

UITS Handbook - 2010

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1. WELCOME

Greetings, and welcome to the staff of University Information Technology Services! We think you will find UITs a challenging, exciting place to work. Every position in our organization is a key to our success. We depend on you to excel technically, to approach solving our users' problems with energy and good humor, to "work smart" to help us find better ways of accomplishing more, and to help us work effectively with our partners in departments and other service units throughout the university. We want you to connect with your professional colleagues at other universities; this keeps us abreast of important trends in the business of university computing and facilitates the essential exchange of information that determines our success.

UITs is a large organization. This manual was developed to make it possible for new staff members to acquaint themselves with our world and with the personnel policies and procedures of IU and UITs. If you have questions about any of the information provided here, you may discuss them with your manager or the UITs Human Resource Officer, Debby Allmayer.

We encourage you to share your ideas about ways in which we can improve our services and the environment for our staff with the UITS HR staff: [Toni Usrey](#) [Panos Niarchos](#) [Lynda Johnson](#) or [Debby Allmayer](#)

About this handbook . . .

The primary purpose of this handbook is to facilitate your orientation to University Information Technology Services and, if you are new to IU, to the university as well. We hope it will also serve as a valuable tool to current staff members for whom questions regarding paid-time-off accruals and pension plan changes. This document is a living, breathing document that will continue to change along with UITS, so you can expect to receive updates as necessary. It is an important guide for all UITS employees, including supervisors and managers, who must be familiar with various policies, procedures, and benefit plans.

UITs, like all other departments, is required to follow certain university policies and procedures. Because it is a large organization, UITS has found it necessary to create some of its own policies to ensure equity and consistency in the treatment of its employees. Throughout this handbook, whenever applicable, a web address or link is provided to show you the corresponding university or UITS policy or procedure. If there should be a conflict between the UITS operational policies and university policies, the university policies shall govern.

Because this handbook addresses a broad spectrum of issues, in some cases you will have to explore further for answers to more complex procedural questions. The handbook tries to guide you to the appropriate places to find the information you seek.

Most of all, we want this handbook to address your needs. To that end, we ask that you share your comments and suggestions with the UITS Human Resources Staff so that its usefulness can be improved.

Mission

UITs is committed to excellence in the delivery of information technology services, and is dedicated to developing its staff members and empowering them to provide these services. UITS works with other members of its community to enable Indiana University to excel in teaching, learning, research, and service.

UITs values

We value customer service. As a result, each of us will take responsibility for anticipating and meeting customer needs within the university community, inside our organization, and among colleagues at other institutions. We will answer and address any questions or issues we encounter until they have been resolved.

Each individual member of the UITS staff is key to our success in meeting customer needs. UITS management fully supports each staff members efforts to improve or develop the skills necessary to optimize job performance and professional growth.

We recognize and actively embrace the constant change that characterizes higher education and the technology industry. Our enterprise is one that is responsive and flexible in its ability to adapt to and apply new technology.

Teamwork, cooperation and professionalism are essential to our success both as individuals and as an organization. Respect, helpfulness, sharing, tolerance, openness, honesty and good humor are critical elements in our relationships with others inside and outside the organization. UITS is characterized by a positive, forward thinking orientation that expects excellent performance from individual staff members and the organization. We value and encourage individual initiative and the exchange of innovative ideas that help UITS achieve its mission.

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UNIVERSITY INFORMATION TECHNOLOGY SERVICES

Our Pledge

Our vision for the UITS is to help the University become a national model of urban higher education by developing and providing services for faculty, students, and staff that help them reach their full potential, through accessing and using information in many forms and through several media. This vision will be realized through the commitment of a highly skilled and dedicated staff in University Information Technology Services and the new Information Technologies Institute. Our mission of establishing a campus technological environment to promote the highest quality instruction, research, health care, administration and public service is essential for "*extending the promise*" of IU and IUPUI. We therefore commit to a philosophy based on these shared values:

- ***Personal and professional integrity.*** Our behavior will reflect the highest standards of ethical conduct and will reflect the tangible and intangible results of our vision. We will put the needs of clients first and demonstrate through our behavior that we are honest, reliable, and caring.
- ***Unconditional dedication to improvement and excellence.*** We believe that IU/IUPUI deserve the support of a world-class technology organization consisting of first-rate service professionals. We pledge to overcome obstacles and to work with a sincere desire to evaluate ourselves critically and realistically. We are committed to creating a work environment that allows each person to become his or her best and that rewards employees commensurate with performance.
- ***Recognition of unique contributions and needs.*** We understand that there is a significant relationship between personal, professional, and organizational growth. We commit to support every client, the organization, and the institution. We will build on each other's

strengths and help each other overcome weaknesses. We pledge to reflect our service responsibilities and maintain self-discipline in all that we do.

- ***Individual responsibility and accountability.*** We accept personal responsibility for our decisions and actions. We accept ownership of problems and solutions. We will acknowledge our mistakes and take personal responsibility for correcting them. We will learn from mistakes and use the experience to improve the services we offer to the campus.
- ***Commitment to communication, cooperation and group problem solving.*** We believe that sharing ideas and building on the strengths and contributions of every individual will help us achieve our vision and fulfill our mission. We will communicate openly and constructively. We will strive to promote internal and external partnerships, and work toward mutual objectives with clients and colleagues. We will endeavor to recognize and acknowledge the contributions of others, and offer support wherever possible.
- ***Stewardship of the public trust.*** We recognize that we are caretakers of resources that belong to others. We know that service to IU/IUPUI is our duty and we pledge to represent the interests of the campus and its many constituents to the best of our abilities. We will strive to continually improve the quality and efficiency of our work and return good value for the investments made in us.
- ***We have established extraordinary standards for UITS and ourselves.*** Although the organization is very young, our successful partnerships, exceptional staff, and far-reaching commitments have already set examples for others. As you reflect on our vision, mission and values, share your ideas with others and remember, as Franklin Roosevelt said, "the only limit to our realization of tomorrow will be our doubts of today."

2. GETTING STARTED

Orientation and training

If you are a first-time IU employee, you will be invited to an orientation session conducted by University Human Resource Services or the IUPUI Human Resources Administration, depending on the campus where you work. These sessions are usually conducted on Thursdays for IUB and Tuesdays for IUPUI and will detail the various IU benefit packages and facilitate your enrollment in the programs of your choice.

For specific campus details regarding orientation including agenda, yearlong schedule and locations, please visit <http://www.indiana.edu/~uhrs/employment/bloomington/agenda.html> for IUB campus, or <http://www.hra.iupui.edu/orientation.asp> for IUPUI.

In the meantime, we like to schedule a welcome session with you and a member of the UITS HRO team. In this session we will have you complete necessary hiring and payroll paperwork, issue your photo identification badge/card key access, briefly introduce you to the IUB and IUPUI benefits packages and address any questions or concerns that you might have concerning UITS. Your manager will orient you regarding work team, work environment, and specifics about your job (including function, objectives, expectations, and practices).

Work hours

All full time staff is expected to work 40 hours per week. The business hours are set between 8:00 am - 5:00 pm, with the exception of the units that provide continuous coverage. This includes two 15-minute breaks and one-hour lunch. The supervisor approves the breaks and the lunchtime. Although there are no specific flextime and telecommuting policies, management may set different working hours depending on the nature and the needs of the specific unit. Support Staff, Professional staff eligible for overtime (PAO), and/or hourly staff must have supervisory permission to work beyond the standard 40 hour per week schedule.

Please see <http://www.indiana.edu/~uhrs/policies/nonunion/4.0/4.3.html> for Support and PAO staff at IUB, or http://www.hra.iupui.edu/Policy_Manual/policy/4_3.html at IUPUI for the official personnel policy regarding support staff and PAO work schedules.

The full-time schedule for professional employees normally consists of 40 hours in each work week. Professional staff members exempt from overtime (PAE) are employed to perform a job and are expected to complete assignments, even if extra hours are required. PAE Employees who are regularly required to work excessive amounts of time beyond 40 hours should talk to their supervisors.

Please see <http://www.indiana.edu/~uhrs/policies/nonunion/4.0/4.2.html> for the official personnel policy regarding PAE work schedules. (Note: For PAE staff, it is the same policy on all campuses.)

Because UITs provides certain services 24 hours daily, some staff members' hours may vary from the traditional schedule. These continuous service areas include our Computer Operations Center, Network Operation Center and our Call Center.

