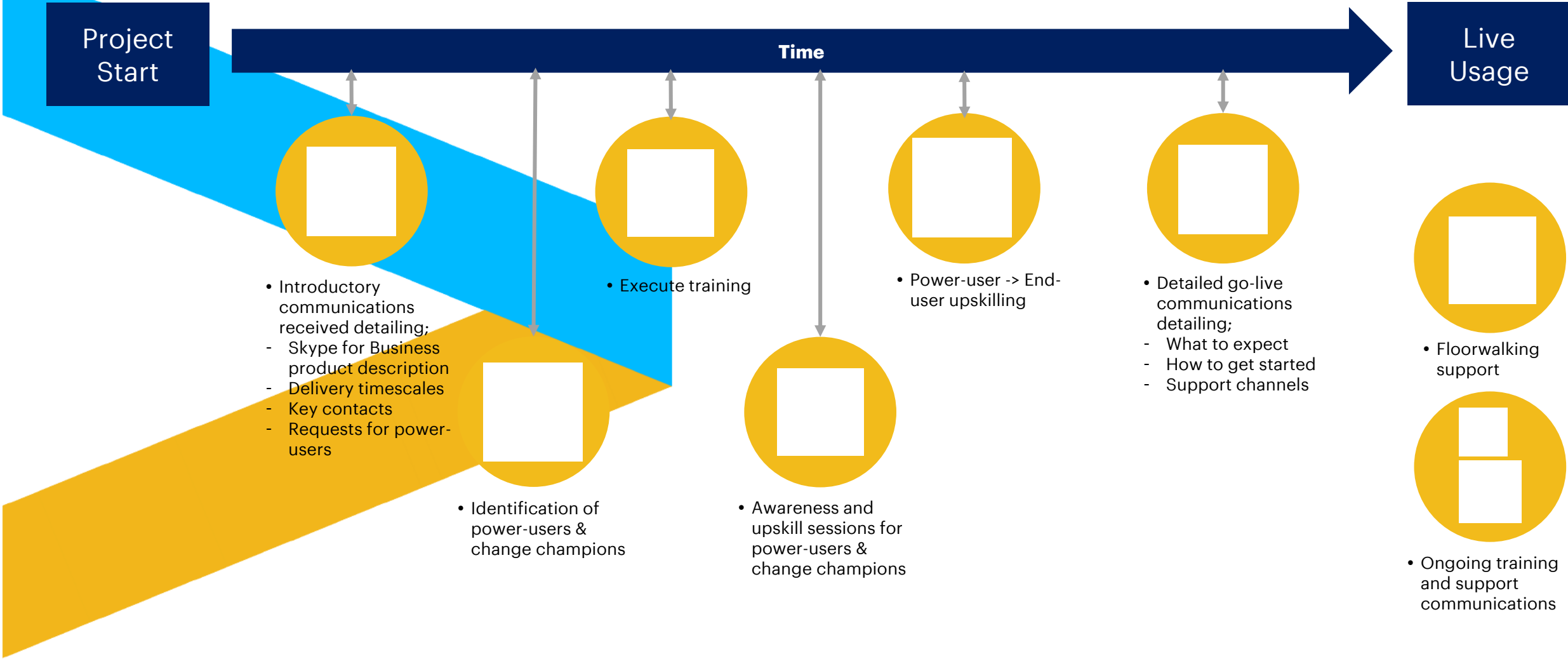
This approach is designed for organisations that require bespoke support in completing a more comprehensive assessment of their infrastructure and completing readiness checks, deployment and adoption activities. This on boarding support model allows organisations to pick and tailor the support provided by Accenture.



# SKYPE FOR BUSINESS | IMPLEMENTATION OVERVIEW



# SKYPE FOR BUSINESS | END-USER EXPERIENCE



# Skype for Business

Available  
Resources



## 1. TRAINING

**Training Guides**  
[Instant Messaging and Presence](#)

**Training Guides**  
[Audio and Video Conferencing](#)

**Microsoft Collateral**  
[Available here](#)

## 2. POLICY

Policy and Guidance materials are available on the [NHSmial Support Site](#). These include;

- [Service Description Guide](#)
- [Service Onboarding Documentation](#)
- [Service Configuration Guide](#)

## 3. COMMUNICATIONS

Organisations can choose from five email postcard templates from the [NHSmial Support Site](#) to support with communications plans.

Engage communications teams early to ensure they have good awareness of project timelines and go live dates. Increase adoption by including regular updates about the service in business as usual communications.

## 4. ADDITIONAL INFORMATION

If you have any questions about the NHSmial Skype for Business Audio and Video Conferencing offering, please contact [nhsmail.development@Accenture.com](mailto:nhsmail.development@Accenture.com) where we have a team ready to answer any questions you may have.

# Q&A



# APPENDIX



# SKYPE FOR BUSINESS | LESSONS LEARNT FROM PILOTING

The NHSmail team conducted a number of small scale Skype for Business Audio and Video Conferencing pilots. Review some of the key lessons learnt from piloting to help support successful deployment in your organisation:

## PROJECT MANAGEMENT

- Conduct small IT and “business” pilots prior to rolling out Audio and Video Conferencing to your full organisation. This allows for testing of local technical readiness so any issues can be identified and addressed prior to deployment to large groups of users.
- Ensure key stakeholders are aware of all the expected benefits of Skype for Business Audio and Video Conferencing. Securing this buy-in early allows for sponsorship during project delivery and can promote adoption following go live.

## CLINICAL SAFETY

- Ensure users are fully briefed on clinical safety and information governance considerations prior to using the service. Cascade the [Considerations for Clinical Use](#) documentation available on the Support Site as a basis for this.

## TECHNOLOGY

- Procurement of suitable hardware e.g. webcams, microphones, headsets is imperative to a high quality Skype for Business Audio and Video Conferencing experience. Use hardware that is accredited for use with Skype for Business.

## BUSINESS CHANGE

- Take time to brainstorm and identify local Skype for Business Audio and Video Conferencing use cases in your organisation. Identify how your users can truly benefit from the new tools and promote these in change communications.
- Engage communications teams early to support an awareness campaign focused on providing users with top tips and facts on using Skype for Business. Utilise the template email campaigns from the NHSmail Support Site to engage your users from day one.