

Zoom Deployment – UMass Medical School

A Fully Secure Collaboration Platform

UMass Medical School reviewed multiple collaboration solutions. Zoom was selected for its security, compliance, scalability (utilizing AWS) and strong user preference.

- Security vetted by UMMS Information Security and Privacy
- Licensing leverage an attractive UMass system contract
- Features fulfill all academic, research and CWM needs
- Thousands of successful Zoom sessions have occurred since the work from home order was initiated
- UMMS IT has developed a mature service around Zoom:
 - Trained IT support staff
 - "How To" web pages

A Fully HIPAA Compliant Platform

UMass Medical School has implemented Zoom's HIPAA compliant version capable of supporting Commonwealth Medicine's healthcare services and UMMS' clinical needs

- Signed BAA in accordance with HHS guidelines
- Encryption for 3rd-party endpoints enabled
- Device & User information removed from logging and reporting
- Encrypted Chat enabled
- Encrypted Text messages enabled
- Offline messages require parties to initiate a key exchange
- Screen capture is disabled
- Sending images is disabled

Medical School and Commonwealth Medicine Users Can Manage Sessions for Increased Security

Zoom Hosts may apply additional controls if highly sensitive data will be part of the Zoom meeting.

- Session Registration and Password Authentication are managed by the session host
- Session Waiting Rooms enable hosts to "Let In" meeting participants as they arrive, preventing unauthorized users
- Hosts can remove participants from active sessions
- Hosts can control the participation level such as managing what video, audio and content is available for participants to share