Office facilities

- Access at IUB
UITs employees gain access to several of our buildings via electronic cardkey. If you are an employee or project affiliate, you will be issued a card key when you begin work at UITs. It will open exterior and interior doors of our facilities located at 10th and the Bypass. The cardkeys operate in proximity versus swipe system and are programmed individually to open doors in those UITs facilities to which you need to have access as part of your job. The exterior door to the main building, Wrubel Computing Center, is opened to the public between 7:30 am and 5:30 pm Monday through Friday. The interior doors of buildings E2 and E5 as well as the inside doors between the reception area and work areas will be locked at all times, so you must carry your card key with you when you leave your office to get in and around these buildings. You should also wear your staff photo identification while at Wrubel, or any UITs facility (IMU, Support Center, Stat/Math Center, UITs student technology centers, etc.). Should you forget your card key, temporary ones are available at the receptionist desk.
- Access at IUPUI
UITs occupies the IT side of the new Informatics Communication and Technology Complex (ICTC) at the Northeast corner of the campus. Employees gain access to our building via an access card and personal ID. If you are an employee or project affiliate,

you will be issued a card key when you begin work at UITS. It will open exterior and interior doors of our facilities. The cardkeys operate via card reader system and are programmed individually to open doors in those UITS facilities in which you need to have access as part of your job.

Security in all facilities is extremely high. If you misplace or lose your card key, notify the facilities manager *immediately* so that your lost key can be invalidated and a new one issued. Security is EVERYONE'S job, including yours.

Public access to UITS buildings is restricted to a single, receptionist-monitored door during business hours. Non-UITS staff wishing to pick up printouts, cable, software, etc. should visit the receptionist desk during regular business hours. Anyone who is not a UITS employee must register at the receptionist's desk and wear a guest ID badge while visiting any of these buildings.

Note: Because the internal doors are locked at Wrubel Computing Center, UITS employees must meet their visitors in the reception area and escort them to their destination.

If you see someone in any secured area within UITS facilities with no identification badge, try to ascertain that individual's identity and UITS employment status or call IUPD (5-4111) at IUB or (4-7911) at IUPUI and ask them to do so. If a guest is in either facility unescorted, ask if you may escort him/her to where s/he needs to be. Group meetings held in UITS facilities during regular office hours should be computing-related and UITS- or university-sponsored. Access after hours is limited to UITS staff; however, small, escorted groups are permitted **ONLY** if their visit is directly related to UITS.

- Other office facility information

Because our open offices cannot be secured, please be careful what you leave in them. And please respect the privacy of other UITS staff members' work areas.

Bicycles constitute a safety hazard when brought indoors. Please leave them in the racks located outside each building. It is university policy that pets are not allowed on university premises.

UITS, as well as all other University departments maintain compliance with the substance-free workplace policy found here- <http://www.indiana.edu/~uhrs/policies/uwide/substance.html>. Smoking is strictly prohibited except in designated outdoor areas.

Appropriate dress

All staff members are expected to dress in a professional manner, conducive to their work as a normal part of their daily routine. You are expected to dress appropriately for your work situation. Regardless of your position, radical departures from the conventional dress and personal grooming habits are not recommended.

Office supplies

At IUB, the WCC receptionist is the office supply coordinator who maintains an adequate stock of standard supplies our central supply cabinets. Should you need an item that is not routinely purchased, you may ask the receptionist, or send email to phone@indiana.edu about ordering it.

At IUPUI each building has an office supply coordinator, usually the receptionist, who maintains an adequate stock of standard supplies. Should you need an item that is not routinely stocked or purchased, ask the coordinator.

Telephone policies

Most UITS staff telephones include features such as automatic dialing, call transfer, call forwarding, three-way calling, message waiting, last- number redial and voice-mail system. Instructions for using these features are provided by UITS Finance Office. A phone list containing telephone numbers of UITS staff members and locations/groups is updated regularly. You may access this information on-line https://webdb.iu.edu/Osedev/secure/staff/uits_phones.cfm.

Calls to your office phone will ring directly at your desk. Please do not give out the receptionist's telephone number instead of your own. If you do not maintain an online calendar accessible by your receptionist, be sure to notify the front desk when you leave the building. Again, the email address for the receptionist at IUB is: [phone @ indiana.edu](mailto:phone@indiana.edu) and at IUPUI is [ringram @ iupui.edu](mailto:ringram@iupui.edu) It is also a good idea to notify your receptionist of planned and unplanned time off, so that your calls can be efficiently handled.

Personal long-distance calls may not be charged to your UITS telephone. To make business-related long-distance calls from your desk, you need a long-distance authorization number. Long-distance authorization numbers are given to UITS employees whose job requires that they must make long distance calls. Ask your supervisor if you are eligible to obtain one. Whenever possible, use 800 (toll-free) numbers for placing long-distance calls, or use the SUVON line for calling other IU campuses or schools located in Indiana. Instructions for using SUVON may be found in the current IU telephone directory.

If you are leaving town and wish to be able to call the office in your absence, you may check with the Finance Office for a telephone number enabling you to make these calls free of charge.

Keep personal calls to a minimum. If you have employment outside of UITS, ask that calls related to that position not be directed to your UITS number.

Mail

Electronic mail

UITS staff members use several different email systems. Most use distributed mail software. Such software runs on desktop computers utilizing central mail servers. Examples of distributed mail software are Eudora, Pegasus and Outlook. Several of which incorporate scheduling features as well as electronic mail. Other staff use Unix mail (in various varieties, like Elm and Pine) on shared Unix systems. When you are offered a choice, we recommend that you select the

mail system that is used by the majority of staff in your group or unit. For some other mail systems it is a little more complicated than this; please contact your campus LSP for assistance; (IUPUI phone 278-0245, or IUB phone 856-6004).

UITS maintains several e-mail distribution lists that you can use to send mail to everyone within a specific group. For instance, you can send mail to all part-time employees, to everyone in UITS, to all senior managers, or to all managers. These lists are maintained on Listserv. If you need to be added or removed from the listserv you may contact Lynda Johnson at **Lynda Johnson**. Lynda can advise you as to which listservs are available to each staff.

Special note: The convenience of using e-mail distribution lists occasionally tempts staff to flood our network with messages that are really intended for a small audience. Please remember that a message sent to all UITS staff (UITS-ALL) goes to more than 1000 individuals, including the Vice-President and Directors and part-time staff members, so be sure that your message is relevant to the entire staff before sending it. Below are some guidelines for sending UITS-ALL messages. Ask yourself:

- Is this message relevant to the whole staff? If it isn't, narrow your distribution list.
- Does this message clearly define all names, affiliations, documents, initiatives, etc.? It should do so, and as concisely as possible.
- Does the message specify the locations, dates, and times for which your announcement is relevant?
- If your message is a request, does it clearly specify who should respond to the request and how and when responses should be made?
- Is your message as short as it can possibly be while remaining clear?
- Are you using the most efficient email format for the audience you wish to reach?
- Can you arrange to send the message during a slow period for the computing network (after hours or on weekends), so as not to cause network traffic congestion?

Like any communications technology, email can be used unethically. UITS employees are responsible for knowing the appropriate uses and procedures surrounding the use of electronic mail. Be sure to exercise proper ethics when using email. Do not use it to extort, coerce, or harass. Do not use it to solicit illegal commerce or unlawful acts. Also, be sure to exercise good judgment in knowing when to use email.

It is official UITS policy neither to use nor to give out email subscriber lists for bulk mailings.

See <http://uits.iu.edu/scripts/ose.cgi?amay.ose.help> for a list of IU policies regarding email.

Traditional or Paper Mail

Three types of mail are picked up from and delivered to UITS offices: U.S. mail, metered mail (used only for UITS official business; it must be accompanied by a departmental account number for postage billing), and IUB/IUPUI campus mail.

Incoming mail at Wrubel Computing Center: Mail is delivered to the reception area. Mail for Telecomm, E2 and E5 is sorted at the WCC reception area and transferred to the appropriate building once daily.

Incoming mail at IUPUI: Mail is delivered to the reception area of the IT building once daily where it is sorted and distributed at 4:00 pm.

Outgoing mail at the Wrubel Computing Center: Separate mail boxes for each type of mail are located near the reception desk. Sort your outgoing mail appropriately into these boxes. If you need to send an item either by UPS or overnight mail, you are responsible for making those pickup arrangements.

Outgoing mail at IUPUI: Separate mail boxes for each type of mail are located in the mailroom, room IT 105. Sort your outgoing mail appropriately into these boxes. If you need to send an item either by UPS or overnight mail, the receptionist will make the arrangements for pickup but you will be responsible for providing her with the correct account information.

Printouts and faxes

You are expected to pick up your own printouts and faxes unless you make special arrangements. Ask your manager how printouts are handled for your group.

Office equipment (workstations)and Software:

Office equipment and software are supplied to you based on the requirements of your current position. Address questions about workstations and software to your manager. Because your equipment is provided to you based on the requirements of your current position, it may not transfer with you when you move to another position within UITS.

