JITSI PILOT @SURF

3rd TF-EDU virtual meeting
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12 May 2020

What do I do?

SURF FILESENDER

SURF DRIVE

SURF

SURF VIDEOCONFERENCING (PILOT)

SURF portfolio for institutions (Videoconferencing)

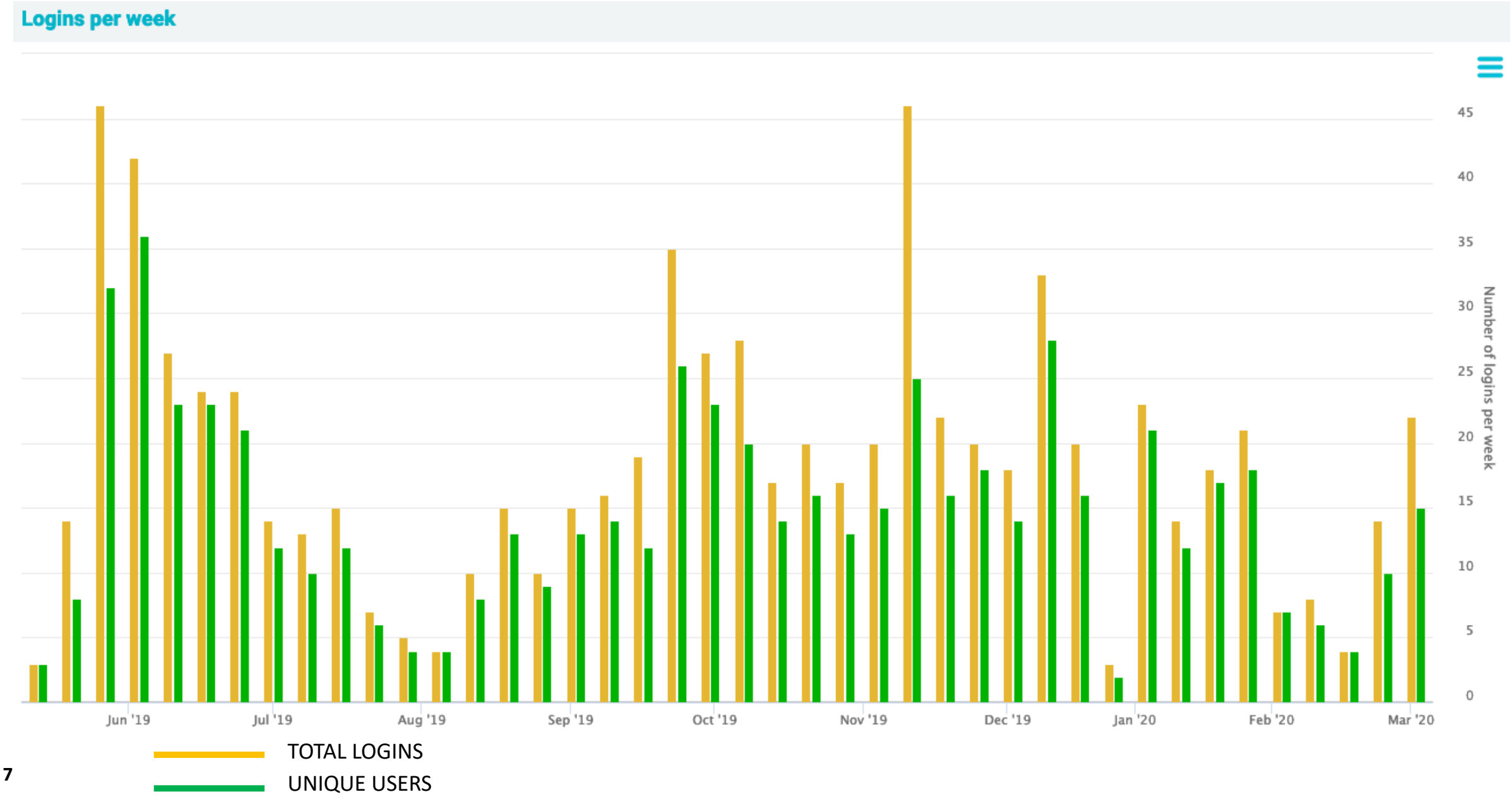
Challenge: another videoconferencing tool?

