

Criteria for granting a Zoom licence

Microsoft Teams is the standard communication platform at VU Amsterdam. Zoom is used exclusively if Teams demonstrably fails to meet technical, functional or security criteria. Personal preference is never a valid reason for using Zoom.

A Zoom licence may be requested in the following specific situations:

1. Service accessibility

- a) Situations in which external participants in an online session are unable to use Teams for technical reasons (e.g. organisational restrictions, firewall/tenant policies, restrictions on the use of Microsoft products, security issues, or connection/compatibility problems with specific devices or networks in certain countries).
- b) Limited licences for departments that provide support to guests/external staff using Zoom at the VU (including AVC and ICT&O staff)

2. Insufficient functionality in MSTEams

In cases where Teams cannot offer an equivalent alternative because essential features are missing or do not perform reliably, such as:

- a) Group configurations with advanced or high numbers (>50 of breakout rooms)
- b) Demonstrable performance or management limitations of MS Teams compared to Zoom
- c) In a situation where Teams conflicts with other software required to carry out the work. For example, the lack of a native MS Teams app for the Linux operating system.

3. Regarding the required level of security

In situations where Teams or Teams Premium cannot meet the required level of security, Zoom is recommended. This applies, for example, to:

- a) Highly confidential/privacy-sensitive online sessions, with or without recording, for research purposes or with patients
- b) Highly privacy-sensitive online sessions conducted by student welfare officers and student psychologists
- c) Online sessions with researchers in high-risk countries

In all cases, the applicant must provide specific justification in the form as to why one of the three exceptions applies. This justification will only be used by the line manager to grant permission and approve the associated licence costs.