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English 182K

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Annotated Bibliography

1. Zoom Security Issues: Here's Everything That's Gone Wrong by Paul Wagenseil

The author of the article is a senior editor at Tom's Guide whose work is mainly focused on cyber security and privacy. The research article was written in context that sought to warn users of Zoom's data privacy and security issues. The summary of the article conveyed that the video conferencing platform has been accused of using information assets like login information in questionable ways and for not implementing appropriate security measures in place. The main concern the author addresses throughout the article is Zoom's security issues such as cybercriminals being able to hack Zoom client software, and attack surface, a phrase that describes how hackers keep attacking the platform. There are also concerns about "Zoombombing" and an example given is Oklahoma City University's graduation ceremony on May 12th, 2020. During the ceremony, racial slurs and other inappropriate comments were made. The article also touches base on the flaws regarding the degree of protection that is provided by Zoom such as end-to-end encryption issues, and the open access to attackers allows them to create malwares (viruses). The author suggested that Zoom use `_BigPic.gif` file names to avoid "arbitrary code execution," which unfortunately only works for images, but it can be a start. This article goes enough in depth about the security issues regarding Zoom, so

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I intent to use the information about issues with the application's security in my paper.

For instance, when writing the paper, I need to write an introduction that can clarify why Zoom is not the best video conferencing application for learning.

2. Updated Comparative Analysis on Video Conferencing Platforms- Zoom, Google Meet, Microsoft Teams, WebEx Teams, and GoToMeetings by Ravinder Singh and Soumya Awasthi

This research article is written by Indian authors who write about the differences and similarities between these video conferencing platforms. I found a lot of articles regarding Zoom security in India and this was the only research article that compared Zoom with other applications. The context of this article is simple as it explains the different applications, their intended audiences, and focuses on the different security measures put in place by these platforms. There is some very useful background information like how many users use Zoom, the features it has, and frequently faced issues like lack of security, and "Zoombombing." There are also diagrams/figures in the article that I can use for my research article with the proper citation. There is an informative section on ways to safely use video conferencing platforms. After discussing Zoom, the authors write about different platforms such as Microsoft Teams, Google Meet et cetera and their different features. It turns about that Microsoft Teams is much safer to

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use than Zoom because of the many security measures set forth. This research article is embedded with useful information that I can use in my research paper because it goes more in-depth on the individual video conferencing platforms themselves. As if now, I am not sure about the structure of my research paper, but I like how their article is structured because it is very easy to follow. Not only do the sub-headers make it easier to read the article, they make it more convenient to skim the paper. I think I want to use a similar structure for my research paper and also use the figures in this article as necessary.

3. Zoombombing- the end-to-end fallacy by Ion-Alexandru Secara

This research article was published on Science Direct, a reliable site for interdisciplinary research articles. Alongside it being a reliable source, the author, Jon-Alexandru Secara, is a software engineer intern at Silicon Valley and the cofounder of PostureHealth. The research article is specific to the use of Zoom during the lockdown period, which is convenient for me because I was looking for a paper that was more specific to these times. There are important pieces of evidence like the amount people who use Zoom and of those people, how many people's profile has been sold to the dark web. This information is important for my paper because I need to be able to give examples on how Zoom is not safe and compromises data privacy. The author briefly describes what end-

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to-end encryption does, and how instead of using this type of encryption Zoom uses something called Transport Security Layer (TSL) encryption that allows Zoom to have access to user information. A research done by The Citizen Lab also showed that some calls in Zoom go through servers located in China. This means that Zoom failed to use end-to-end encryption, which can allow Chinese authorities to access and share information. There are lots of fundamental information in this article that are worth sharing in my research paper and it goes more in detail about the various different attributes of Zoom that do not make it a safe platform. There are figures that articulate relevant information, so I will implement those figure into my research paper with proper citation.

4. Zoom Deleted Events Discussing Zoom “Censorship” by Jane Lytvynenko

The author, Jae Lytvynenko is a BuzzFeed news reported from Toronto, Canada. This article is geared towards a wider audience because it is easy to comprehend that Zoom censors certain subjects. The article is relevant to teachers, students, parents, and even normal citizens because silencing of Palestinians is a subject that matters to more people than just academic affiliates. There are limited articles written about Zoom’s academic censorship, but this non-scholarly article recites the incident that happened on September 23rd where Leila Khaled, a member of the Popular Front for the Liberation of Palestine was supposed to

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give a talk. The event was reported to have violated the company's term of service and it was taken down because Jewish and Israel lobby groups wanted the meeting to end. This did not sit well with a lot of people as they expressed their anger by protesting against the silencing of Palestinians. Then a recent event organized by New York University on October 23rd, which did not include Khaled was also cancelled by Zoom because it violated the company's Terms of Service, Acceptable Use Policy and community standards. Ironically, the event in October was held to discuss what happened on September and academic censorship. Even Professors Andrew Ross at NYU, the organizer of the event, expressed that the cancelation of the event was absurd. The article informs readers that the contracts universities sign with Zoom allow it to control academic ventures and involves third parties into the learning process. Eventually, the event was held through Google Meets, but due to further complications, the event had to be recorded for publication. This article was one of the few articles written explicitly focused on academic censorship, so for the research paper, I would use the testimonies by the people involved in the event. This will be my primary evidence as it is coming from the people themselves and will make the research paper stronger as I can implement real experience instead of writing about my opinion. Later I could also expand on how academic censorship affects and intervenes with learning in a negative way.

5. Security and Compliance in Microsoft Teams

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I found this site that from one of the research articles above and it has been especially helpful in understanding the safety measures implemented by Microsoft to make Microsoft Teams a safer platform for users. The author(s) of this article is not listed on the website, but the piece was written for Microsoft users or anyone interested in knowing more about the safety of Microsoft Teams. For Microsoft 365 and Office 365 users, specifically, article makes a clear disclaimer that user data is not being used by Microsoft for things like advertising. For user safety there is two-factor-authentication, and data encryption. Advanced Threat Protection (ATP) is used for Microsoft Teams, which permits the users to determine if the content in the application itself is not appropriate and as a result, the user can block the content. This is helpful because if the user suspects something is not safe, then they can block it. Safe attachments are also available on Microsoft Teams and it checks for inappropriate attachments. There are also information barriers that prevent people from communicating with each other if there is no need for it. I intend to use the information in this article when I make my argument on why Microsoft Teams is a safer choice compared to Zoom. I can list out all the different security measures set in place to make the argument more persuasive.

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