SURF videoconferencing: videoconferencing without fuss

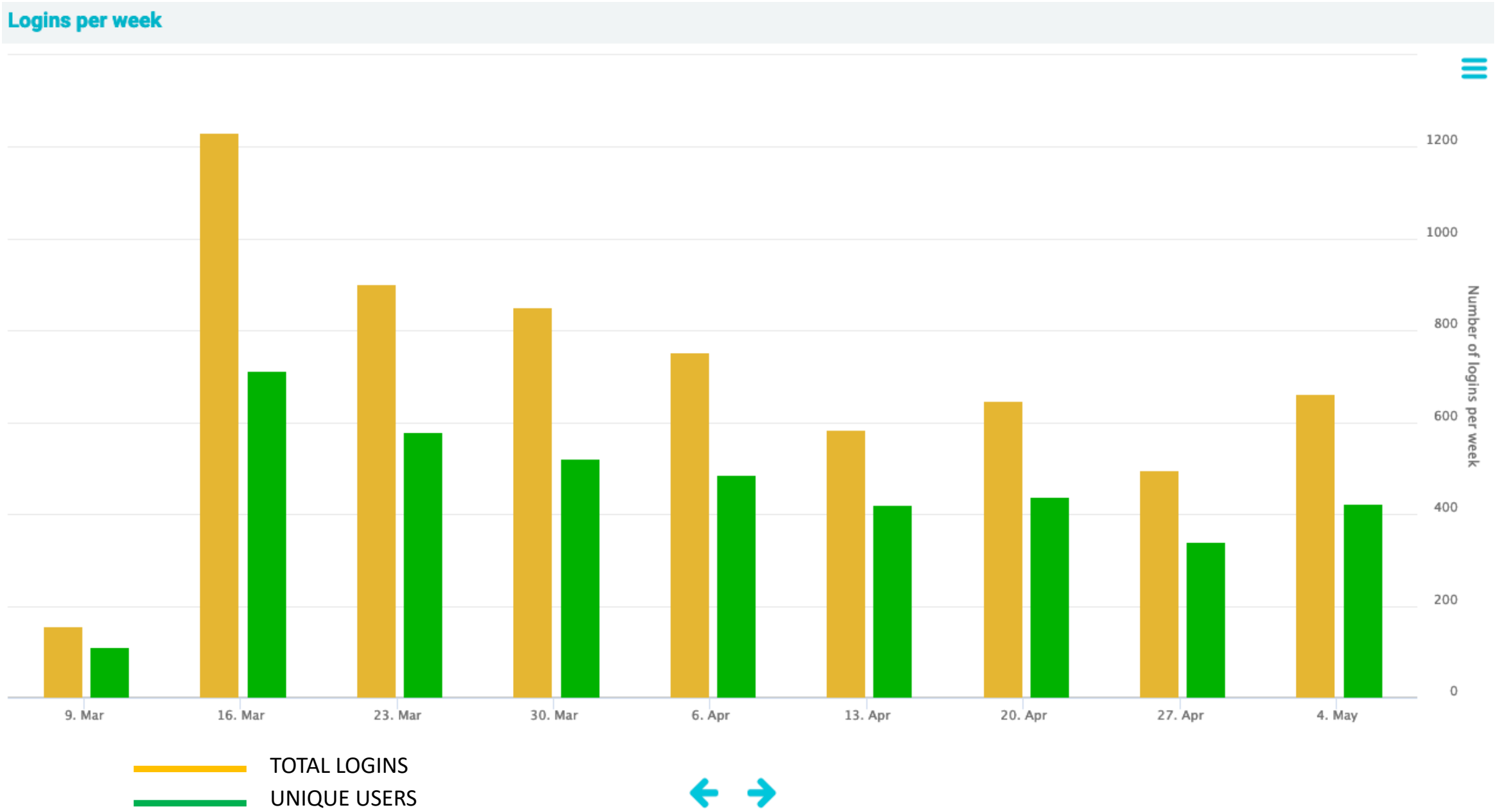
- no software download
- no addons
- no license
- guests do not have to log in
- Hosted in the Netherlands, at SURF servers which guarantees **privacy** and a high level of **security**
- Relatively low costs