First, if you don't already have one, you will need a **network identification**. You will have the chance to create your own network id and accounts by visiting <https://itaccounts.iu.edu>. To accomplish this you will need to know your date of birth and the last four digits of your university identification number.

Note: Due to the implementation of the new HRMS, user IDs may not be created until AFTER an HRMS electronic document has been processed and in the system for approximately 24 hours.

Exchange accounts: Employees need this account to utilize the Exchange-based email/calendar Microsoft Outlook client. Please see <http://www.indiana.edu/~uits/telecom/messaging/exchange.html> for more information regarding Exchange.

This is just a short list of the recommended software applications. To view the complete list as well as information about choosing and configuring your computer system, please visit the New

UITS Employee/Local Support Provider page at <http://uits.iu.edu/page/apwa>. If you need additional software, please submit requests to your manager or associate director (AD). The Departmental Support Lab (<http://uits.iu.edu/scripts/ose.cgi?ameb.ose.help>) staff is available to help determine the best sources.

Certain management groups within UITS have group directories. Your manager may request this account(s) for you by sending email request to <http://uits.iu.edu/scripts/email.php?cid=55>. Using the file server's personal or group directories as a wholesale backup device for PC or Macintosh disk drives is not appropriate; the LAN group is available to consult and advise regarding appropriate network file systems use.

You are expected to refrain from using UITS resources (computers, disk space, printers, photocopying equipment, and so on) for work not related to UITS activities. Please see <http://informationpolicy.iu.edu/policies/> for the policy on use of Indiana University Information Technology Resources.

It is a violation of UITS policy, may be an actionable breach of contract, or a violation of copyright law to have unlicensed software on servers or personal workstations. Be sure that all software on any server or personal workstation for which you are responsible is legally licensed.

Media contacts/confidential information

Select UITS staff are authorized to represent UITS in discussions with the media. In general, these staff have a broad base of experience and knowledge about the organization, and they are familiar with the director's philosophy regarding what should or should not be said to the press. *Unless you have been specifically informed that you are authorized to talk to the press, please refer any contacts you might receive promptly and directly to [Kim Milford](#).*

What kind of information is confidential? In general, it is information that is not intended for distribution beyond the limited audience to which it is addressed. Although some information is clearly marked CONFIDENTIAL, other communications will not be as clearly designated. Even if not explicitly stated, UITS employees are expected to anticipate the intentions of the authors (speakers) of information regarding its distribution, and act according to those intentions.

Although it is not possible to identify all situations in which information might be confidential, the following are some major areas in which care and discretion are particularly critical. In general, let common sense and professionalism be your guide.

- Requests for proposal (RFP) Personnel records
- Summaries of senior management meetings
- Correspondence
- Organizational plan
- Archival records

Pay Practices

In accordance with IU policies, employees new to Indiana University must elect the direct deposit option for their pay. Instead of receiving an actual pay check, we receive an advice of deposit detail how much money was electronically distributed into the bank accounts of our choice. Professional staff members (PA or PB rank prefix) generally are paid on the last day of the month. Should the last day fall on a Saturday or Sunday, distribution occurs on the Friday preceding the weekend. Support staff members are paid biweekly, every other Friday.

The advice of deposit statements are usually distributed into your campus mail box or by hand to full-time staff members on the morning of payday. Real pay checks are handed directly to the employee. An email message should be sent by UITS staff members to the payroll monitor four working days prior to payday to make any special arrangements. Employees (still receiving an actual pay check) who are not in their offices at the time of distribution, and who have not left specific instructions with the Finance Office, may pick up their checks in the Finance Office. *Under no circumstances can a paycheck or advice of deposit be given to a third party without prior arrangements having been made with the payroll transaction associate.*

For our evening/night shift employees, we extend the courtesy/privilege of allowing them to receive their pay advice/check from their supervisor after 12 midnight the night before actual payroll distribution. This is done with the understanding that funds may not be available and checks are not to be cashed until the actual pay day. *The Finance Office reserves the right to revoke this courtesy/privilege for any reason.*

Salary ranges for biweekly (Support) staff for IUPUI, are set by Human Resources Administration; salary ranges for IUB Support Staff are established by University Human Resource Services. Minimum salary guidelines for professional staff are set by the university administration, while each department pays salaries according to their own budgets and needs, based on the incumbent's previous experience, performance, years of service, competitive market forces, and other factors. Staff members customarily receive a pay increase effective July 1 of each year subject to the salary guidelines the university administration establishes for each campus. At IUB, the university administration discusses the distribution of the allocated funds for Support Staff with the Communication Workers of America.

Please see the following online resources for further information regarding job specifications, salary ranges, and the UITS career management/feedback program.

<http://www.indiana.edu/~uitshr/services/posinfo/index.html>

<http://www.indiana.edu/~uitshr/services/perfobj/index.html> for salary ranges at

<http://www.indiana.edu/~uhrs/salary/pa-ranges.html>

Questions regarding the UITS career management/feedback program should be addressed to one of the UITS HR team members. Questions or problems regarding your actual pay check should be addressed to the payroll associates in the Finance Office. Please notify your payroll associate at IUB or Lynda Johnson at IUPUI of changes in address, banking institutions/accounts, and employee federal/state tax withholding allowance preferences (W-4).

Business Cards

At UITS IUB or IUPUI you may be eligible to receive printed business cards if your manager and Director determine that they are necessary to your job. As a general rule, business cards are ordered for staff who have frequent contact with people outside UITS. The department will pay for a maximum of one set of business cards (500) for each staff member per year. At IUB please visit http://www.indiana.edu/~uitsfin/business_cards.html to submit your request for business cards.

At IUPUI please visit <http://www.ikon.iupui.edu/> to submit your request for business cards.

3. GETTING AROUND

Where is University Information Technology Services?

UITS has the following offices and service facilities on the Bloomington and Indianapolis campuses.

Bloomington Campus:

Wrubel Computing Center, Buildings E2 and E5. UITS staff work in the facilities, located at 2711 E. 10Th Street.

Communication Services. Most of our voice telecommunication staff work in this building, located at 2715 E. 10th Street.

401 North Park Avenue. Center for Statistical and Mathematical Computing.

501 North Morton Avenue. Pervasive Technology Lab.

Indiana Memorial Union. UITS operates four facilities in the student union building: 1) The Support Center (room M084); 2) The Departmental Support Lab (room M086); 3) A PC classroom (room M088) utilized by our IT Training & Education group to teach STEPS and PROSTEPS computer classes; 4) A Windows NT Workstation computing facility (room M089)

Franklin Hall. The Office of the Vice President for Information Technology is located in Franklin Hall (rooms 112 and 116) on the central campus.

Throughout Campus. UITS maintains classrooms, offices, and laboratories that support many other IT initiatives in the areas of adaptive technology, advanced visualization, digital music, electronic text technologies, residential, and student computing.

Indianapolis Campus:

Informatics Communications Technology Complex ICTC (IT). The Office of the Vice President for Information Technology is located on the 5th floor of the IT building along with the

executive offices of UITTS for IUPUI. Central Attendant Services, IT Training & Education Labs, Technology Center and the Support Center are located on the 1st floor. Communications and Planning Office, Digital Media Services and TLIT are located on the 2nd floor. The Finance Office, Global NOC, Human Resources, UIS, IT Policy and Security, Telecommunications and User Experience Labs are located on the 3rd floor. Pervasive Technology Labs, Advanced Visualization Lab, RAC and the Virtual Reality Theater are located on the 4th floor. Central Receiving, Data Center and Network & Systems Operations are located in the basement.

Parking and Public Transportation

Parking at IUPUI is an auxiliary service unit created to operate, maintain and develop parking facilities. All fees are spent on the parking system operations and facilities. Employees at both campus locations can use the parking garages or IUB/IUPUI parking lots. Parking hang-tags are required in order to use these lots and parking garages. The hang-tags and the parking privileges associated with them vary by campus.

In Bloomington : Parking hang-tags (A, C or E) are available at the Parking Operations Office, Franklin Hall 006, by paying either the full cost or by using the payroll deduction plan. Please visit the IU Parking Operations home page at <http://www.parking.indiana.edu/> for more information regarding parking enforcement, regulations, motorist assistance, and a link to the IU Motor Pool.

