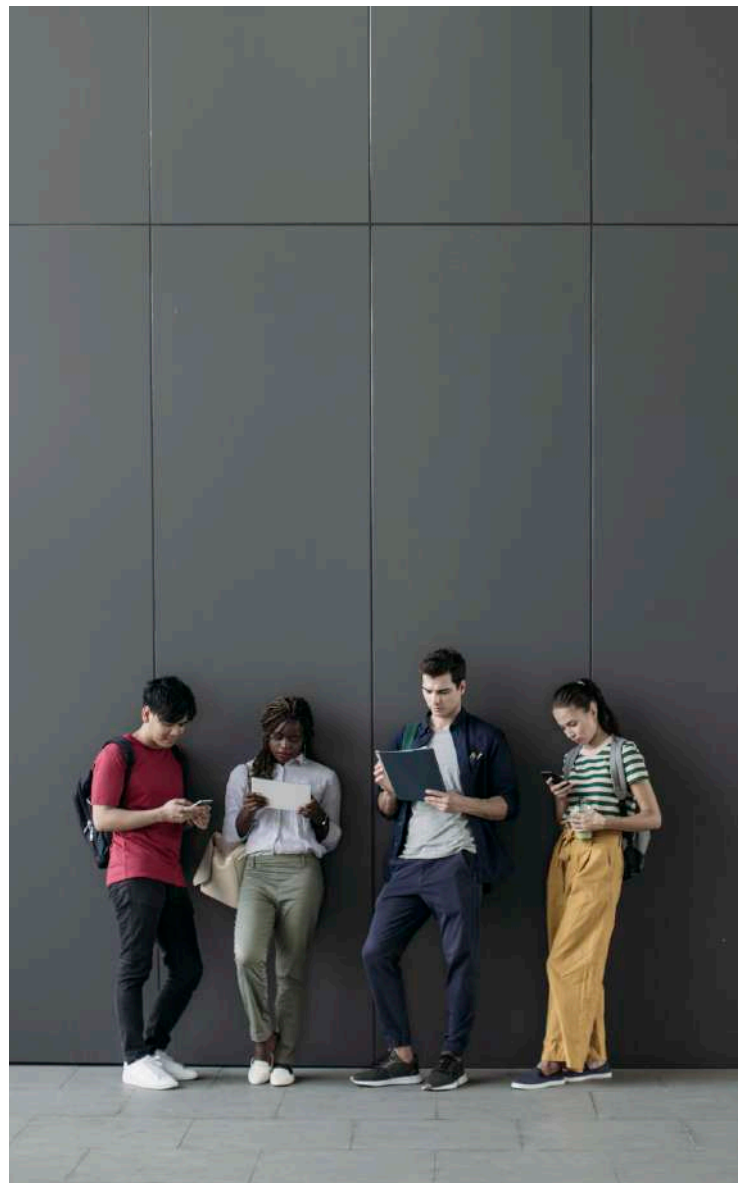


# How to simplify the complexity of the educational campus



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# A revealing look at the **diverse needs** of today's educational campus

**In the dynamic realm of higher education, a university or college campus stands as a thriving microcosm—a self-contained city with its own rhythms, challenges, and aspirations.**

It's more than just a place of learning. Today's campus is a vast ecosystem where an endless array of individuals, from students and faculty to administrative staff and visitors, must effectively coexist.

The higher education campus, in all its intricacy, is a world of its own. Bustling lecture halls, laboratories teeming with innovation, administrative offices coordinating a myriad of tasks, and of course, students shuttling themselves between classes.



This is today's campus—a place of learning, growth, and infinite possibilities. At first glance, it may seem like a hub of activity and opportunity, but beneath the surface lies a world of incredible complexity.

In this TeamViewer whitepaper, we're going to peel back the layers and explore the intricacies that define the modern higher education campus to see how they can be streamlined to create a prosperous epicenter of unlimited potential.

