

## Why Work by Skype?

Modern information and communication technology overcomes the barriers of distance. It delivers high value for low cost, reduces environmental impact, and stimulates creativity.

John Mendzela works with clients globally via email, telephone and Skype. John's preferred method for secure communication is a direct audiovisual Skype connection. He effectively delivers a wide range of training and advisory services to central banks via Skype.

"Skyping" is easy and natural. Meetings and discussions can be conducted through standard PCs or mobile phones, from any office location. Screens can be shared in both directions to view, discuss and edit presentations and documents in real time. Further contacts can be flexibly added to the connection, to link people in multiple locations or to establish simultaneous or consecutive translation facilities. E-mail and Internet can continue to operate while Skyping.

## How Secure Is Skype?

Skype automatically applies confidentiality protection that is not available with routine email, landline telephone calls, or mobile telephone calls. Skype audiovisual and instant messaging communications are automatically provided with substantial security benefits, including encryption. Please refer to <https://support.skype.com/en/faq/FA31/does-skype-use-encryption>.

## How Do Skype Seminars Operate?

Effective seminars via Skype operate interactively, and require only the presentation facilities normally available for training or meeting events. (If desired, a seminar can be simultaneously delivered in multiple locations or a "Webinar" approach can be used to collect questions.)

To enhance the quality of presentation and interaction:

- Configure the seminar room optimally for the number of seminar participants
- Make two screens clearly visible to participants, to simultaneously display the presenter and the presentation.
- Ensure camera quality and location give a clear picture of the room, with all participants visible. A camera with ability to zoom in on individual participants can enhance interaction.
- Ensure microphones and audio speakers provide good two-way sound. A portable microphone facility for participants can enhance interaction.
- Test the technical facilities before the seminar, especially if translation facilities are required or the room has not been previously used with the Internet

## Are There Any Technological Issues?

Skype is a low-cost, easy-to-use communication facility that links people across the Internet through any personal computer or mobile device, on any operating system. Connections are established immediately by creation of a Skype user and exchange of contact information.

Skype uses standard cameras and microphones fitted to all modern devices. Only moderate Internet reliability, speed and bandwidth are needed. On-line support is always available.

Skype for Business is an integral part of Microsoft's Office 365 enterprise platform. It can be fully linked with other components and programs. (see <https://www.skype.com/en/business/>)

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