Employment Connections User Guide

Utilizing MS Teams with External Customers

As ESD strives to continue engaging in meaningful customer interactions, we are now looking to virtual collaboration tools, such as MS Teams, to restore face-to-face meetings. In addition, our goal is to continue providing guided support by utilizing shared screens, control sharing, and presenting desktops to provide crucial tutorial and navigation assistance to our customers. While collaborative platform options are growing, as a state agency we must ensure that any software solutions we adopt keep our customers' information protected, ensure compliance for required retention schedules, and that all employee communications are classified correctly, retained appropriately, and retrievable upon request.

The intent of this document is to provide clear guidelines regarding what functions are authorized and which are prohibited, when utilizing MS Teams *to engage with external customers.* These instructions are specific to outside customer engagement and are not applicable to the internal use of MS Teams (between employees). This guide was created and intended explicitly for Employment Connections (EC) and is not approved for utilization by other employees within ESD. Within this document you will find an instructional overview of the following:

EXTERNAL CUSTOMER: Members of the general public, seeking Employment Connections services
PARTNERS: Organizations that deliver E. C. and other WorkSource services to members of the general public

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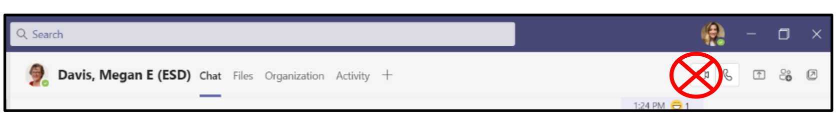
1) PROHIBITED FUNCTIONS

The following functions must not be utilized by either EC teams or their customers (external), during MS Teams meetings:

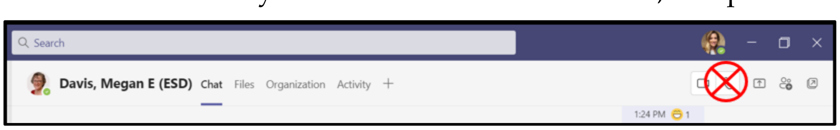
a) Video Calls (Instead of Pre-Scheduled Meeting):

This refers to the option to search for an MS Teams User and Video Call them directly, outside of a pre-scheduled meeting. This option is usually unavailable when working with external customers; however, due to the functionality this unlocks for the customer, it is prohibited.



b) Audio Calls (Instead of Pre-Scheduled Meeting)

This refers to the option to search for an MS Teams User and call them directly, outside of a pre-scheduled meeting. This option is usually unavailable when working with external customers; however, due to the functionality this unlocks for the customer, it is prohibited.

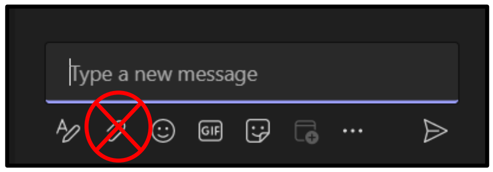


c) <u>Attaching Files (Through Chat)</u>

This is prohibited for both the EC employee and the external customer. The option will appear in two places- neither are allowed, due to the record created when this occurs. To share documents, the external customer should utilize existing EC processes for document transfer.

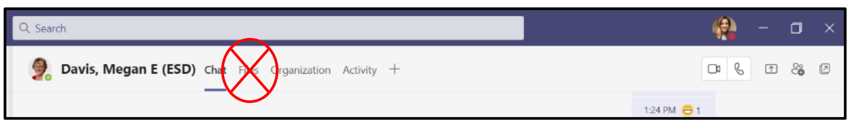
Location A)

Once in a meeting, this option will appear in the Chat bar, underneath your Text bar:



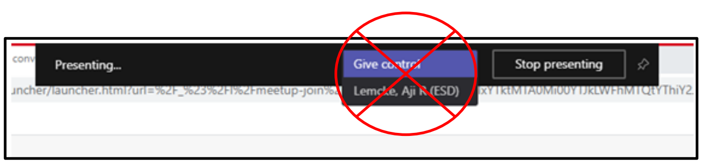
Location B)

From the Teams Dashboard, when you select the Chat conversation specific to your meeting, the option will appear at the top under "Files":



d) <u>Giving Control (To Customer)</u>

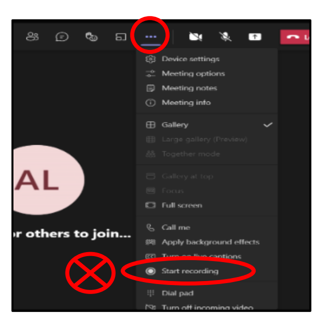
The control option only appears when a participant shares their screen . If the EC employee is sharing their screen, the customer may have the opportunity to "Request Control". If they do, you will receive a notification of their request - this should be denied. Allowing the customer to control your screen/computer is **strictly prohibited.** ***You may take control of the customer's computer; instructions found under section **B) Authorized Functions**.*