# Step inside the **connected campus**

**The intricate tapestry of higher education requires the people leading it to seamlessly orchestrate a symphony of elements, each playing a part in the creation of a harmonious academic experience.**

At TeamViewer, we refer to this harmony as a Connected Campus. A Connected Campus takes a visionary approach to connectivity, allowing the core components of an exemplary educational experience to come together in a way that ensures efficiency across the entire institution. The following components are at the heart of every educational institution:

**01**

## **Security & Compliance**

The safeguarding of an institution's integrity through safety, security, and adherence to policies.

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**02**

## **Productivity**

Campus-wide efficiency that empowers diverse departments in their pursuit of unique missions and goals.

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**03**

## **Accessibility**

Illuminating the path of success for all, irrespective of individual circumstances or background.

---

**04**

## **Support**

Offering guidance and encouragement to all members of the campus community, ensuring a nurturing environment that promotes growth and success.

When each of these elements are efficiently connected, a campus is able to transform its complexity into a streamlined realm where students can thrive, faculty can innovate, and administrators can excel. In the pages that follow we'll dive deeper into a Connected Campus to explore how these four elements, seamlessly woven together, become the catalyst for turning complexity into harmony.

# Security that keeps the doors open

Maintaining an open environment where knowledge flows and innovation thrives, while meeting high levels of security compliance.



# How security impacts the modern campus

**Within the bustling ecosystem of educational institutions, a formidable challenge looms—security and the ability to maintain its compliance.**

With thousands of students, hundreds of faculty members, and an expansive network of devices, touchpoints, and data sources, the equation becomes a complex one with countless unknown variables. Safeguarding the campus digital ecosystem to ensure the privacy of sensitive information, while adhering to the policies and principles of the institution is no small feat. It's necessary to address these demands with a powerful yet flexible approach tailored to everyday needs of the educational landscape.

## **On the menu: seamless, safe, and controlled access**

A bustling cafeteria the size of a large restaurant. The daily menu depends on a diverse and ever-changing staff, and countless vendors that help to keep the kitchen stocked and dining room running smoothly. This is where innovative tools like conditional rule-based access for team members and vendors, device management privileges for the systems in place, and control over physical access to the cafeteria itself during on or off hours are indispensable to the IT person on campus tasked with managing it and several other departments like it.

“

There are so many different types of users in the education space, and not every person is as tech savvy as the next. And when people don't understand how to use something, they'll either not use it or find their own solution, which poses a security risk.”

**Chris Harrison**, Enterprise Account Executive, TeamViewer

## **Simplify the device diversity of the institution**

In the dynamic world of a medium-sized university, it's often a small IT team shouldering the responsibility of safeguarding against security breaches. With countless devices and systems interconnected, the challenge is real. The ability to maintain and update software on managed devices, both manually and automatically, proves invaluable. This proactive approach minimizes risks, and lessens the burden on staff tasked with ensuring the university's digital infrastructure remains resilient and highly secure.



### Set GDPR as the north star

With thousands of students, hundreds of faculty members, and an expansive network of devices, touchpoints, and data sources, the equation becomes a complex one with countless unknown variables.

Safeguarding the campus digital ecosystem to ensure the privacy of sensitive information, while adhering to the policies and principles of the institution is no small feat. It's necessary to address these demands with a powerful yet flexible approach tailored to everyday needs of the educational landscape.

### Take a team approach to security

Heading the university's athletic department means maintaining control over its data and assets, while ensuring alignment to departmental goals and security standards.

In an era where everyone brings their own devices and solutions into the mix, it's crucial to have a solution that controls data access securely, regardless of platform, provider, or application. It's about striking the right balance between the drive to win and security in a dynamic athletic environment.

## How TeamViewer can help



Conditional, rule-based access control.



Device management capabilities.