Because UITTS is a department that serves Bloomington central campus offices from off-campus locations, IU Parking Operations has issued us a few departmental clips. Vehicles displaying these departmental hang-tags are permitted to park on central campus if they meet three conditions: 1) they must be registered with the university; 2) they must display a valid A, B or C hang-tag. When used in combination with a C hang-tag, a departmental clip will be honored as an A hang-tag. There is no limit on the parking privilege in the A or C spaces. There is a 30 minute limit on vehicles parked in all spaces marked as reserved. The departmental hang-tags issued to us must be used exclusively for UITTS-related travel to central campus. Because there is great demand for the departmental hang-tags, they may be signed out from the receptionist and staff members may keep clips no longer than 24 hours. However, each UITTS associate director will have some departmental hang-tags for distribution to staff that might need them for longer than 24 hours.

Visitor parking available on Bloomington campus is metered parking.

In Indianapolis: There are four classes of Parking Permits available:

"A" parking areas are exclusively for Faculty and Staff.

"B" parking areas are exclusively for Faculty and Staff.

"E" parking areas are specified for Student Parking.

"Visitor" parking areas are either metered parking or are for visitor parking. (Both fall under the fee system.) Parking rates are formally adopted each spring. Please visit this link for more information: <http://www.parking.iupui.edu/>

Operating a university vehicle

Vehicles are available for rental for intra- or interstate travel for university-related business with prior approval of your manager and AD. You must have a valid driver's license to operate a university vehicle. Please see the travel account representatives in the UITS Finance Office for information or arrangements.

All university vehicles assigned to UITS are to be used for university business only. Under no circumstances are these vehicles to be used for personal and/or commuting usage.

Employees who are required to drive university vehicles between campuses and lose their driver's license may lose their employment with the university as well.

Please go to <http://www.indiana.edu/~riskmgmt/SiteMap.htm> and read the section on auto guidelines and policies relating to driving privileges, usage of University-owned vehicles, etc.

As a condition for driving any vehicle on university business including your personal vehicle or a university vehicle, drivers must give Indiana University authorization to conduct a MVR check and provide all necessary information for the check. Driving on university business will be prohibited if authorization to conduct a MVR check is not given. An MVR check will be conducted annually unless the Office of Risk Management (ORM) determines a more frequent check is necessary. You will be provided a copy of the MVR check if requested and will receive a copy if its contents will affect the authorization to drive on university business. Because a suspension of your authorization to drive may impact upon your employment, you and your department will be notified if your authorization to drive on university business is suspended or at risk of being suspended.

If you will be using a University-owned vehicle or your own personal vehicle for work-related business, please submit the Authorization form for Motor Vehicles Records check form found at: <http://www.indiana.edu/~riskmgmt/DLSubmission.pdf>.

Training & Travel

All of your travel needs can be taken care of online through our Finance Office, please visit this URL for more information: http://www.indiana.edu/~uits/business/travel_index.html

Travel request forms must be completed and signed by both the staff member and AD and include the project code and account number for the trip. You must notify the travel account representatives a minimum of two weeks prior to the date of the trip. Upon receipt of the travel request form, they will contact the specified travel agency and make all necessary arrangements.

Please retain and submit to the travel account representatives all applicable receipts obtained during your travel. After final signatures are affixed, the accounts monitor will process your request for reimbursement and a check will be written. Travel Management Services has issued several bulletins, available through the UITS Finance Office, that detail reimbursement policies.

Intracampus travel on UITS-related business may be reimbursable if you are driving more than 100 miles each quarter. You must keep a detailed log sheet, available through the UITS Finance Office, in order to receive reimbursement.

It is important to remember that when you drive your own vehicle on university business, as at any other time, you are liable for any accident for which you are responsible. You are also liable for any university equipment that you are transporting in a private vehicle.

However, in any case where your liability (not your collision) exceeds the amount of your own insurance coverage, the university will assume responsibility for those payments in excess. You must be on duty, on university business, when the accident occurs for the University to be responsible for this excess liability.

Because UITS has many locations, your job may require both intra- and inter-campus travel in your private vehicle. It is the employee's responsibility to be aware of any limits to their personal insurance regarding job-related travel.

4. EMPLOYMENT POLICIES

Affirmative Action and Equal Employment

Indiana University has an Affirmative Action Office on each campus (IUB - <http://www.indiana.edu/~affirm/> and IUPUI - <http://www.iupui.edu/~oeo/>) and complies with the Board of Trustees' policy against discrimination on the basis of sex, age, race, religion, ethnic origin, sexual orientation, veteran status, or disability. Please see <http://www.indiana.edu/~uhrs/policies/uwide/eoaa.html> for the University's EEO policy.

Americans with Disabilities Act

The University has made all necessary provisions to be in compliance with federal civil rights statute designed to protect qualified individuals with disabilities from discrimination in employment, public accommodations, government services and programs, transportation and communications. The law requires employers to consider qualified applicants with disabilities for employment.

For further information on the IUB policy on disability, please see <http://www.indiana.edu/~ada/>

For further information on the IUPUI policy on disability, please see <http://www.iupui.edu/~aao/adapol.html>.

Probationary Periods

IU probationary periods are designed to provide assurance that new employees satisfactorily meet the demands of their position. Professional staff serve a minimum of six months' probation; Support staff at IUB and clerical or technical employees at IUPUI serve a minimum of four

months' probation. Occasionally, these probationary periods are deemed insufficient, and may be extended accordingly.

Reporting Absences

Biweekly staff report their absences on their biweekly paper or electronic attendance sheet. Professional staff report absences via a web application which goes directly to our UITS Finance Office. Biweekly staff receives accrual notification on their bi-weekly payroll advice about vacation, sick, bonus, honorary, holiday and comp hours available.

You are responsible for reporting anticipated absences to your manager or supervisor before you are scheduled to begin the workday. If the absence is due to an emergency, you must, as soon as possible, let your manager know the reason for the absence and the time you expect to return. If you can't reach your manager, notify your building receptionist and arrange for a message to be sent to your manager.

In accordance with Indiana University policy (<http://www.indiana.edu/~uhhrs/policies/nonunion/4.0/4.1.html>), being absent for three consecutive working days without notifying management may be cause for termination and absence for five consecutive working days without notifying management is cause for termination.

Your supervisor should tell you about their particular preferences or procedures with regard to reporting time off. But in general, special forms are used for reporting technical/support staff absences.

Professional staff report absences via the ePTO online application found on the Onestart “Administrative Systems” page found here: <https://onestart.iu.edu/my2-prd/portal/>. Within this web application, professional staff may view their accruals and year to date usage limitations. Questions regarding this application and time off may be sent via email to timeoff@indiana.edu. Technical/support staff receive accrual notification on their bi-weekly payroll advice of vacation, sick, bonus, honorary, holiday and comp hours accruals.

Career Management Plan

At least once each year, managers are responsible for conducting career management plan of all employees who report to them. These appraisals review how well you have met the responsibilities of your position and measure your accomplishments against what was expected of you since your last appraisal. Appraisals are intended to:

- provide a clear picture of your achievements as measured against the responsibilities outlined in the job description and performance objectives established in the previous review;
- encourage improved performance by suggesting future professional objectives;
- improve manager-employee communications and clarify job responsibilities and performance levels;

- provide motivation by recognizing your achievements, giving direction and encouragement, and discussing areas that need improvement;
- document consistently high or low performance levels in order to make sound management decisions; and

For more information regarding career management, please visit <http://www.indiana.edu/~uitshr/services/perfobj/intro.html>.

Compensatory Time and Overtime

Professional staff exempt from overtime (PAE) should average at least 40 hours per week without expecting compensatory ("comp") time off for occasionally working extra hours. When work hours become excessive on a regular basis, they should be documented, and, at the discretion of the manager, equal time off may be given. Such determination is made on a case-by-case basis. You must use comp time within the calendar year in which you earned it; time you don't use is not covered by compensatory or terminal pay.

Support staff and Professional staff eligible for overtime (PAO) must make a request in advance of working extra hours. You may be compensated in one of the following ways:

You may receive extra pay on the payday for the period in which you worked the overtime, at 1.5 times the hourly rate if your supervisor has indicated funds are available.

Otherwise, you may receive time off without loss of pay at 1.5 times the overtime hours you worked. *Support staff should not accumulate more than 40 hours of compensatory time at IUB and 80 hours at IUPUI; PAO staff should not accumulate more than 160 hours of compensatory time.*

It is UITS policy not to assign overtime hours to hourly (non-appointed staff) employees. Exceptions to this policy require the prior approval of the AD in each specific case.

Outside Employment

You are expected to provide 40 hours of dedicated service to UITS per week, with time off as provided for by university policy. During those 40 hours, you may not take or make calls, do work, or attend meetings that relate to work outside UITS.

You are expected to refrain from using UITS resources (computer, disk space, printers, photocopying equipment, and so on) for work not related to UITS activities. If you want to use computing equipment for commercial purposes, you must apply for a commercial account.

