



# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

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## Memorandum

**To:** Secretariat Chief Information Officers  
**CC:** Chiefs of Staff and Assistant Secretary/ CHRO Jeff McCue  
**From:** Curtis M. Wood, Secretary, Executive Office of Technology Services & Security  
**Date:** August 26, 2021  
**RE:** Acceptable Use of Zoom and other Remote Collaboration and Conferencing Tools

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### Purpose

The purpose of this memorandum is to clarify the EOTSS policy on the acceptable use of Zoom, GoToMeeting, and similar videoconferencing and remote collaboration tools.

### Microsoft Teams as the Enterprise Standard

EOTSS has established Microsoft Teams as the enterprise standard for the Executive Branch Agency business collaboration software platform. This application is part of the Microsoft Office 365 product suite and is included in the cost of the Microsoft licensing agreement. The cost for this feature is already accounted for in EOTSS bundled Microsoft chargebacks to agencies.

While Microsoft Teams has been established as the standard business collaboration tool, EOTSS issued guidance last year allowing for the use of other tools – such as Zoom and GoToMeeting – if an agency felt they best meet their business needs or the needs of their employees and constituents.

However, as outlined below, EOTSS does require that agencies follow specific procurement, security, and support protocols in acquiring and using videoconferencing and office collaboration tools other than Microsoft Teams.

### Acceptable Use of Zoom, GoToMeeting, and Similar Tools

With the exception of Zoom (see “Enterprise Zoom Licenses” below), agencies seeking to use these other platforms are responsible for acquiring these services via the appropriate [Network Services, Communications Services and Related Equipment](#) and/or [IT Software and Services contracts](#) established by the Operational Services Division (OSD). Free or “freemium” versions of these applications are prohibited.

It is the responsibility of the agency to ensure that any product used for these purposes meets the standards set forth in the [EOTSS Enterprise Information Security Policies and Standards](#), and that all security features are enabled during deployment. Agencies should also follow safe [virtual meeting best practices](#) as outlined by the EOTSS Enterprise Security Office.

Additionally, agencies should review [Massachusetts Office on Disability \(MOD\) Guidance](#) relative to providing accessible virtual meetings and presentations for employees and constituents. Further MOD guidance and publications can be found [here](#).

**Enterprise Zoom Licenses**

Secretariats can now allocate Zoom licenses at their discretion through the Zoom administrative portal. Each secretariat must identify at least two (2) Zoom administrators. EOTSS will assign those users as administrators in the Zoom portal, where they will be able to assign Zoom licenses to their end users.

Each secretariat will receive twenty-five (25) Zoom licenses, to be shared across their organization. Secretariats will NOT be given more than twenty-five (25) Zoom licenses - the intent is to treat these as shared accounts across your organization.

**When to use Teams vs. Zoom**

Teams	Zoom
<ul style="list-style-type: none"> <li>• For one-to-one or group collaboration</li> <li>• When access to sensitive data during the audio/video conference is required</li> </ul>	<ul style="list-style-type: none"> <li>• To hold virtual office hours</li> <li>• To poll participants</li> <li>• When there are accessibility needs</li> <li>• To assign participants to breakout rooms</li> <li>• To record a meeting without using the cloud</li> <li>• To share or publish a recording for public viewing</li> </ul>
<ul style="list-style-type: none"> <li>✓ Preferred choice for: Security concerns, internal collaboration</li> </ul>	<ul style="list-style-type: none"> <li>✓ Preferred choice for: Accessibility needs, external collaboration</li> </ul>

**IT Support for Applications other than Microsoft Teams**

GoToMeeting and similar videoconferencing and remote collaboration tools are business applications not currently supported by EOTSS deskside support, the Help Desk, or the CommonHelp IT Service Desk. Our staff are not trained to install these applications, set up meetings, or troubleshoot issues that may arise during their daily use. Similarly, while EOTSS is providing Zoom licenses to secretariats, we do not support the actual use of the application, nor are we trained to set up or troubleshoot Zoom or Zoom meetings.

Therefore, non-Microsoft collaboration tools must be supported by the respective agency. It is highly recommended that agencies work directly with the product vendor or reseller when acquiring these tools to obtain sufficient service agreements and support documentation as to how to set up and manage these collaboration platforms.

**Questions?**

If you have any questions on the acceptable use of Zoom, GoToMeeting, and similar videoconferencing and remote collaboration tools, please contact the EOTSS Chief Service Officer at [donald.chamberlain@mass.gov](mailto:donald.chamberlain@mass.gov).

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