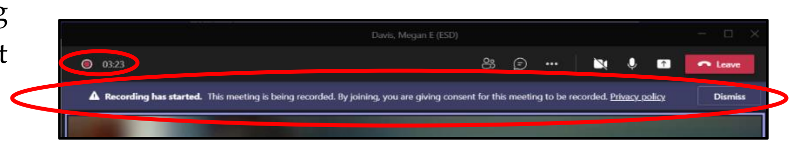
e) <u>Recording Meetings</u>

Due to the record created and subsequent automatic storage, recording meetings is prohibited for both EC staff and the external customer. All meeting participants will be automatically notified if a recording has begun. This is strictly prohibited.

The option to record is found in the following location:



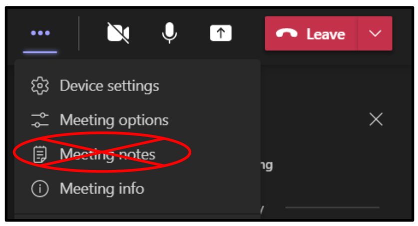
You will know if a participant begins recording as the following banner appears when a participant is recording:



f) **Using Teams Channels (With External Customers)**
The use of Teams Channels with external customers is strictly prohibited. This is because it creates a specific and lasting document record. Inviting a customer to a Channel/Team requires intentional employee actions (a customer cannot accidentally achieve access to a channel).
EC employees are prohibited from inviting outside, external customers into internal Channels/Team space.

g) **Transcripts**
The transcript function is prohibited as it creates a specific and lasting document record.
NOTE: If special permission is given, due to customer accessibility needs, the full transcript must be saved in the case file, within ETO, by following the "**Wrap Up Your Meeting**" reference tool

h) **Meeting Notes**
This function is prohibited as it creates a specific and lasting document record.
This is a separate function than chat. The "Meeting Notes" function is found under the top ••• menu:



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2) **AUTHORIZED FUNCTIONS**
The following are approved and/or conditionally approved functions, during MS Teams meetings with customers (external):

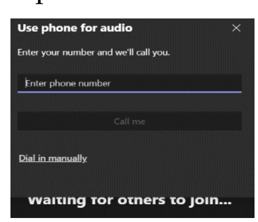
a) **Teams Meetings (Pre-Scheduled, sent from EC Employee to Customer)**
Authorized meetings in MS Teams between EC staff and external customers are ones which meet the following criteria:

i. Pre-scheduled: for all customer interactions a meeting event should be created, with a specific, scheduled time. A direct call using either the video call or audio call options are not allowed; dialogs must occur within the meeting space.

ii. Scheduled by EC employee**:** Teams meeting invitations must originate from the EC employee to prevent exposing ESD to unnecessary risks. You may not accept an incoming Teams Meeting invitation from the external customer.
NOTE: EC and Partner groups may accept meetings from one another; however, meetings from external customers are not acceptable.
This is very important

b) **Calling Customer in to Meeting ("Call Me" Function)** If your customer is having technical difficulties and cannot enter into the Teams Meeting you may call their phone number and add

When this option is utilized, your external customer will have the same functionalities as if they called in to the meeting.



them as a "caller". To do this, once in a meeting you will utilize the  menu and use the "Call Me" Function. Once selected, the following Dialpad will appear:

c) **Chat**

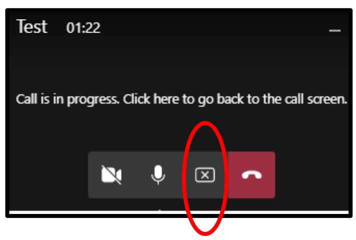
The chat function is permitted for two-way dialog between the EC employee and their external customer. Although this space is intended for transitory dialog only.

> ***Transitory Definition**: Transitory refers to passing along insignificant, non-business-related information, comments, and/or questions; these should not reference or relate to business process, work related content, or customer information/instruction.*

IMPORTANT NOTE: Because you cannot control customer content, all chat conversations must be saved in their entirety (beginning to end); find instruction for this process in the "Wrapping Up Your Meeting" quick reference tool.

d) **Presenting Desktop**

Both the EC employee and the external customer may share their screens, using the  "Share Content" button; to stop sharing, select the "Stop Sharing" icon from the floating menu that appears while presenting (pictured below).



