Guide to Electronic Meetings and Conference Calls

Purpose and Scope

This document outlines the procedures and best practices for electronic conferencing. Whenever feasible, it is preferable to use State of Delaware services such as Skype or WebEx for electronic meetings, rather than free options which may be overburdened and have degraded quality.

If you need more guidance, please contact the DTI Service Desk at 739-9560 for assistance.

Procedure

Determine which service is best for the meeting's size and needs using the information below.

Skype

Skype is an on-premises service for intra-state agency conference calls and online meetings but participants external to the State of Delaware may join, as well. This solution is best for holding team or department *meetings of under 25 people*. Skype allows meeting presenter(s) to share their desktop to show PowerPoint presentations or share other visuals but use of video sharing is not a requirement and takes more bandwidth.

The meeting invitations can be sent through Outlook Calendar by choosing "New Skype Meeting" from the top left corner of the menu bar. The calendar invitation provides the meeting participants with all the information required to join the meeting. Participants can join by telephone if they do not have a computer available but will not be able to view any materials shared via video. Participants can connect via PC for the audio and video connection with a headset. In the case of Remote Desktop, some participants have greater success NOT joining the audio through their computer and using a phone to dial in to connect to the audio.

Service Request: This service is already enabled for my most state agencies, but if you need an understanding of this service please open a service request for the Enterprise Desktop/LAN Team via ServiceNow.

WebEx

WebEx Meeting Center is a service that offers audio, video conferencing and screen sharing services, for state and external participants. This cloud-based offering works both on and off the state network and is ***best for meetings of 1 - 100 active participants*** but can support up to 1,000 participants.

Service Request: To request this service, please open a service request for the Enterprise Desktop/LAN Team via ServiceNow.

WebEx Event Center is a service that offers audio, video conferencing and screen-sharing services for state and external participants. This cloud-based offering works both on and off the state network. This solution is best for holding virtual town hall style events with only a few hosts/panelists but with a large audience. *Event Center* has a participatory Q&A function and supports a maximum of 1,000 participants per event.

Service Request: To request this service, please open a service request for the Enterprise Desktop/LAN Team via ServiceNow.