The following UITS policy for employees who are employed after-hours is divided into two categories: after-hours employment for other IU departments or personnel and after-hours employment outside IU. In either case, it is important that you make clear to your

employer that your services for him/her do not in any way imply UITS and/or IU warranty.

The full provisions of these two policies are located at:

<http://www.indiana.edu/~uhrs/policies/uwide/coc.htm>

-and-

<http://www.indiana.edu/~uhrs/policies/uwide/coi.htm>

After-Hours Employment for IU

During after-hours work for IU, you must display professional ethics. Simply by virtue of your association with UITS, any recommendation, consulting, repair, or other activity that you do could be perceived as carrying a UITS warranty.

UITs prohibits freelancing within the university in an area of service that UITS provides.

UITs employees with particular expertise in an academic discipline may be asked to teach credit courses for other departments at Indiana University. From an organizational perspective, the increased interaction between UITS staff and students and faculty may be valuable, and depending on the course, the UITS instructor might further facilitate the introduction or integration of computers into instructional methodology. For UITS employees, teaching provides an opportunity for job enrichment and continued participation in their academic concentration.

As stated above, you are committed to working for UITS 40 hours per week, and any teaching commitment must be outside of regular work hours. If you wish to teach during normal work hours, time taken for teaching responsibilities must be made up or compensated for by other paid time off options.

You may freelance at the university after hours as long as the work does not impede performance of your regular job or imply warranty to UITS. In all cases, you should relay your intentions to do this work to your manager, and prior to accepting any work you must secure his or her approval. University policy requires UITS management approval before a check can be issued for the services you provide for another university department.

After-Hours Work Outside IU

You may undertake after-hours work outside IU that aligns with the above policies and guidelines. We recommend you reach an understanding with your manager about such employment. It should be made clear to your employer outside IU that you alone are responsible for the work you perform, and that it carries no seal of approval or organizational support or warranty from UITS.

Nepotism

The complete IU policy on employment of relatives (known as the nepotism rule) can be found here <http://www.indiana.edu/~uhhs/policies/uwide/minors.html>. The following are a few general regulations from this policy. You may not be recommended for an appointed position if you are related by blood or marriage to a member of the State Board of Education or to an IU trustee.

You may not be employed full-time, part-time, or temporarily in a position that creates an immediate supervisor/employee relationship with someone to whom you're related by blood or marriage. Questions to consider in determining what is immediate supervision include: Does the supervision involve day-to-day functions? Is the supervisor the only one competent to judge such issues as hiring, retention, promotion, and salary?

If your marriage to a staff member creates one of these relationships, one of you must leave your position by the end of the fiscal year, or within six months of the beginning of the relationship, whichever period is greater. (The one who leaves may work elsewhere at UITS or within IU.) If you can't agree on who is to leave, the individual with least seniority will be asked to leave.

5. EMPLOYEE BENEFITS

Time Off

The university has established different time-off plans for its employees under different functional classifications. All professional staff members opting to transfer to the PTO plan in January 1985, and all professional staff members hired subsequent to January 1985 fall into the PA paid-time-off plan described briefly below.

Support Staff enjoy the holidays, vacation and income protection (sick) time off as described below. The schedules of earnings apply to full-time appointed staff only; if you are part-time (50% FTE and greater), paid time off is pro-rated. You will earn income protection if you are appointed at 75% FTE or greater.

If you have questions or want further details about either of these plans, or if you are in the PB time off plan (professional employee on board prior to January 1985 who did not opt for the PTO plan), please contact the UITS Human Resources Office.

PTO (paid-time-off) Plan [PA]

All newly appointed professional staff or employees transferring within the university to professional positions will be enrolled automatically in the PA paid-time-off plan. This plan is designed to cover vacation, sick leave, bonus days, personal affairs, and funeral attendance.

The following table shows the amount of PTO staff earn.

	Full-time staff	Part-time staff
--	------------------------	------------------------

	on 12-month appointments earn this amt.	earn this amt.
During the first 60 months of university service credit	An annual allowance of 30 days per year at the rate of 20 hours per month	Prorated amounts equal to the FTE percent
After 60 months of university service credit	An annual allowance of 36 days per year at the rate of 24 hours per month	Prorated amounts equal to the FTE percent

During the first five years of appointment, full-time professional employees on 12-month appointment will earn an annual allowance of 240 hours of paid-time-off (PTO) per year. This time is accrued on the last work day of each month at the rate of 20 hours per month. Accruals in the first and last month of employment are prorated based on the number of work days in pay status in the month. After five years of university service credit, full-time employees on 12-month appointment will earn an annual allowance of 288 hours of PTO per year. These days, too, will be accrued on the last work day of each month at the rate of 24 hours per month. With managerial approval, employees may use PTO as soon as it is earned and may use up to their annual accrual in a year (240 or 288 hours for a full time employee).

Employees may carry over to the next calendar year any unused paid-time-off accruals, up to a maximum equal to their annual allowance. These carryover accruals will be designated as the paid-time-off balance and do not increase the maximum number of hours you can take off (your annual allowance) the next year but do allow earlier usage of the allowance. In addition, you may allocate up to a maximum of 96 hours of unused paid-time-off to a personal sick leave account, from which you may use days for funeral attendance and personal or family illness without decreasing your annual PTO allowance.

Employees transferring to professional positions from appointed positions in other functional classifications, or from any of the biweekly paid functional classifications, can use their previous university service credit in meeting the five years requirement. The amount of sick leave and vacation accrual that may be transferred differs by functional classification.

Please see <http://www.indiana.edu/~uhrs/policies/nonunion/10.0/10.6.html> for an overview of professional staff paid time off policy.

Holidays [PA, PB, Support Staff]

Indiana University observes nine holidays: New Year's Day, Martin Luther King Day, Campus Holiday (which is a floating holiday at IUB and is observed on Good Friday at IUPUI), Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day. A holiday is considered to be an eight-hour day during which all offices are closed, except where continuous service is essential. The UITs Call Center, Computer Operations, and Support Center (telephone) are staffed 24 hours per day, 365 days per year. For religious holidays not included in the nine mentioned above, reasonable accommodation to bona fide religious observances and practices is made in work scheduling. You may be required to use benefit time if you plan to be absent from work in order to attend religious services.

If a legal holiday falls on a Sunday, the holiday is observed on the Monday immediately following. If a legal holiday falls on a Saturday, the holiday is observed on the Friday immediately preceding.

At IUB the Campus Holiday is earned during the spring recess of classes, and may be taken (with prior supervisor approval) any time before the end of the following calendar year.

Income Protection (sick leave) [Support Staff]

The income protection plan provides support staff members with a method to prevent loss of pay for personal illness, injury, family illness, and emergency or approved personal affairs (see below). Full-time appointed employees earn 3.7 hours per eligible 80-hour period, which results in a maximum earning of 96.2 hours in a calendar year. Earnings are cumulative from year to year. For full details regarding the Support Staff income protection benefits, please see

<http://www.indiana.edu/~uhrs/policies/nonunion/10.0/10.3.html>

Vacation [Support Staff]

See schedule of accumulation below for Support Staff.

Staff with this amount of university service credit	Earn this amount of vacation for every 80 hrs. in pay status	For a total of this amount each year
From 0 to end of 6th year	4.31 hours	112 hours (14 days)
Start of 7th year to end of 13th year	5.85 hours	152 hours (19 days)
Start of 14th year to end of 29th year	7.39 hours	192 hours (24 days)
Start of 30th year and beyond	8.92 hours	232 hours (29 days)

All vacation requests must be approved in advance by your manager. New appointed support staff employees may use accumulated vacation time after receipt of their first paycheck and the time is reflected on their pay stub. Please see

<http://www.indiana.edu/%7Euhrs/policies/nonunion/10.0/10.4.html> for details regarding support staff vacation hours.

Medical and Dental Healthcare Plans

Employees on full-time appointment are eligible for enrollment in medical and dental plans. Multiple plans are available depending on residential location. Please visit http://www.indiana.edu/~uhrs/benefits/health_care.html for details regarding medical and dental plans.

Life Insurance Plans

The university provides a basic life insurance plan paid for by the university. Supplemental life insurance may be purchased by the employee through IU. Please see <http://www.indiana.edu/~uhrs/benefits/basic.html> for details about the basic life insurance and <http://www.indiana.edu/~uhrs/benefits/supplemental.html> about the supplemental life insurance.

Long Term Disability Insurance

A long-term disability plan is available to all full-time appointed employees. Please see <http://www.indiana.edu/~uhrs/benefits/ltd.html>

Personal Accident Insurance

Personal Accident Insurance plan is available to all full-time appointed employees. Please see <http://www.indiana.edu/~uhrs/benefits/pai.html> for details.