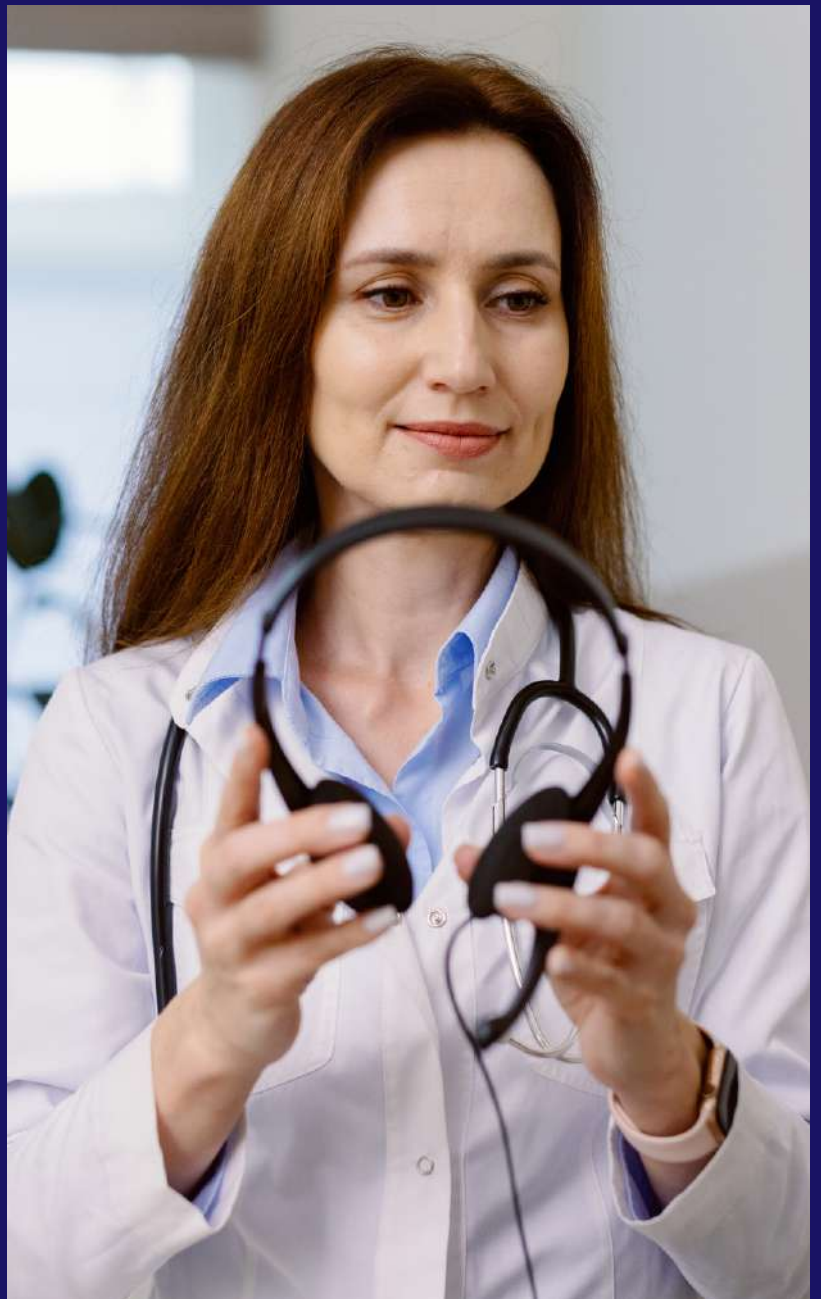
Remote authority over systems that control physical access points.



Adherence to General Data Protection Regulation (GDPR).

# Productivity without boundaries

The path to being productive with technology is formed by an ability for tools to adapt to the vast needs of the people using them.





# A contradiction in efficiency

**The allure of technology lies in its promise to transcend limitations, fostering unparalleled productivity. Yet, the very tools meant to amplify our capabilities can inadvertently hinder them.**

While technology has the potential to liberate us from traditional constraints, it can also introduce new hurdles to productivity. If not carefully constructed and managed the campus can quickly turn into an educational environment teeming with devices and platforms that overburden instead of enable.

In this section, we unravel the complexities of enabling productivity without boundaries and explore solutions that empower individuals to work when and how they choose, unfettered by physical constraints.



