

# AT A GLANCE: Anytime, Anywhere Collaboration and Communication

## OVERVIEW

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As the way people work evolves, the Center for Information Technology (CIT) at the National Institutes of Health (NIH) is helping you keep pace. We're providing a range of "anytime, anywhere" communication and collaboration tools to the NIH community that allow researchers, scientists, operations staff, and administrators to work when—and where—they need to. These tools encompass voice and video communication, instant messaging, email, and file and desktop sharing capabilities. CIT also provides the infrastructure and performs the administrative and management tasks that allow these tools to function and be available to help NIH staff work effectively with colleagues—whether they're located locally, across the country, or around the world.

## COMMUNICATION AND COLLABORATION TOOLS

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The ability to share data and collaborate is crucial to NIH's research efforts and to the business and administrative operations that support the research. The tools CIT offers are easy to use, can reduce time and travel expenses, and help NIH staff share information and work efficiently and collaboratively from almost any location. These tools include the following:

### *Desktop Voice and Video*

CIT's desktop voice and video solutions integrate your phone and computer to provide expanded functionality, including click-to-call capability, voice and video calls, video conferencing, instant messaging (also known as text chat), online presence, file and screen sharing, and call forwarding capabilities. The solutions use a VoIP phone and either Skype for Business (formerly known as Lync) or Jabber to integrate functionality. These services allow NIH employees to communicate using video or chat and share files or computer desktops in real time.

### *Livestreaming Events*

To livestream the growing number of NIH events like speeches, presentations, or demonstrations to large groups, CIT offers a VideoCast service, which lets you broadcast your event in real time. Audience members only need to click a provided link to view and hear your event. Closed captioning is available, and your event can be archived for later viewing.

### *Virtual Meeting Spaces and Collaboration*

Using WebEx and Skype for Business, CIT provides Web collaboration services that allow you to create online meeting spaces for webinars and training as well as general and large-scale meetings (up to 1,000 participants). These virtual meeting spaces can include collaboration features like screen sharing and file sharing, a virtual white board, polling (for questionnaires, feedback), and breakout rooms. Meetings can also be recorded and saved for later viewing.

### *File Sharing and Management*

CIT provides access to file sharing and collaboration services through SharePoint and OneDrive. Both are web-based document storage and management platforms that allow you to store and share files securely and centrally. You can control access to stored files, view and edit files both locally and remotely, and track version history. CIT SharePoint services are available to the NIH community now through the NIH Data Center. CIT also plans the near-term implementation of cloud-based SharePoint services and OneDrive.

### *Video Teleconferencing*

To connect physical rooms, CIT offers real-time voice and video conferencing between two or more conference rooms using a television-style signal. The connection can be used for speeches, presentations, and other video sources.



## LEARN MORE

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To see what flexibility and connections you can get from these communication and collaboration tools at NIH, contact your IC's Chief Information Officer, call the NIH IT Service Desk at 301-496-4357 (HELP), 301-496-8294 (TTY), or 866-319-4357 (HELP) or visit the following resources:

- Unified Communication and Collaboration (UCC) Decision Tool, an online resource that can help determine what video communication tool or service is needed for your meeting or event, available at <https://video.nih.gov/decisiontool/>
- CIT website: <https://www.cit.nih.gov/solutions>
- NIH IT Service Desk: <https://itservicedesk.nih.gov>