Tax Saver Benefit Plan

This benefit is available to all full-time appointed employees. Eligible employees may choose to use pretax dollars to pay for qualified health- and/or dependent-care expenses. Because these expenses are exempt from federal, state, local, and FICA taxes, you increase your net take-home pay. You estimate the expenses you expect to incur during the year, and have funds taken from your salary before taxes are calculated and placed into an account from which you are reimbursed as the expenses are incurred.

Please see <http://www.indiana.edu/~uhrs/benefits/tsb.html> for details.

You will receive detailed information and explanations of the above plans at your new-employee orientation conducted by the campus Human Resources department. That office will issue periodic updates on these plans, and your UITS Human Resources Office can also provide information.

Fee Courtesy

Fee courtesy is an employee benefit that pays a portion of Indiana University credit-hour fees for employees, their spouses or domestic partners, and children taking classes at IU.

For details about fee courtesy including enrollment forms, please see <http://www.indiana.edu/~uhrs/benefits/tuition.html> Note: it is the same form for all of IU)

Retirement

Effective January 1, 1987, mandatory retirement due to age is prohibited by federal law for most employees.

Retirement - Public Employees' Retirement Fund (PERF)

The State of Indiana Public Employees Retirement Fund (PERF) is the retirement program into which all support staff are enrolled. This plan is made of two parts: 1) the amount of money in an annuity savings account in your name and 2) a pension based on years of service. IU contributes an amount equal to three percent of your pay every pay period to be invested in your annuity savings account. (Note: These are subject to change without notice.)

<http://www.indiana.edu/~uhrs/benefits/perf.html> for details. Visit PERF web site at <http://www.in.gov/perf/> to learn about investment fund options for your annuity savings account.

IU Retirement Plan

The IU Retirement Plan for Professional staff is a defined contribution plan and the university makes all contributions on the participant's behalf. At the employee's choice, IU contributions go to specific fund options at TIAA/CREF and/or Fidelity Investments.

Please see <http://www.indiana.edu/~uhrs/benefits/iuret.html> and explore the TIAA/CREF web site at <http://www.tiaa-cref.org> or the Fidelity Investments web site at <http://www.fidelity.com>.

Tax Deferred Annuity (TDA)

This program is available to all appointed staff and PERF covered hourly employees. Participation is voluntary. In so doing you can set aside extra money for retirement from your current income and delay paying current income taxes on the amount that you set aside. Brochures are available through the university and UITS Human Resources Offices indicating the authorized IU vendors and answering frequently asked questions about the TDA program.

Please see <http://www.indiana.edu/~uhrs/benefits/tda.html> for details.

Hourly Staff Benefits

Student hourly staff do not earn benefits. Non-student hourly employees may be eligible for some benefits. Employees paid by the hour earn a vacation pay allowance of one hour for each 12 hours in excess of 1,000 hours worked during the fiscal year in the same division or department. This vacation pay allowance shall not exceed 80 hours of pay. The rate of vacation pay is determined by the average rate received while the vacation was being earned. Hourly staff are also entitled to take one 15-minute break during each half-day of work. Hourly staff who work in excess of 1,000 hours per calendar year are to be enrolled in the Public Employees Retirement Fund retirement plan.

6. PROFESSIONAL DEVELOPMENT

IT Training & Education

All UITS full-time employees are encouraged to take advantage of IT Training & Education. This includes both end user and computing support education such as hands-on classes, infoshares, user groups, and certification series. Topic areas include PC, Macintosh, and UNIX-based applications. UITS employees are entitled to three free 3-hour workshops per academic year. Employees enrolling in more than three workshops will be charged the regular IU staff fee for the additional workshops. The three free workshops cannot be applied toward day long workshops. Instead, UITS employees may enroll in these longer workshops at a discounted rate. UITS employees choosing to enroll in a certificate series, who have not used their free workshops, can register for the series and receive the first three workshops at no charge and the remaining at a 10% discounted rate. You must have your supervisor's approval and you must register (855-7383, or send e-mail to ittraining@indiana.edu for IUB or 4-7383, ittraining@iupui.edu for IUPUI. Find out what's available online at <http://ittraining.iu.edu/> or through the Information Technology Training & Education catalog available at the reception area in your building or directly from IT Training & Education.

If you find that you cannot attend a class for which you have registered, notify them *immediately* at 855-7383. If the class you have enrolled in becomes full with a wait-list, you may be asked to attend a different session to make room for non-UITS staff, faculty, and students wishing to attend.

IT Training & Education class materials are also available to UITS staff at the discounted student rate.

InfoShares/IT Seminar Series

InfoShares and UITS IT Seminars are informal presentations designed to discuss human resources issues or introduce new computing applications and technologies. They can also serve as forums where information and news gathered at conferences and seminars can be disseminated to individuals unable to attend. In addition, InfoShares provide an opportunity for UITS staff to discuss information on new UITS initiatives or services.

InfoShares are presented to the university community and/or to UITs staff only. A listing of InfoShares can be found at

http://www.indiana.edu/~uitshr/services/outreach/Spring_Outreach.html or

http://www.indiana.edu/~uitshr/services/outreach/Winter_Outreach.html.

In-house training

UITs works occasionally with commercial vendors, e.g., Sybase, to offer highly specialized classes in skills areas for developer programming or technical support. These are generally done in cooperation with the managers of those skill areas. These classes may be open only to UITs staff and at times also to the IU community (for a charge). If you have an interest in taking such a class and it's not in your area of responsibility, talk to your manager or the UITs Human Resources Officer, Debby Allmayer.

Credit-Hour Classes

If you wish to enroll in classes, you can usually do so by enrolling in sessions held outside the workday or by obtaining approval in advance from your manager to attend classes held during work hours. For Support Staff or Professional Staff eligible for overtime (PAO), time away from the job to attend classes must be covered by one of the following means, and these arrangements should be clearly understood by both your manager and you prior to enrollment. It's a good idea to put this understanding in writing.

Charge the time missed from work to paid-time-off accruals or accrued compensatory time.

Make up the hours missed on an hour-for-hour basis, as scheduled by your manager.

Submit time absent to Payroll as absent-without-pay, and without benefits accrued.

Supervisors may request employees to enroll in certain classes to provide needed job-related training. In this event, time to attend classes does not have to be made up or covered by any of the methods indicated above. If you are enrolling in IU classes, you may take advantage of the fee courtesy benefit (see section 5).

Job Rotation

UITs enthusiastically supports the concept of job rotation, job shadowing, and other on-the-job methods of offering its employees retraining and job enrichment opportunities. A variety of possibilities exist. In some cases, staff members who are unaccustomed to user support work shifts at the Support Center. In others, staff members with special, needed expertise work alongside members of another group on a part-time, temporary basis to improve their understanding of new systems or applications.

While the specialization of most individuals in our environment makes the immediate transfer of responsibilities to another person difficult, you are encouraged to pursue job

rotation possibilities, working individually with the immediate managers involved or asking the UITS Human Resources Office to help in coordinating a job rotation plan.

7. THE WORKPLACE

Security

All UITS employees play a role in ensuring the security of UITS office and equipment areas. For both personal and equipment security as well as collegiality reasons, please wear your UITS ID badge when working in a UITS facility or performing work as a UITS staff member capacity elsewhere on campus.

Please do not let non-UITs staff members inside secured areas. Someone who does not work for UITS should always check in with the receptionist for a guest badge and in all buildings be escorted by a UITS employee within our secured areas.

If you see someone without a badge whom you do not know, you should approach them and ask if they need help. If you are uncomfortable doing so and suspect unauthorized activity you may call IUPD 5-4111, or 4-7911 for IUPUI Police. You may also notify Doug Chambers @ 812/855-8251 or at IUPUI, Chick Wellman @ 317/278-2478 to report such incidents.

Smoke- and Drug-Free Workplace

Smoking is not permitted in the offices of University Information Technology Services.

According to IU policy, <http://www.indiana.edu/~uhrs/policies/uwide/substance.html> the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances and alcohol on university property is cause for employee discipline up to and including dismissal from employment. Employees are reminded that conviction under state and federal laws that prohibit alcohol- and drug related conduct can result in fines, confiscation of automobiles and other property, and imprisonment. Additionally, many employment opportunities may be lost.

Any employee whose use of alcohol or of controlled substances away from the university can reasonably be established to be the cause of poor attendance or performance problems is to be counseled to seek rehabilitation from available university or community resources. All persons should be aware of the health risks caused by abuse of alcohol and controlled substances.

The Work Environment

UITs offices are designed to provide a safe, pleasant environment for staff and visitors. Some guidelines follow for keeping them pleasing to the senses.

