Objective:
This Practice Directive defines service offering, requirements and provisions governing the use of Unified Communications Services provided by SF State

Statement:
Scope:
Unified Communications is defined as equipment, software, and services that enhance individual, workgroup, and organizational productivity by facilitating the control, management, and integration of multiple communication methods. UC products achieve this through the convergence and integration of communication channels, networks, and business applications. SF State supports one enterprise Unified Communications system providing all faculty and staff with access to voice and telephony services (including IP telephony), messaging, call center, fax, audio and video conferencing services for official University communications. Unified communications is an evolving set of technologies that integrates and unifies communications in a common context and experience.
Eligibility:

Faculty and Staff (employees) as defined by Human Resources who are eligible for Faculty and Staff e-mail Services, are eligible for all Unified Communications services.

General Practices:
Unified Communications (UC) is the convergence of voice, video, and data communications accessible from a single user interface. All forms of communications are exchanged via a campus network, and become an integrated part of the network communications deployment for one-to-one communications or broadcast communications from one to many.

Unified communications refers to both real-time and non-real-time delivery of communications. Unified messaging culls messages from several sources (such as e-mail, voice mail, messaging tools, and faxes), and may hold those messages for retrieval at a later time. Unified communications allows for an individual to check and retrieve communicated information from any SFSU managed communication device.

Information contained in Unified Communications (UC) must follow CSU records retention policies but is not, in and of itself, a record series for which a schedule is required. Individual communications managed, stored, transmitted or processed by UC may contain content which raises them to the level of official. Level 1 data may not be stored, processed or transmitted using UC tools.

Faculty and Staff (employees) as defined by Human Resource will follow all existing applicable SF State and CSU policies when using UC.

Searchable Words:
Unified Communications UC