

## Compare Skype for Business, MS teams and AAU Zoom

Below you can find a comparison of the three online communication tools that IT Services offers to employees and students at AAU.

Skype for Business, MS Teams and AAU ZOOM have similarities and differences. When you choose a tool, you both select and deselect functionalities.

If you have questions, input or comments, feel free to contact [support@its.aau.dk](mailto:support@its.aau.dk)

Colour description: **Offers functionality** **Partly possible / points of attention** **Not an option**

	Skype for Business	Microsoft Teams	AAU ZOOM (aauk.zoom.us)
<b>Who has access</b>			
	AAU employees can invite students and externals can participate	AAU employees and students can invite. Externals can participate.	AAU employees and students can invite. Externals can participate.
<b>What does the application offer</b>			
Chat (text)			
Call to phone	Audio, not picture		
Call from phone	Audio, not picture		
1 to 1 call (audio and/or video)			
Meeting request in Outlook			
Meeting request from shared mailboxes	(1)	(1)	(1)
Group call (audio and/or video)			
Participants can participate without AAU login			
Available in browser (without installed application)	Plugin required		
Recording of conversation/meeting (4)	(2)	(3)	(2)
Integrated with AAU video conferencing systems			
File sharing (save, download)			Not allowed
View content			
Smartphone/tablet participation			
Number of participants visible on screen with video	5	9	Up to 49
<b>What the application is recommended for</b>			

	Skype for Business	Microsoft Teams	AAU ZOOM (aau.dk.zoom.us)
Phone calls for employees			
PhD defence			
Synchronous online classes with large teams needing breakouts for group work/workshop		When using channels within a team	Break-out room is suitable
Students initiating video calls on their own and scheduling video meetings with AAU-external participants			
Online oral exam			
Group supervision			
Distance learning from AAU room with video conferencing			
Online meetings			
<b>Safety</b>			
Which data classifications are conversations via the application allowed to include (5)			
<b>LEVEL 0: PUBLIC INFORMATION</b>			
<b>LEVEL 1: INTERNAL INFORMATION</b>			
<b>LEVEL 2: CONFIDENTIAL INFORMATION</b>	(6)	(6)	(6)
<b>LEVEL 3: SENSITIVE INFORMATION</b>	(7)		(7)
<b>ITS Support</b>			
Support, generally	<b>Supported by ITS</b> Great experience and a number of guides continuously being improved	<b>Supported by ITS</b> Experience – guides are continuously developed	<b>Supported by ITS</b> Experience – guides are continuously developed
Guides	<a href="https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/#sfb">https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/#sfb</a>	<a href="https://www.en.its.aau.dk/instructions/microsoft-teams">https://www.en.its.aau.dk/instructions/microsoft-teams</a>	<a href="https://www.en.its.aau.dk/instructions/Zoom">https://www.en.its.aau.dk/instructions/Zoom</a>
Sound/image and network quality	Recommendations for users outside AAU networks are defined in guides		
Experience with online exam/PhD before Corona			

	Skype for Business	Microsoft Teams	AAU ZOOM (aau.dk.zoom.us)
Guides specified for exam	<a href="https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/online-exam/">https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/online-exam/</a>	<a href="https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/online-exam-teams/">https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/online-exam-teams/</a>	<a href="https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/online-exam-zoom/">https://www.en.its.aau.dk/IT+for+employees/it-for-teachers/meetings-and-exams/online-exam-zoom/</a>
Guides specified for PhD	<a href="https://www.its.aau.dk/it-for-ansatte/undervisere/moeder-eksamen/online-phd-forsvar/">https://www.its.aau.dk/it-for-ansatte/undervisere/moeder-eksamen/online-phd-forsvar/</a>	Until developed see guides for online exam	Until developed see guides for online exam
<b>Platforms</b>			
Windows	Full integration with Exchange, telephony and video conferencing	Limited integration with Exchange. No integration with calendar	Limited integration with Exchange
Mac	Same as Windows, however, recording is not possible without third-party program	Same as Windows. Can only request meetings via Outlook 365	Limited integration with Exchange
Linux	Does not work unless it is running in a virtual program with Windows	No integration with calendar on Exchange	Limited integration with calendar on Exchange

- (1) The meeting organizer requests a meeting from his/her own mailbox. The link for the meeting is then copied from AAU ZOOM, Teams or Skype for Business and inserted in the meeting request sent from the shared mailbox. The meeting organizer must NOT delete the meeting in his/her calendar. If done so, the link will not work in the shared mailbox
- (2) Skype for Business and AAU Zoom store recordings locally on the computer where the recording is started– NOTE that the recording must be stored according to the data classification of the content of the recorded conversation. Therefore, move the file to the appropriate location immediately after recording.
- (3) Teams store recordings in Microsoft Streams. It is recommended that you, as far as possible, have a private Team, to avoid that your settings allow everyone at AAU to see the recording.
- (4) Recording meetings must always be done with great care. To comply with the General Data Protection Regulation (GDPR), it should always be considered whether it is possible to collect the requested information in a way that allows less information to be compromised. It could, for example, be necessary to make a written record of the meeting. As a rule of thumb, meetings should not be recorded unless a video recording would have been conducted at a similar physical meeting.
- (5) See the data classification model at: <https://www.sikkerhed.aau.dk/dataklassifikation/>
- (6) Employees should always use Skype for Business for confidential conversations, if possible. Confidential conversations should not, as a rule, be recorded. If the conversation is recorded, the recording must be treated as confidential information in relation to the AAU data classification model and must be stored as such. Store content electronically on network drives or other AAU-approved solutions. Find more information [here](#).
- (7) Any user who wants to use Skype for Business or AAU Zoom for sensitive information (including sensitive personal data), must consider the relevance of doing a risk assessment using the screening tool in order to assess whether an impact assessment should be carried out. (See <https://www.sikkerhed.aau.dk/risikovurdering-konsekvensanalyse/>).