Sight

The buildings have been decorated to present a pleasing, professional environment. Please decorate your office space following the same principles. Use coat racks, storage units, bookshelves, and file cabinets to keep clutter at a minimum. As someone once said, cleanliness is next to godliness. A few tips:

- Be responsible for cleaning your own dishes.
- Be responsible for food that you put in the refrigerator. No one likes to put today's lunch next to an unidentifiable former food object.
- Don't leave open food containers on desks, in drawers, or in overhead storage areas. They invite insects, mice, and other pesky little creatures.

Sound - Some tips on how to decrease the noise in office areas:

- Use common courtesy in office or hallway conversations. People are working in cubicles near your conversation.
- Sit down to talk when you're in a cubicle. The acoustic dividers work best when all people in the conversation are seated. Use conference rooms for extended conversations, or those involving several people.
- Reserve conference rooms for meetings.
- Keep the volume down on your telephone bell. It's easily adjusted, and keeping it low will endear you to your neighbors.
- Keep computer program beeps, bells, and whistles to a minimum. If you occasionally use a radio, keep the volume low.

Smell - In an open office, scents carry and linger. Some tips:

- Some chemicals are toxic, such as those in permanent felt-tip markers and rubber cement solvent. Use of these products is discouraged.
- Adjust the amount and intensity of aftershaves and perfumes. Scents don't dissipate when there is no fresh air, and staff may be sensitive to them.
- Use designated building areas (kitchen, dining area) for eating foods with strong odors.

Conference Rooms

At IUB You can reserve all conference rooms through Microsoft Exchange, although for the bigger conference rooms (WCC110, 109 and 101A) we ask you to schedule them through the WCC receptionist or list the room title as one of the resources in your new appointment creation. The WCC receptionist can confirm the availability of that room, electronically approve the reservation on behalf of the "room title" resource, and maintain accurate usage records on these larger conference/meeting rooms. To contact or WCC receptionist, please call 5-9255 or send email to [phone @ indiana.edu](mailto:phone@indiana.edu)

At IUPUI You can reserve all conference rooms through Microsoft Exchange. You can find a list of conference rooms, their location and their size can be found at <https://www.indiana.edu/~uitstop/scripts/ose2.cgi?avjy.def.help>

Training Facilities

You have several resources available for the purpose of demonstrating technology or for hands-on computing education of other UITs staff. To avoid usage conflicts, you must be careful to reserve additional hardware resources in the resource section of your appointment creation or reserve these additional resources through the receptionists.

- LCD devices, projection overheads, and projection screen for checkout.
- Toshiba Pentium laptop and Mac PowerBook for checkout
- hands-on teaching facilities in Wrubel 107 (managed by Jim Kippenbrock [jkippenb @ iupui.edu](mailto:jkippenb@iupui.edu), and the IMU M088 (managed by Chris Payne and coordinated through [ittraining @ indiana.edu](mailto:ittraining@indiana.edu)

VDT Radiation

Recent research raises the possibility that the electromagnetic fields generated by your computer monitor (VDT) may pose health risks.

Preliminary findings suggest that disturbances at the cellular level can occur in people exposed to strong low-frequency magnetic fields over long periods of time. These disturbances may be the cause of an increased incidence of miscarriage in pregnant VDT users and are thought to suppress the immune system, a factor tied to cancer. While the validity of these findings is not yet established, you should take them seriously until more is known.

Fortunately, magnetic field strength diminishes rapidly the farther you move from the VDT. If you maintain a distance of 28 inches or more between the front of the VDT and your body (approximately arm's length), you'll keep your exposure at levels that are generally recognized as safe. The magnetic fields at the sides, top, and back of the VDT are often stronger than those at the front. To be safe, keep your body at least 48 inches from these. Common office and building materials do not shield you from magnetic radiation, so pay attention to your distance from VDTs in offices or cubicles adjoining your own; even if you can't see them.

Pregnant women may decrease their risk of miscarriage by following these guidelines, and by limiting their VDT exposure to 20 hours per week. UITs encourages managers to help pregnant employees schedule their work to accommodate these preventive measures. Less-serious problems can be caused by the electrostatic fields that VDTs produce. These bombard the computer user with ions that attract dust particles, which can cause eye and skin irritation. If you have a history of eyestrain, eye

irritation, or dermatitis, discuss with your manager the possibility of equipping your VDT with a glare screen that traps and disposes of electrostatic and low-frequency electrical radiation.

Carpal tunnel syndrome (repetitive stress)

Carpal tunnel syndrome (CTS) is a painful, debilitating condition. It affects the tendons and median nerve that extend from the forearm into the hand. The cause most commonly attributed to the workplace is repetitive motion. When you flex your hand or fingers, the flexor tendons rub against the walls of the carpal tunnel. Over time, this can irritate the tendons and cause them to swell, putting pressure on the median nerve.

You can take several steps to lower your chances of developing CTS. Some of these center around the configuration of the workplace, or "ergonomics." Others have to do with human factors.

Ergonomics

Proper seating is crucial to good ergonomics. The height of your seat and the position of your backrest should be adjustable. The chair should be on wheels so you can move it easily. Arm rests on the chair, though optional, are often helpful.

On the average, a table height of 27-29 inches above the floor is recommended. Taller people will prefer slightly higher tables than do shorter people. If you can, adjust your chair so that the angle between your upper legs and spine is 90 degrees. Then, with your hands at the keyboard and your upper arms vertical, adjust your table so that the angle between your forearm and upper arm is 90 degrees. With your waist and elbows at 90 degree angles, your feet should rest comfortably flat on the floor. If your table isn't adjustable and your feet aren't resting comfortably on the floor, a raised footrest can help. Otherwise, you may need a different table. Also, remember that nothing provides better support than sitting up straight.

If your keyboard is positioned properly, your wrists should rest comfortably on the table in front of it. A thick keyboard that requires you to bend your wrists is a common cause of CTS among computer users. Try to hold your elbows close to your sides to help minimize "ulnar displacement"; the sideways bending of the wrist (as when reaching for the "Z" key).

Work routine

Many studies recommend a 10-15 minute break each hour to give yourself the recovery time you need. This needn't be a break from productive

activities --; just a break from your keyboard. Exercises can help, too. Try the following:

a) Make tight fists, hold for one second, then stretch your fingers out wide and hold for five seconds. Repeat several times.

b) With arms outstretched in front of you, raise and lower your hands several times. Rotate your hands ten times (make circles in the air with the fingertips).

Variety is the key. CTS occurs most frequently in workers whose motions are not only repetitious but are kept up for hours at a time. If you use a keyboard, structure your workdays to include a mix of activities each hour. For example, instead of typing all morning and filing all afternoon, mix typing and filing throughout the day.

Early detection

Early symptoms include a tingling in the fingers, often beginning several hours after work activity has stopped. The tingling can lead, over time, to stiffness and numbness in the fingers and hand, and then to severe wrist and hand pain.

For many individuals the early symptoms of CTS go unnoticed.

Employers and co-workers can help one another identify the onset of CTS by watching for and pointing out any unconscious shaking of the hands, rubbing of the wrists, or unusual postures or hand positions at the keyboard.

At the first sign of CTS, you should fill out the occupational/injury report form available through the UITS Human Resources Office. Please view instructions at <http://www.indiana.edu/~riskmgmt/ctc3.htm> and contact UITS HR for assistance.

Sexual harassment and Violence

Neither Indiana University nor UITS will tolerate sexual harassment of students or employees and will respond to complaints, providing proper remediation when harassment is determined. The charge of sexual harassment is not to be taken lightly by a charging party, a respondent, or any other member of the university community as its action may have serious and far-reaching effects on the careers and lives of individuals. False accusations can have similar impact. IU Policy regarding sexual harassment and workplace violence is available at:

<http://www.indiana.edu/~uhrs/policies/uwide/violence.html>

Unwelcome sexual advances can range from nonverbal to verbal to physical; the perpetrators can be either gender, any age, stranger or

acquaintance. Behavior constitutes sexual harassment if submission to such conduct by the individual is implicitly or explicitly implied to be a condition of employment, submission or rejection of such conduct is used as the basis for employment decisions affecting an individual, or such conduct has the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

If you believe you have been sexually harassed, you should notify either your manager, the UITS Human Resources Officer, or the campus affirmative action officer. Due to the sensitive nature of such complaints, investigations will be restricted and conducted as quickly as possible. Complaints established as valid will result in action through the appropriate university channels, with avenues for appeal available to both the charging party and the respondent.

