

# Skype for Business Service Description

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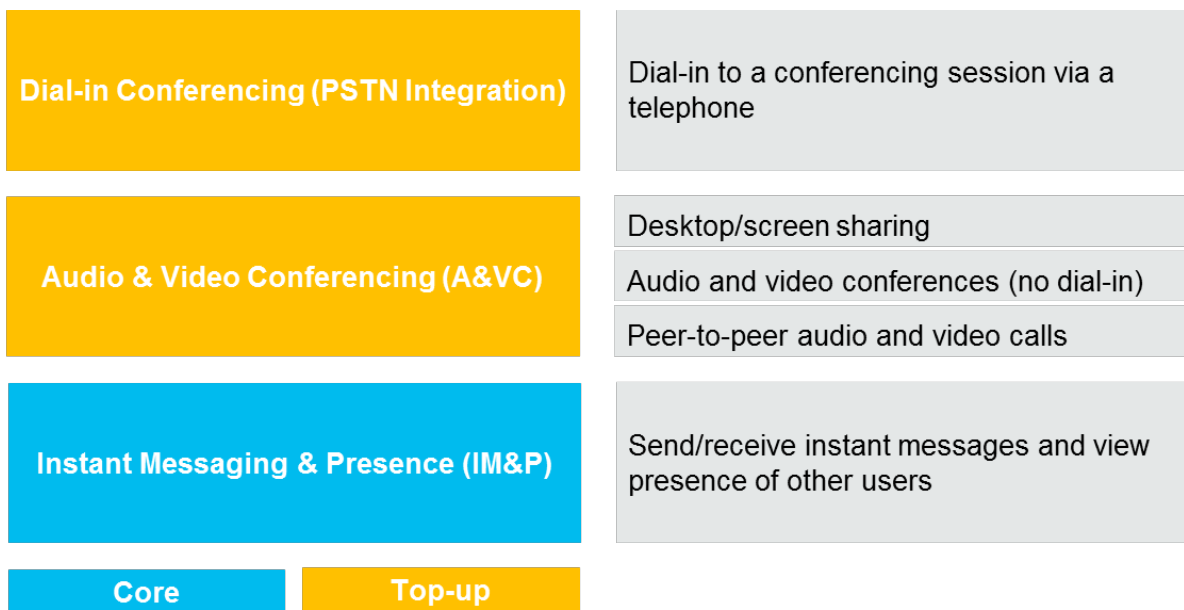
## Purpose of Document

This document provides an outline of the Skype for Business services available from NHSmail.

## Introduction to Skype for Business

Skype for Business provides secure collaboration capabilities to connect your users between teams, organisations and locations. The Service is accessible via the Skype for Business mobile and desktop applications. Skype for Business Meetings can also be accessed via web browsers.

The NHSmail 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.

The following sections provide an outline of the key information about each of the feature packages. For the pricing and cost basis for these features, please refer to the NHSmail Additional Services Catalogue available from [nhsmail.development@accenture.com](mailto:nhsmail.development@accenture.com).

## Service Description

### Instant Messaging & Presence (Core)

The Instant Messaging and Presence (IM&P) features enable users to communicate with any user with access to NHSmail Skype for Business. This includes the ability 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

These features are provided free as part of the Core Service. To provide your users with access to these features you will need to make the Skype for Business desktop or mobile application available to them.

Key limitations:

- File Sharing via Instant Messaging has been disabled on the NHSmail Service for security and compliance reasons.
- Users with the IM&P features only cannot join Skype for Business Meetings via the desktop application. They must use the Skype for Business Web App as a guest to join the audio and video for Skype for Business Meetings.

### Audio & Video Conferencing (Top-up)

The Audio and Video Conferencing (A&VC) features enable users to collaborate one-to-one or with multiple users inside or outside their organisation. This includes the ability to:

- Complete an **Audio or Video Call** with another A&VC-enabled users
- Host a **Skype for Business Meeting** with other A&VC-enabled users or with non-NHSmail users
- **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 a **Poll**
- Collaboratively **Whiteboard** ideas and tasks

The Service allows up to 250 participants to join a Skype for Business Meeting. These features are provided as part of the Top-up Service. To provide your users with access to these features, refer to the 'Joining the Audio and Video Conferencing' Section of this document.

## Dial-in Conferencing (Top-up)

The Dial-in Conferencing (A&VC) features enable users to invite users to a conference call by dialing in from a telephone. This includes 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

The NHSmail Service operates with two standard dial-in telephone numbers for all users. Users can determine whether to set their meetings up with a standard conference ID for all of their Meetings or a unique conference ID for each Meeting.