## **Move productivity to the front of the line**

IT teams, juggling a myriad of tasks, often find themselves stretched thin. Their need is clear: a solution to effectively prioritize, track, and manage workflows without sacrificing productivity. Imagine a system that empowers IT professionals to swiftly navigate their tasks with itemized precision, ensuring that no critical detail is overlooked.

## **Recognize the big impact of little details**

A Connected Campus ensures even the most unnoticed details of a flourishing school are woven into the fabric of its seamless operation. Think of the sprinklers watering lush lawns and lights illuminating pathways to ensure safe journeys. These systems may be hidden, but their importance is undeniable. Control and **the ability to manage the campus operations remotely and efficiently is paramount to a smoothly running learning environment.**

## Enable adaptive teaching

In the modern landscape of education, teachers seek new levels of freedom and adaptability. They strive to work on their own terms, whether on campus, at home, or from any location with a connection. This vision of flexibility is a cornerstone of a Connected Campus, enabling educators to embrace a dynamic teaching approach that caters to their unique needs, freeing up more of their time while they foster an environment where students can flourish, their own research can thrive, and everyone can benefit from the best experience, unhindered by physical constraints.

“Universities have a number of labs that require you to gown up before you enter them. Accessing lab systems and data without having to enter them creates incredible value. Not just in time savings, but also in use of the department’s personal protective equipment.”

**Kathie Kobelski**, Director, Solution Delivery for the Americas



## How TeamViewer can help



Track usage of systems and software.



Maintain inventory of devices and software on them.



Leverage ticketing queue for actions and transactions.

# The diverse demands of today's modern campus



# 90%

of faculty respondents saw campus connectivity and community building tools as returning the most value upon implementation\*.

Educational institutions are city-like ecosystems where students, faculty, staff, and visitors must all effectively coexist.

\*Nov 2021 McKinsey survey of 634 faculty members of public and private colleges and universities

## 1 Faculty & students

Require consistent and dependable access to course materials, data, and students from any location.

## 2 Staff & vendors

All with a vast range of goals and needs depend on access to buildings, data, and resources to keep the campus running smoothly.

## 3 Department heads

Have to manage multiple requests for the latest solutions that help enable self-guided or real-time course work.

## 4 IT staff

Struggle to manage and maintain a growing digital ecosystem and its policies, while supporting staff, students, and instructors.

# Capabilities that **everyone** can access

Building the inclusive path to a Connected Campus demands an understanding of uniqueness while ensuring accessibility for all.



# The demands of a **diverse campus**

**Enabling different ways of working and inspiring every kind of learner in the dynamic landscape of higher education can be a significant challenge.**

Staff, faculty, and students each possess their own set of unique characteristics, preferences, and technical proficiencies. The true potential of a Connected Campus is realized when its benefits are accessible to all, regardless of individual abilities or levels of technical expertise. Here, we've outlined the essential capabilities that ensure inclusivity and embrace diversity, while forging a path towards universal accessibility and empowerment for all.

“

Students and their professors move from room to room and building to building all day long. They all need a consistent environment where the data and content will be there, no matter where they are.”

**Kathie Kobelski**, Director, Solution Delivery for the Americas

## **Transcend technical proficiency**

In the dynamic realm of a Connected Campus, usability reigns supreme. From department heads to students taking their first steps, everyone should effortlessly embrace new tools.

Whether it's the head of the music department or the head of biology, ease of use ensures universal empowerment. Tools, regardless of complexity, should offer an intuitive experience, transcending technical proficiency—making the Connected Campus highly accessible and user-friendly.

## **Create a consistent learning experience**

In the dynamic realm of higher education, class sizes fluctuate, and student connection quality varies widely. It's essential that classes scale effortlessly while maintaining a consistent, high-quality learning experience.

A Connected Campus ensures that classes can flex to meet demand and that students can access a consistently exceptional learning environment in or away from the classroom.

## Implement with the familiar

Procurement teams must manage vendor relationships and department requests for the applications they want to bring into the picture.