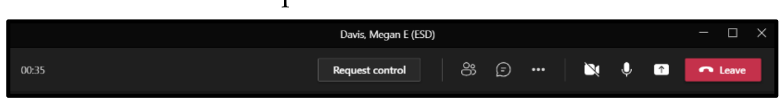
NOTE: Customer View

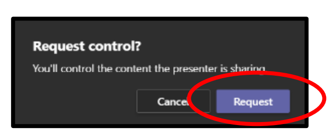
- For your customer, the "Share Content"  button may appear on the bottom of their screen.
- Depending on how your customer joined the meeting, their "Share Content" button will offer two different options:
  - Using Browser: They will only have one share option: Share Desktop. Meaning the EC employee will be able to see anything the customer displays on their screen (customer view)
  - Using App: They will have the option to pick a specific document or their entire desktop.

e) **Request Control (Of Customer's Computer)**

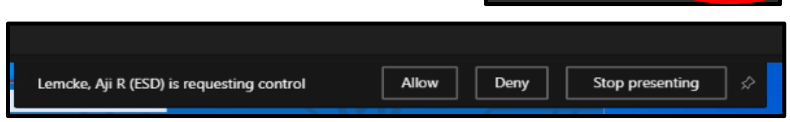
Within your Teams Meeting, once the Customer begins "Sharing Content" the EC employee will have the option to "Request Control" of the customers computer.

EC employee will request control:





The customer will allow or deny control on the following prompt:



UPDATED: 9/30/21

3) <u>Quick Reference Table</u>

The table below provides a visual outline of the approved and prohibited MS Teams functions, while engaging customers (external):

Function	EC staff (Organizer)	Customer (attendee)	Notes/considerations
Teams Meeting (Invitation Sent by EC Employee)	✓	✓	▪ Teams Meetings are the only approved method of engaging with customers through Teams ▪ ***Meeting**: Invitation sent from EC staff to the customer for a specific date and time*
Sending Meeting Invite	✓	✗	▪ Teams meetings, with external customers, must be set up and sent by EC staff, to keep safeguards in place ▪ If this is not followed, unauthorized Teams functions are given to the customer
Video Calls (Vs. meeting)	✗	✗	▪ All communications with customers, through MS Teams must occur during a scheduled meeting ▪ Making a video call, directly to the customer outside of a pre-scheduled meeting, is prohibited ▪ *Video calls provide unauthorized Teams functions to the customer*
Audio Calls (Vs. meeting)	✗	✗	▪ All communications with customers, through MS Teams must occur during a scheduled meeting ▪ Making an audio call, directly to the customer outside of a pre-scheduled meeting, is prohibited ▪ *Audio calls provide unauthorized Teams functions to the customer*
Calling Customer into Meeting (Using Dialpad in scheduled meeting)	✓	✗	▪ From within a <u>scheduled Teams Meeting</u>, you may use the "Call Me" function, to call a customer's phone (if they are unable to join the Teams Meeting with their intended device) ▪ *The customer will be limited to standard phone call options and will appear as though they called in to the meeting*
Chat	✓	✓	▪ The Chat function is approved for transitory dialog, BUT ▪ All Chat conversations must be properly saved within your Case File in ETO, by following the **"Wrap Up Your Meeting"** reference tool
Attach File (Into Chat)	✗	✗	▪ Documents <u>must not be attached, uploaded, or shared via chat</u> ▪ Customer should send/share documents, by following existing and established EC procedures
Presenting Desktop	✓	✓	▪ Both may use this function ▪ *Caution should be used regarding what is visible, on both sides*
Request control (of customer's computer)	✓	✗	▪ When the customer presents their screen, the "Request Control" option will appear ▪ EC staff may use this option, to navigate the customer's screen, document, or for website navigation support
Give Control (To Customer)	✗	✗	▪ Once EC staff present their screen, the customer may be able to "Request Control" of their desktop/screen ▪ This is strictly prohibited
Recording a Teams Meeting	✗	✗	▪ While this functionality is available to EC teams it is not to be utilized ▪ **STRICTLY PROHIBITED**
MS Teams Channels	✗	✗	▪ The use of channels is prohibited for external customers
Transcripts	✗	✗	▪ The transcript function should not be utilized ▪ If special permission is given, due to customer accessibility needs, they must be fully saved in the Case File, within ETO, by following the **"Wrap Up Your Meeting"** reference tool

4) <u>TOOL: SETTING UP YOUR MEETING:</u>

i. <u>Setting Up Your Meeting</u>

a. The meeting invite must be sent ***from the EC employee***, to the external customer
b. EC staff should not accept invitations from their customers
    i. This is important as the meeting organizer is given increased control and functionalities, past what is approved for external customers

ii. <u>Pre-Meeting Information</u>

a. When scheduling a meeting with an outside customer included in the invite, please insert the following:

MEETING PREPARATION AND HELPFUL NOTES:

- There will be an opportunity to share your screen and/or desktop. In preparation for this, please ensure all private documents/browsers are closed prior to our meeting. In addition, please ensure your desktop background is business appropriate and doesn't display images or text you do not wish to share.
- The meeting will have optional video, you are free to opt in or out of the use of your camera.
- If you have accessibility concerns, please let us know prior to our meeting and we will determine our best approach for the most productive and helpful outcome.
- If you do not have MS Teams on your personal device- *no problem!*
    - You will have the option to join via your Browser or by Downloading an App, specifically for accessing the meeting.
    - You may also call in to the meeting on your phone by utilizing the dial in information included in the invite.

