INTRODUCTION

**SKYPE FOR BUSINESS ONLINE** is a Unified Communications service based in Microsoft’s Office 365 Cloud environment. Skype for Business connects people everywhere, on Windows as well as other operating systems and platforms, including most mobile devices, as part of their everyday productivity experience. It provides a consistent, single client experience for Presence, Instant Messaging, User-to-User Voice and Video as well as a great meeting experience. Agencies are responsible for User Licensing and there is no extra cost for User-to-User communications. The Skype for Business Service will provide seamless and secure integration with other Microsoft collaboration products such as Outlook, SharePoint and Office applications.

What is included

* **Instant Messaging** – the ability to send text messages in real time to other users.
* **Presence** – the ability to detect another user’s availability. Using the S4B Service, users can display their presence status.
* **User-to-User Audio and Video calls**
* **Web Conferencing** – Enables users to connect from virtually anywhere through a PC or Mobile client for audio and video conference as well as content sharing, both as scheduled meetings and as ad-hoc collaboration sessions. Includes Dial-in Access.
* **Desktop Sharing** – You can show your entire desktop or just a program to users during a peer to peer session or web conference.
* **Exchange Integration for Calendar** – Skype for Business can use the Outlook Calendar to automatically update your presence information as well as schedule S4B meetings.
* **Multiple Clients** –allstandard S4B clients can be used, including Windows and Mac, as well as Mobile clients for Android, iOS and Windows Phone.
* **Connect** with other entities using Skype for Business (Federation) and Consumer Skype.

What is not included

* **Enterprise Voice** – The ability to call normal telephone numbers or have your telephone number routed to Skype for Business is not yet available in the Online version.

Benefits

* Work together easily – Work wherever you are, whenever you need to, on whatever device you choose. Share files. Join meetings. Stay in sync with your team. When there’s work to be done, your Office is right there.
* Subscription Model – No upfront cost for Software.
* Automatic Updates – Users always get the latest version of the applications and security updates.
* Secure – Built-in security plus compliance and privacy controls help keep data safe

service description

The Division Enterprise Technology has implemented an Enterprise Office 365 Tenant that will be made available to all State Agencies. This Tenant resides in Microsoft’s Government cloud, which adheres to stricter government regulations and compliance. DET will be responsible for management of this Tenant, including:

* Overall Tenant administration
* AD Integration
* Security
* License management and allocation (License procurement is the responsibility of the agencies)
* Service administration for Exchange, Skype4B and SharePoint.
* Service Monitoring and Support

Skype for Business Online is part of the Office 365 offering.

Service offering Review

The SOD, RnR and Rate will be reviewed annually to determine if any modifications are required.

ROLES and Responsibilities

Roles and Responsibilities for the Skype for Business Online service can be found on the Office 365 webpage.

business continuity

* Microsoft has multiple cloud facilities throughout the US for redundancy.
* All data is backed up continuously with multiple copies.

Performance Metrics (monitoring/Alerting/reporting)

Microsoft provides a web portal as well as an RSS feed and mobile app for monitoring the Office 365 service, including Skype for Business.

High level reporting is also available via a web portal. More detailed reporting is available from DET. DET will provide monthly reporting on license allocation and availability to the Agencies.

Configuration diagram



how services are charged

Skype for Business Online is part of Office 365, which is a per user subscription based cloud service from Microsoft. Agencies will be responsible for the procurement of subscription licenses for their users. There will also be a monthly per user DET Rate associated with any Office 365 service, to cover the cost of Tenant administration, service management and support.

Please see the [DOA IT Services Rate Sheet](https://det.wi.gov/Documents/DET_RatesFY17final.pdf) for rate information.

notes:

Service level metrics

|  |  |
| --- | --- |
| Measure | Service Level Targets |
| Infrastructure monitoring | 24x7 |
| Incident response | 24x7 |
| Infrastructure availability | 99.9% |

Document Revision History

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| --- | --- | --- | --- |
| Date | Version | Creator | Notes |
| September 16 2016 | .1 | O354 Production Prep Project Team | Initial version |
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