This only heightens the need for solutions that either seamlessly integrate with existing tools, or consolidate them, all while being fast, flexible, and user-friendly to onboard into the existing infrastructure. A Connected Campus streamlines quick access to the efficiency new tools bring to the table without compromising on flexibility or introducing any unwanted complexity.



## How TeamViewer can help



Ease of use.



Self training.



TeamViewer global network.



Fast connection set-up.



Network, device, and operating system agnostic.



Fast implementation.



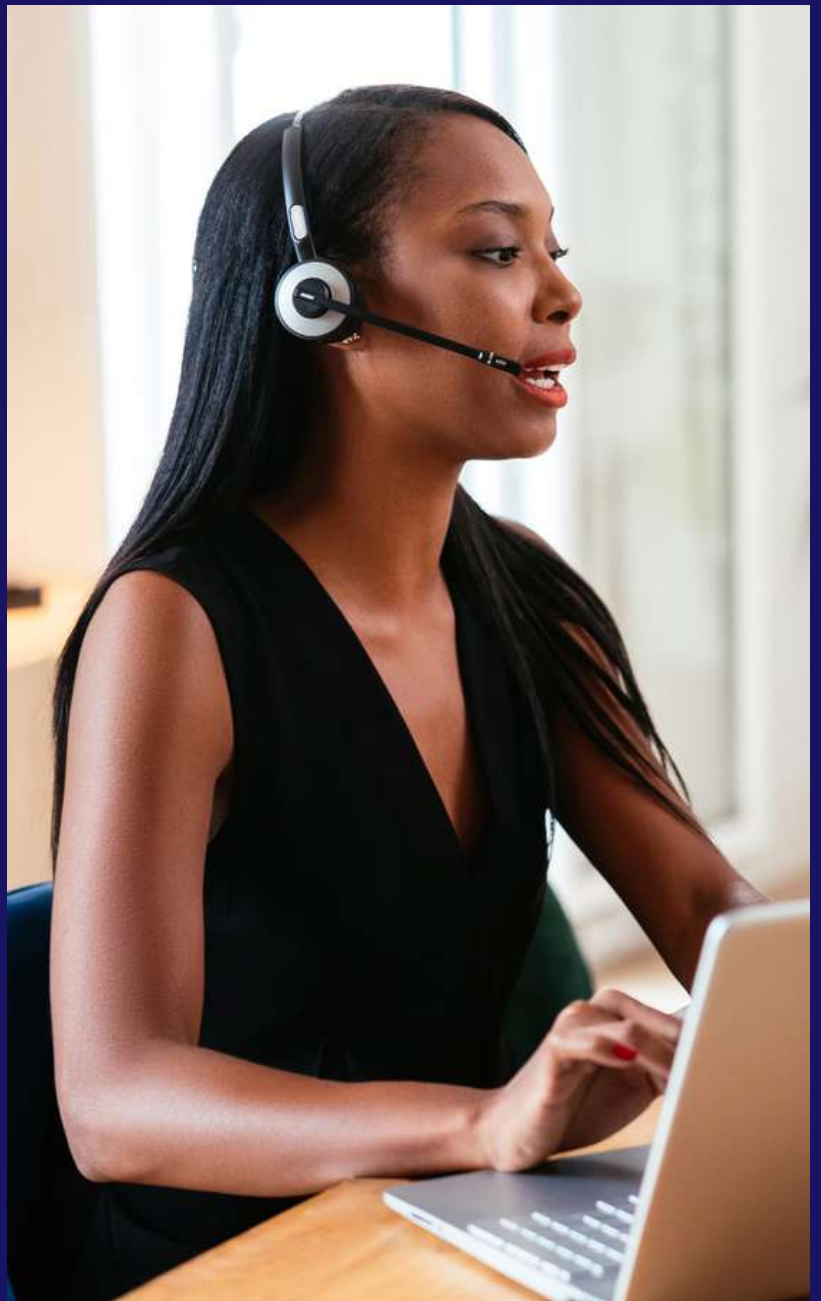
Integrates easily into existing ecosystem.