This top-up is available to users who already have the Audio and Video Conferencing top-up. The current NHSmail Skype for Business Service does not support dial-out capabilities; i.e. the ability to call a landline from Skype for Business.

## Joining the Service

### Instant Messaging and Presence

The Instant Messaging and Presence features are available as part of the Core NHSmail Service. To access this service, organisations can deploy the Skype for Business client to their users. Enablement of accounts is automatic as part of new user creation. Users are able to sign-in using their NHSmail credentials. Organisations deploying the Skype for Business Instant Messaging and Presence features may wish to consult the [Skype for Business Handbook for Local Administrators](#) available from the NHSmail Support Site.

### Audio and Video Conferencing

Organisations wishing to join the NHSmail Skype for Business Audio and Video Conferencing Service will be required to complete the Top-up Service Agreement with Accenture and raise a Purchase Order for these services. To complete the Top-up Service Agreement, contact Accenture at [nhsmail.development@accenture.com](mailto:nhsmail.development@accenture.com) with the following information:

- Organisation contact, company name and address
- Invoicing contact and address
- VAT number

Two options are available to support organisations joining the Service:

- A self-service approach where organisations review and sign-off their technical readiness against a Warranted Environment Specification (WES)
- Supported assessment approach where Accenture review the organisation's readiness based on the technical details provided by local IT Teams. This is a

chargeable service where organisations will be provided with a readiness report with the recommended next steps for building readiness.

Both options above can be complemented by day-rated consultancy support from Accenture to support technical and business readiness. A full outline of the process is available in the NHSmail Skype for Business On-boarding Process guide available on the NHSmail Support Site. The pricing for support is available from the NHSmail Additional Services Catalogue.

## Access to Skype for Business Service

Skype for Business is accessible on the following mobile and desktop clients. This is the minimum requirement for these clients. It is recommended that the clients deployed should be kept up-to-date with the latest updates.

Client Software	Minimum Version Supported (*)
Skype for Business 2016	16.0
Skype for Business / Lync 2013	15.0.4454.1506
Lync 2010	4.0.7577.4103
Lync 2011 for Mac	14.0.8
Skype for Business iPhone/iPad	4.1.6554.*
Skype for Business / Lync for Windows Phone	4.0.7791.*
Skype for Business / Lync for Android	4.*.*.*

A free download is available of the [Skype for Business Basic client from the Microsoft website](#).

Skype for Business Meetings can also be accessed via the following browsers:

- Internet Explorer 9 and above
- Mozilla Firefox – Latest Version
- Google Chrome – Latest Version
- Safari – Latest Version

# Clinical Safety and Information Governance

## Clinical Safety

The NHSmail Skype for Business Services have been reviewed and approved for clinical use in line with SCCI0129 Clinical Risk Management: its Application in the Manufacture of Health IT Systems. Further information on obtaining a copy of the National NHSmail Clinical Safety Case can be found on the NHSmail Support Site at <http://support.nhs.net/policyandguidance>

Local organisations are encouraged to review the services and features provided by NHSmail in line with local Clinical Safety and Information Governance processes.

## Information Governance

The NHSmail Service is hosted in dual-data centres within England. Access to the Skype for Business is controlled and managed via the NHSmail Active Directory. Skype for Business uses Transport Layer Security (TLS) to enable endpoint authentication and Instant Messaging encryption.

## Instant Messaging Journaling

Skype for Business Instant Messages are saved in the 'Conversations' folder within a user's mailbox. An Instant Messaging Journaling Service is provided by NHSmail. This means all Instant Messages are discoverable for up to 180 days for compliance purposes. NHS organisations can request a copy of the journal through the existing NHSmail Forensic Investigation Process.

The NHSmail Service is designed to be used for communication and collaboration purposes only. It is not designed for the storage of clinical data. All clinical conversations completed via Skype for Business should be recorded in line with the appropriate professional standards and local records management policies.

## Call Detail Recording (CDR)

Skype for Business Peer-to-Peer and Meetings usage is recorded through Call Detail Recording. This service maintains a record of the time, date, duration, initiating party and participants of all sessions for up to 180 days for compliance purposes. NHS organisations can request a copy of the journal through the existing NHSmail Forensic Investigation Process.

The NHSmail Service is designed to be used for communication and collaboration purposes only. It is not designed for the storage of clinical data. All clinical conversations completed



via Skype for Business should be recorded in line with the appropriate professional standards and local records management policies.

The Skype for Business Recording Manager is currently not available on the NHSmail Service. This functionality is currently being reviewed as part of the product roadmap.

## Further Information

Further information is available from the NHSmail Skype for Business Team by contacting [nhsmail.development@accenture.com](mailto:nhsmail.development@accenture.com).