jitsi.org

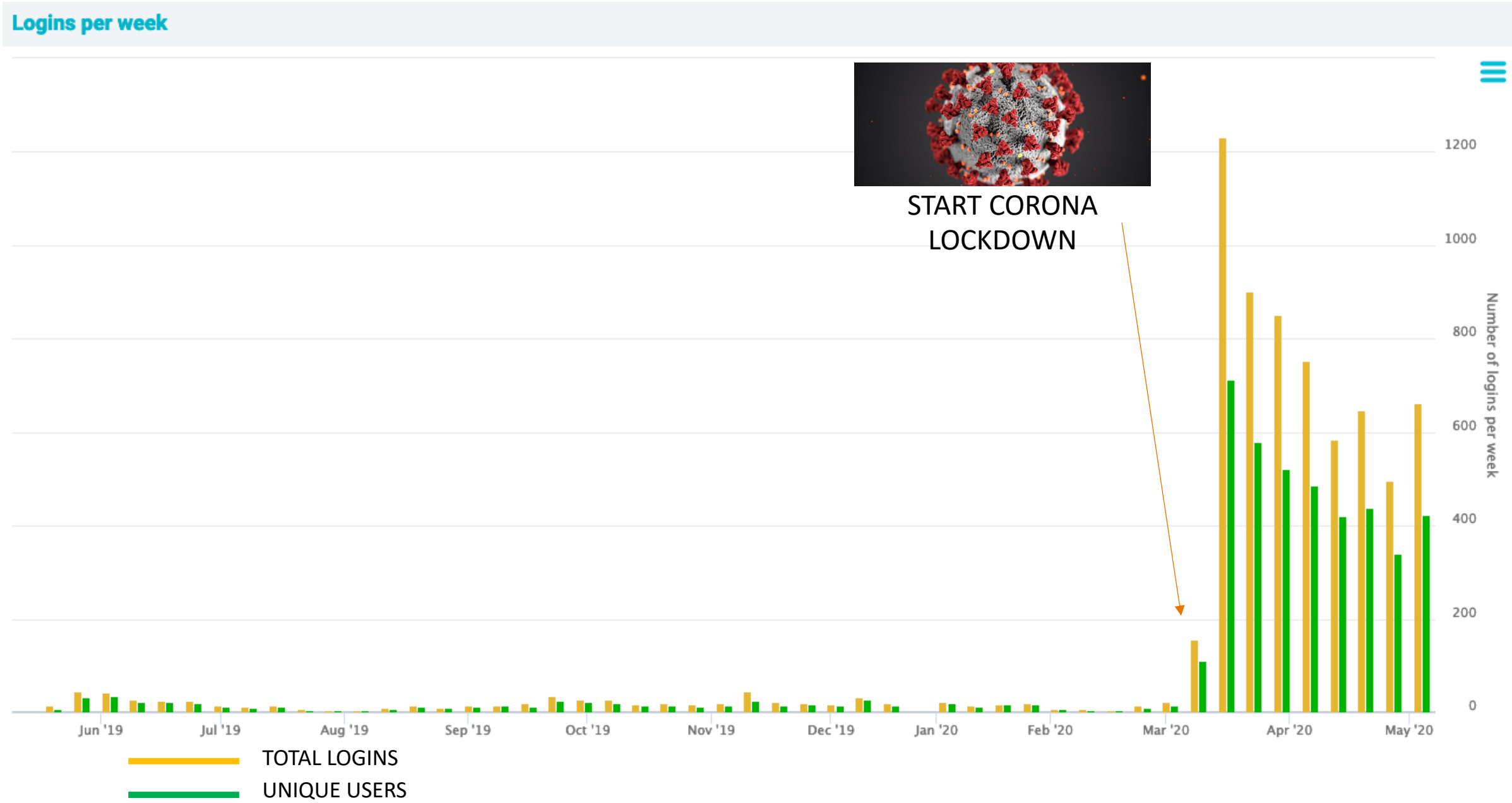
SURF videoconferencing usage 19/20



SURF videoconferencing usage since lockdown in Netherlands



SURF videoconferencing usage

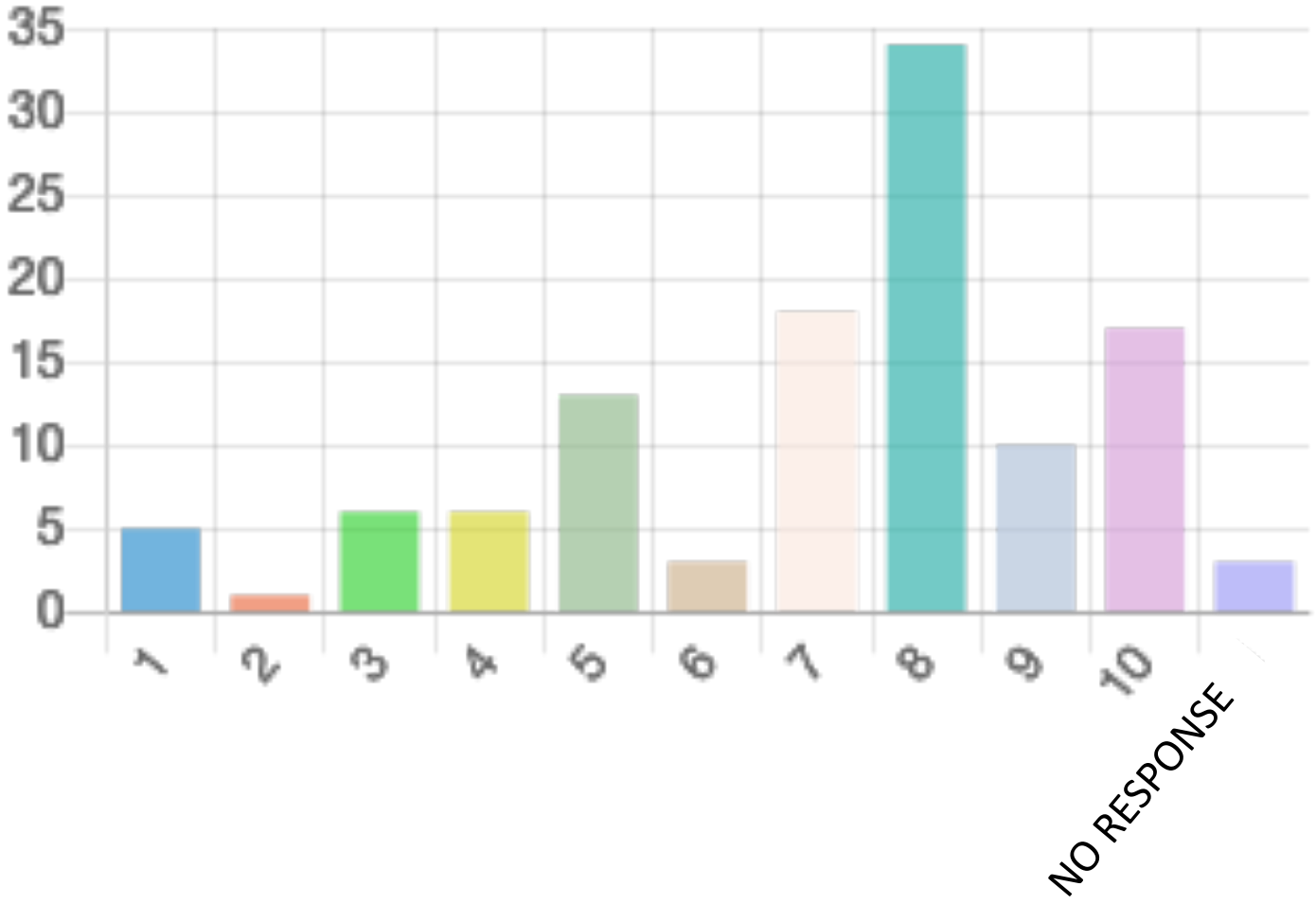


More challenges

- Because of the growth we had to scale up.
- More usage means more questions and more issues. This led to a drop in the ammount of users
- Lack of support of Safari and Firefox browsers. Works best with chromium browsers.
  - Usage of Firefox browsers could cause problems in a conference for all users.
  - Since May 5 Firefox released an update, v76, this is a big improvement.