Consolidates tools already in use.

# A helping hand, **always** within reach

The educational environment prospers on its ability to offer support to those that need it, while bringing transparency into the process of getting help.



# The paradox of **technology** in the classroom

**Technology promises enhanced productivity and engagement but it can also introduce a paradoxical premise of distraction and frustration too.**

Digital classrooms are no different. Technological disruptions can fragment focus and depersonalize the learning experience. Let's delve into the intricate interplay between technology, distraction, and frustration in order to uncover strategies and solutions that cultivate engagement and nurture a personalized, inclusive, and supportive learning environment.

“

Our campus is quite large and sending an IT professional out to resolve an issue is neither sustainable, nor an option anymore.”

*Jim Hobbs, Supervisor, Client Technology Services at Thompson Rivers University*

## **Bring clarity to the support workflow**

Within the realm of IT support, confusion often reigns supreme. Students, faculty, and staff find themselves in the dark regarding the progress of their requests and the expected turnaround times for non-urgent matters.

Imagine a system that illuminates the support workflow, ensuring everyone comprehends their position in the queue and precisely how long they can expect to wait for assistance. Such a vision of IT support not only resolves issues but also fosters sense of trust and confidence throughout the campus community.





## Send immediate help in critical moments

Imagine a professor proctoring an exam, confronted with a sudden technical challenge jeopardizing the integrity of the assessment. The demand for immediate assistance is undeniable.

A Connected Campus escalates help for immediate, readily accessible problem solving from any location, ensuring educators and students can navigate unforeseen challenges with ease, preserving the integrity of their educational pursuits.

## Go beyond the screen, to go beyond expectation

An instructor's ability to control and share screens in the classroom or elsewhere transforms a moment of student frustration into a pivotal moment to instruct.

A connected classroom accommodates countless scenarios for learning when instructors are able to control the actions on any device while projecting on any screen, and from any location, ensuring that challenges are embraced as opportunities for the entire class to learn.



## How TeamViewer can help



Interact remotely with any device or data source on the network.



Screen recording and sharing.



Ability to interact with and respond to students.



File sharing.

# This is Tensor, by TeamViewer

TeamViewer is a security first, remote connectivity platform that enables companies on a growth path and enterprises operating at scale the ability to provide remote access, support and control to their stakeholders. Employees, partners, customers operating across the value chain, in different businesses, units, geographic locations and time zones can now be easily supported. This increases productivity and agility in a secure manner.

TeamViewer uses 4096-bit RSA key encryption, 256-bit AES session encryption, in addition to ISO/IEC 27001 certification standards for information security management that ensures inherent security risks are minimized at the network level.

At an application level, TeamViewer supports a host of modular security alternatives for access management promoting ease of access through approaches such as single sign-on (SSO) that ensure maximum protection against all interdependent security risks



Moreover, TeamViewer provides a host of add-on security features to manage access control. These features also augment the protection of critical network resources. For instance, conditional access rules involving device identifiers, time slots and expiry dates, act as additional security layers for access control.

Additional security provisions based on MFA and biometric authentication can be enabled. All these choices are designed to offset any possibilities for infused security risks making remote support sessions secure at scale.

# Security Fundamentals

TeamViewer complies with a range of certifications. As the compliance and regulatory environment is always changing, a current list can be found at: [www.teamviewer.com/en/trust-center/industry-leading-security/](http://www.teamviewer.com/en/trust-center/industry-leading-security/)



## TeamViewer ensures compliance with GDPR and CCPA

Data is hosted in Frankfurt, Germany through Anexia (TeamViewer's IaaS provider), with an active failover site in Vienna, Austria. TeamViewer ensure the highest standards for managing GDPR requirements and ensure compliance with CCPA.



## Data Security During Rest and Transit

Data is secured end-to-end with block encryption at rest, aligned to RSA4096/AES256 standards, and supports Perfect Forward Secrecy. Outside of a connection, TLS 1.2 is utilized for additional security. Within a session, the same RSA4096/AES256 standards are employed, ensuring consistent data security. For more information on collected data, please refer to the [TeamViewer Data Processing Agreement \(DPA\)](#) and [Privacy Policy](#).