5) <u>Tool: Wrapping Up Your Meeting</u>

The following tool is intended to help you properly save and retain all required records from your teams meeting.

IMPORTANT NOTE: Following the steps outlined below is critical as failure to comply in this area may result in the removal of MS Teams for external customer interactions for you and others.

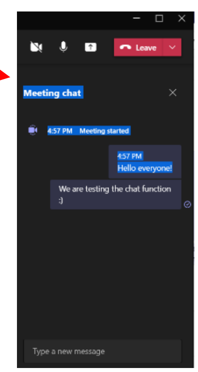
<u>Wrapping Up Your Meeting</u>

In addition to following your standard case documentation process in ETO, the following instructions will walk you through storing all MS Teams generated records, to ensure appropriate and required retention.

1. <u>Meeting Concluded</u>- allow your customer to leave the call
    a. The EC employee should not leave or end the call prior to completing all required steps

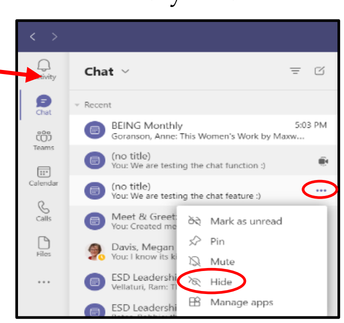
2. **<u>Retention requirements and process for Teams Meeting with client:</u>**
    a. All generated public records during this meeting would be retained under Federal Programs- Individual Client Folder records series.
        i. This is a six-year retention from the end of the fiscal year
    b. Follow standard EC process for constructing your case file in the Efforts to Outcome (ETO) case management system or in electronic/hard copy case file outside of ETO.

3. <u>Saving Chat Conversations:</u>
    a. You will need to copy the entire chat bar conversation, from the words "Meeting Chat" at the top, to the end of the conversation string
    b. The Chat conversation should be pasted into the ETO system or in an electronic case file outside of ETO.



4. **<u>Saving Shared Documents:</u>**
    a. Documents should not be attached/shared in teams. However, in the event they are, they should be saved in the same location as the chat conversation.
        i. *This includes any uploaded and/or attached documentation (image, file, etc.) from the client during the meeting.*

5. **<u>Deleting Meeting Chat Record:</u>**
    a. Once all public records have been saved appropriately, the Teams Chat becomes a transitory record and does not need to be retained
    b. The EC. Employee can hide/delete the chat from their Teams Dashboard



6. **<u>Record Retrieval:</u>**
    a. The ESD Records Disclosure Unit (RDU) can use the existing process to retrieve and disclose these EC client records if the above procedure is followed. It does not change RDU's process.
    b. These are technically public records but are not open to public disclosure. These records and information are private and confidential under [RCW 50.13.020](RCW 50.13.020).

6) Context: Why These Guidelines are Critical

While MS Teams has many desirable features, the use of this software by EC staff requires the prohibition of certain functions to ensure we remain in compliance; adherence to The Employment Connections User Guide instruction is required for continued utilizing of this system.

The intentions of this guide:

1. Allow Employment Connections staff to offer services remotely to our customers that are as similar as possible to those offered in person before the pandemic
2. Safeguard personally identifiable information (PII) that may be part of any interaction involving remote collaboration using Microsoft Teams
3. Assure that all data and records are saved correctly

Requirements Guidance Solves For:

a. **Responding to public records requests (PRR)**
One obvious example of the complexity of using Teams is that, although telephone conversation does not create a disclosable record, sometimes a conversation in Teams Chat does. Generally, chat dialogs are treated as transitory; *but we must remember that definition is determined/assigned based on the content of the chat/record, not the channel in which the conversation occurs.* Since we cannot control what our customers will input, it needs to be retained according to the instructions provided in the "Wrapping Up Your Meeting" section of this guide.

c. **Safeguarding publicly identifiable information (PII)**
Though they should not, sometimes conversations with external customers using Teams involve sharing PII. Retaining all chat conversations within the case file in ETO applies the appropriate retention to these records.

d. **Record Retrieval:**
The ESD Records Disclosure Unit (RDU) can use processes outlines in this document to retrieve and disclose EC client records. It does not change RDU's process.
Note: These are technically public records but are not open to public disclosure. These records and information are private and confidential under RCW 50.13.020.