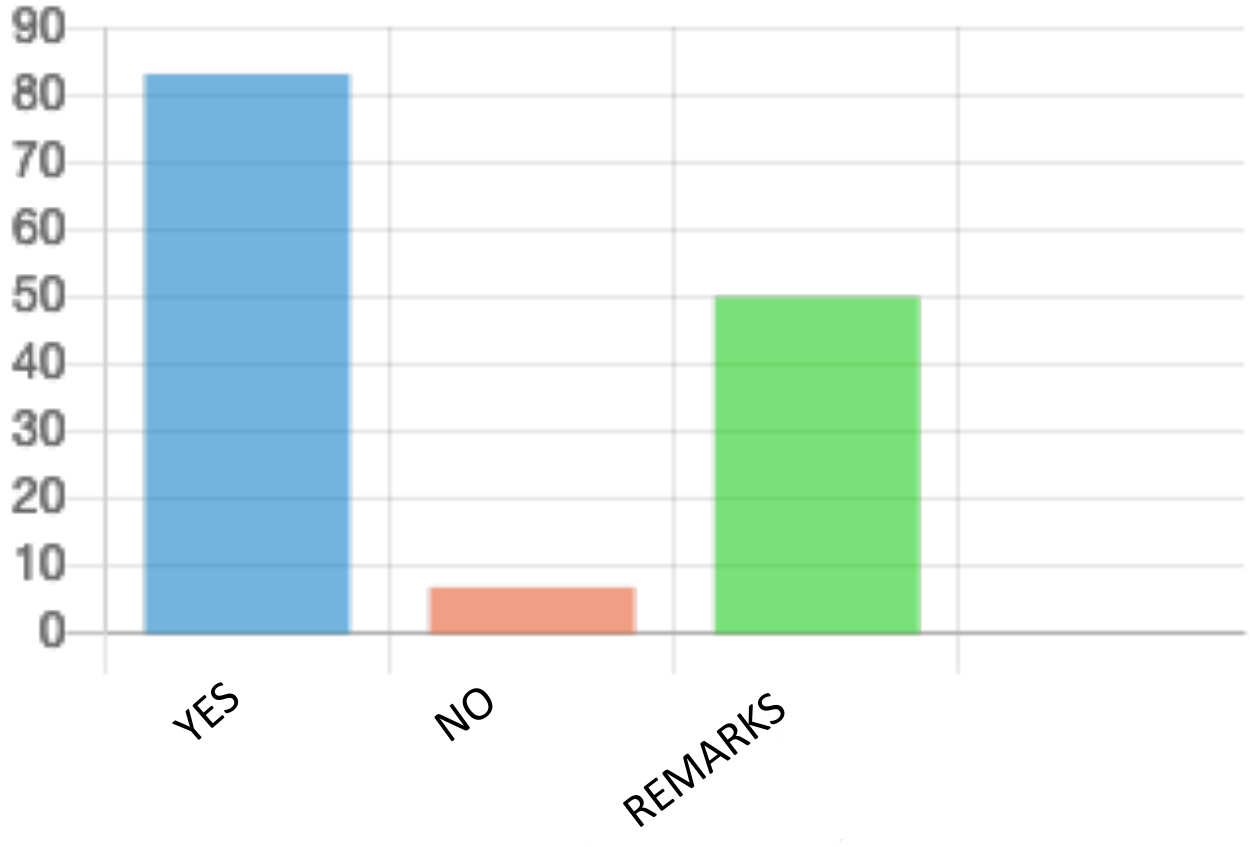
Feedback of our users

HOW WOULD YOU RATE THE SERVICE?

