Collaboration recommendations [1]

March 11, 2020

Duke provides a range of services [2] to support remote collaboration. Duke’s IT security offices offer the following guidance for secure use of these services depending on the type of data involved:

**WebEx** [3]: All Duke Health and Duke University faculty, staff, and students may host and run meetings using Duke’s WebEx service: [https://webex.duke.edu](https://webex.duke.edu) [4]. Recording of Protected Health Information (PHI) is not permitted in Duke Health’s WebEx.

**Zoom Meetings** [5]: Zoom is available automatically for Duke University campus-based faculty, staff, and students. Duke Health may use Zoom for classes and meetings but NOT for clinical purposes to see patients or exchange PHI. Any meeting with the possibility of PHI may not be recorded. According to Duke’s terms of service [6], sensitive information may be discussed during a live Zoom meeting when recording is not in use but should not be recorded, typed into a chat session or otherwise stored within Zoom.

**Jabber** [7]: Jabber instant messaging is available for all Duke users.

**Microsoft Teams** [8]: Teams is available to all Duke users and can be used for instant messaging and team collaboration. If a Team will be used to share Sensitive Data, the Team must be set to Private not Public.

Details about these and other Duke services appropriate for use with Sensitive, Restricted and Public data are available at: [https://security.duke.edu/policies/duke-services-and-data-classification](https://security.duke.edu/policies/duke-services-and-data-classification) [9].

**NOTE:** Duke Health employees should follow the Duke Health Technology Guide for Working Remotely [10].

Source URL: [https://security.duke.edu/news-alerts/collaboration-recommendations](https://security.duke.edu/news-alerts/collaboration-recommendations)

Links
[1] https://security.duke.edu/news-alerts/collaboration-recommendations
[3] [https://oit.duke.edu/what-we-do/applications/webex](https://oit.duke.edu/what-we-do/applications/webex)
[4] [https://webex.duke.edu/](https://webex.duke.edu/)
[5] [https://oit.duke.edu/what-we-do/applications/zoom-meetings](https://oit.duke.edu/what-we-do/applications/zoom-meetings)