## Audit Standard with TeamViewer

TeamViewer performs annual penetration tests, including both black-box and white-box testing, on all products as part of the Secure Software Development Life Cycle (S-SDLC). Various certifications are routinely acquired, and necessary updates are reviewed and implemented. Continuous external monitoring through BitSight is employed to secure public-facing infrastructure. For a more detailed analysis, please refer to [this report](#). TeamViewer also partners with [YesWeHack for the Bug Bounty Program](#).



**TISAX:** Ensures a conformant Information Security Management System is in place.



**SOC2/SOC3:** Validates compliance with the five trusted principles.



**ISO 9001:** Ensures we deliver consistent and quality product production setup.



**ISO/IEC 27001:** Ensures hosting providers datacenters utilized.

## Is TeamViewer a reliable secure remote vendor?

Customer satisfaction remains a top priority at TeamViewer. Multiple methods are provided to ensure accountability, including resources such as status page and the security bulletins page. These platforms offer real-time updates and an open publication of change logs to keep customers well-informed. TeamViewer is also a FIRST member and has a published well-known page.

## How does TeamViewer keep my user accounts safe?

Solutions such as trusted devices, email-based second-factor authentication as default for all accounts, and optional or enforceable TOTP multifactor authentication are provided for enhanced security. Additionally, zero-knowledge account recovery is in place. In the case of TeamViewer Tensor, features like SAML 2.0 Single Sign-On and SCIM are implemented for optimal account protection.



# Additional Resources

## Security documentation

Security handbook:

[community.teamviewer.com/English/kb/articles/108686-welcome-and-introduction](https://community.teamviewer.com/English/kb/articles/108686-welcome-and-introduction)

## Multi-factor authentication

Activating two-factor authentication:

[community.teamviewer.com/English/kb/articles/66-activate-two-factor-authentication](https://community.teamviewer.com/English/kb/articles/66-activate-two-factor-authentication)

## Access management

Conditional access and how administrators can control incoming and outgoing connections:

[community.teamviewer.com/English/kb/articles/57261-get-started-conditional-access](https://community.teamviewer.com/English/kb/articles/57261-get-started-conditional-access)

Protect your accounts with a physical security key:

[community.teamviewer.com/English/kb/articles/109554-security-key-redirect](https://community.teamviewer.com/English/kb/articles/109554-security-key-redirect)

## Single sign-on (SSO)

Reduce time and effort with SSO:

[community.teamviewer.com/English/kb/articles/30784-single-sign-on-ss](https://community.teamviewer.com/English/kb/articles/30784-single-sign-on-ss)

## Compliance & audits

Reduce time and effort with SSO:

[community.teamviewer.com/English/kb/articles/30784-single-sign-on-ss](https://community.teamviewer.com/English/kb/articles/30784-single-sign-on-ss)

## Auditability

Protect your business and also keep track of support experiences happening within your company:

[community.teamviewer.com/English/kb/articles/54970-auditability-event-log](https://community.teamviewer.com/English/kb/articles/54970-auditability-event-log)

## TeamViewer community and knowledge hub

English (EN): [community.teamviewer.com/English](https://community.teamviewer.com/English)

German(DE): [community.teamviewer.com/German](https://community.teamviewer.com/German)

Japanese (JP): [community.teamviewer.com/Japanese](https://community.teamviewer.com/Japanese)

French (FR): [community.teamviewer.com/French](https://community.teamviewer.com/French)

German(DE): [community.teamviewer.com/German](https://community.teamviewer.com/German)

Japanese (JP): [community.teamviewer.com/Japanese](https://community.teamviewer.com/Japanese)

French (FR): [community.teamviewer.com/French](https://community.teamviewer.com/French)

# About TeamViewer

TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

[www.teamviewer.com/support](http://www.teamviewer.com/support)

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## Stay Connected



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