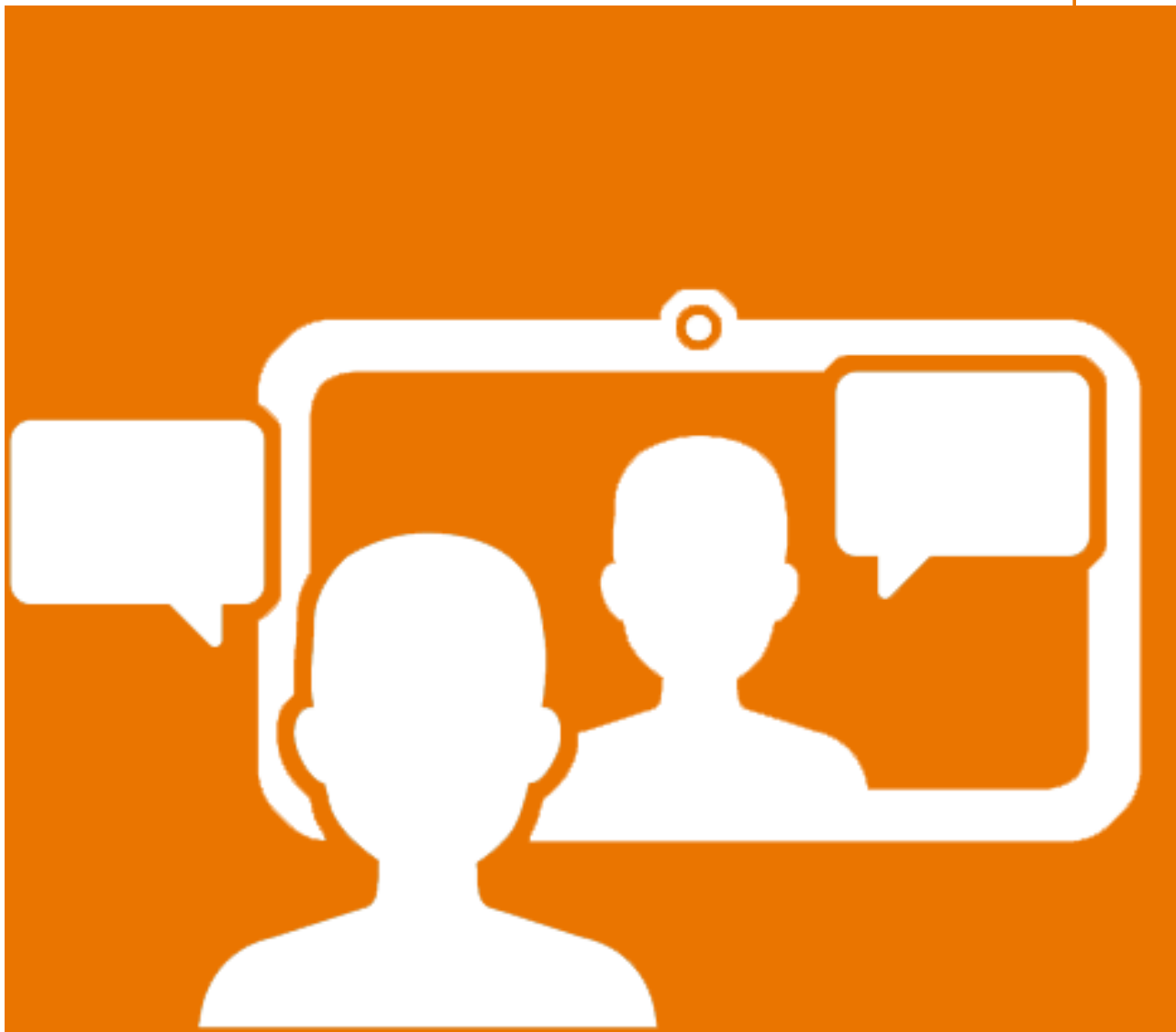


Feedback of our users

WOULD YOU LIKE US TO DEVELOP THIS FURTHER IN TO A SERVICE?



Conclusion

- There **is** room for another Videoconferencing tool
- Strategy: **not** as a replacement but as an added value on the videoconferencing portfolio for an institution. Position the service as an easy to use, monkeyproof instant videosolution.

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