Workplace Violence

No form of intimidating, hostile, threatening, or violent behavior will be tolerated. Such behavior includes but is not limited to the following:

- Intimidating or hostile behavior includes language or action that disrupts the work environment, causes undue emotional distress to another, or creates a reasonable fear of injury to a person.
- Threatening behavior includes physical actions without physical contact or injury, and general or implied threats to people or property.
- Violent behavior includes any physical assault with or without weapons, throwing objects, destroying property, and specific or expressed threats to inflict harm to people or destruction to property.

Any employee, who experiences, observes or has knowledge of actual or threatened workplace harassment or violence has a responsibility to report the situation as soon as possible.

- In the case of an actual or imminent act or threat of violent behavior, call the campus police department.
- In all other cases, the report should be made to the employee's supervisor or department head and to UITS HRO and the Campus Human Resources Office.

Employee Representation

At IUB

The Bloomington Professional Council (<http://www.indiana.edu/~iubpc/>) represents professional staff members. Employees may elect representatives to address both specific and more general campus and university-wide issues.

Support staff members on the Bloomington campus are represented by the Communication Workers of America Union (<http://www.indiana.edu/~cwa/>). You may elect to become a dues-paying member of this union, but are not required to do so.

At IUPUI

The staff council on the Indianapolis campus provides representation for all staff members. For more information please visit: <http://www.iupui.edu/~scouncil/>

On-the-job injury (Both campuses use the same form)

You must report any on-the-job injury to your supervisor the day that injury occurs. Failure to do so may result in denial of a future claim. You must submit, with supervisor's signature, an occupational injury/illness report form available here <http://rmweb.indiana.edu/orm/Forms/Incident.cfm> or from the UITS Human Resources Office staff.

At IUB

Staff have an additional web form that needs to be completed and is available at <http://rmweb.indiana.edu/orm/SiteMap2.cfm>

The employer has the choice of attending physician for treatment of on-the-job injuries, which at this time is the Promptcare/Bloomington Hospital Center for Occupational Health, corner of East 3rd Street and Woodcrest Drive, (812) 353-6888. They are open seven days a week from 8am to 8pm. If the Center is closed or the injury is an emergency, staff should go to the Bloomington Hospital Emergency Room.

At IUPUI

Staff must visit IUPUI Occupational Health Services at Coleman Hall, CF101, phone (317) 274-5887; for complete info please visit:
<http://www.iupui.edu/~iupuiohs/>

8. CHANGES IN JOB STATUS

Promotions

At UITS, personnel promotions are made after careful consideration of the responsibilities of a particular position. Promotions are automatic if you apply for and are selected for a higher-level position within UITS. However, if you stay in your current position, that position must effectively change and your position must be reclassified by the campus human resources office before a promotion can take place. Although UITS can recommend classification levels for positions, the final assignment of those classifications rests with the campus human resources office. That office ranks each position on the campus relative to others in the university with similar responsibilities.

Voluntary Transfers

Your application for transfer to a different position within UITS will be considered based on your qualifications for that position. If two people with identical qualifications apply for the same position, the successful candidate will be selected based first on seniority within UITS, and second on seniority at IU.

If you are interested in transferring to another position within IU and outside of UITS, please contact the campus Human Resources office and apply accordingly through the Online Application System (OLA).

Listings of employment opportunities are posted in the *Professional Job Opportunities Bulletin* and the *Staff Job Opportunities Bulletin*.

For IUB and IUPUI job opportunities please visit:
<http://www.iu.edu/~uhrs/jobs/home.html>

You may also visit the following UITS websites to see all appointed staff positions currently available within UITS.

<http://www.indiana.edu/~uitsshr/uitsshrjobs.html>

Reassignments

The computing industry is one of the most dynamic industries around. UITS is responsive both to the changes in that industry and to changing needs within Indiana University. You can expect that the responsibilities of the job for which you were hired may change over time, just as our industry and our university change. Knowing this at the outset may help to counteract any surprise you might feel if this does occur, and may even make you excited about the possible challenges ahead.

Corrective Discipline (Progressive Discipline)

While managers have the responsibility to expect and demand proper performance, employees deserve to know when they are not in compliance with a particular policy, procedure, or performance standard.

Progressive discipline, in compliance with IU practice, (<http://www.indiana.edu/~uhrs/training/ca/progressive.html>) provides a mechanism for management to correct unacceptable work-related behavior. Employees must be advised of the problem, given reasonable time to comply, and informed of the consequences if they do not.

Progressive discipline is a sequence of increasingly stringent measures, all of which should be documented carefully. The normal sequence is 1) counseling, 2) written warning, 3) suspension, and 4) termination. In the case of very serious infractions (e.g., assault), the steps preceding suspension/termination may be eliminated. However, dismissal of an employee for chronic absenteeism or poor work performance would *require that each step be followed and well documented*. Due process, including informing the staff member of the reason for termination and providing an opportunity to respond, is always required prior to administering the discipline.

The purpose of progressive discipline is not punitive but corrective. Each step provides an opportunity for communication leading to improved performance and should not be viewed as "the beginning of the end." More details on progressive discipline are available at

<http://www.indiana.edu/~uhrs/training/ca/progressive.html>.

<http://www.indiana.edu/~uhrs/policies/nonunion/6.0/6.4.html>

Separations

Your employment may be terminated by either you or your manager. Employees are expected to give advance notice of at least two weeks when leaving the university. If circumstances permit, UITS shall give biweekly employees the same notice and professional (monthly) employees one month's notice if terminated for poor work performance or excessive absenteeism.

During the initial probationary period, you and UITS are encouraged but not required to give a one-week minimum notice. Terminal pay of certain accrued benefits will be granted to employees at separation. An employee entitled to terminal vacation pay may be required to take such time during the notice period if a notice period is given.

UITs staff members should expect that all of their computer accounts and their physical access to the main UITS facilities will be invalidated upon termination of employment. If you wish to continue using a UITS computing resource, a commercial account may be available.

IU policy regarding separation is available at:

<http://www.indiana.edu/~uhrs/policies/nonunion/7.0/7.2.html>

The UITS/IUB terminating employee checklist is available at:

<http://www.indiana.edu/~uitshr/services/empinfo/Termee.html>

Grievance Procedures

At UITS it is appropriate to address problems and complaints to your immediate supervisor or the supervisor responsible for the incident upon which the grievance is based within 10 calendar days from the time that you found out about the incident that caused the grievance. The UITS Human Resource Office should be contacted at the beginning of this process. (As a supervisor of an employee filing a grievance, you should confer with your own supervisor and UITS HR before issuing a response.)

If you as a grievant regard the response of your supervisor as unsatisfactory, or if you do not receive a response within two working days, you are entitled, during your next five working days, to take the grievance to the department head. Both you and your supervisor must put your responses in writing at this stage. The department head may decide to designate someone else within UITS to respond at Stage II. If the director or his designee does not respond within five days of being informed of the grievance, or if you regard the response as unsatisfactory, you are entitled, during your next two working days, to appeal in writing to the campus Human Resources office for assistance.

Please visit the following website to read the entire grievance procedures:
<http://www.indiana.edu/~uhrs/policies/nonunion/6.0/6.5.html>

In accordance with Indiana University policy, the Affirmative Action Office is a forum for review of problems involving discrimination based upon race, color, religion, sex, national origin, age, disability, sexual preference, or status as a Vietnam-era veteran. For more information please visit: <http://www.indiana.edu/~uhrs/policies/uwide/eoaa.html>

The Family and Medical Leave Act/Leaves of Absence

The Family and Medical Leave Act, <http://www.dol.gov/esa/whd/fmla/>, gives eligible Indiana University employees the right to take up to 12 weeks of leave in a 12-month period due to:

- Birth of a child and care for a newborn child of the employee, spouse or registered same sex domestic partner;
- Placement with the employee of a son or daughter for adoption or foster care
- Care for the employee's spouse, same sex domestic partner, dependent child, child of the same sex domestic partner, or parent of the employee with a serious health condition; and
- Serious health condition that renders the employee unable to perform the functions of his/her job

Eligibility is defined as having been employed by IU for at least 12 months and having worked for at least 1,250 hours during the 12 months prior to beginning a leave of absence. You are expected to provide at least 30 days advance notice before beginning an FMLA leave when the need for the leave can be anticipated. Upon your return, you have the right to your same or an equivalent position.

All accrued paid time off (PTO, vacation sick bank time, income protection time, and holidays) must be taken first and counted against the 12-week leave entitlement. You also have the option to use earned compensatory time, but it cannot be counted against the 12-week FMLA entitlement.

For the Bloomington and Indianapolis campus please see specific details and obtain forms at:

<http://www.indiana.edu/~uhrs/policies/uwide/fmla.html>

If you need more time away from work than the 12 weeks provided by the FMLA or wish a leave for a reason that does not qualify under the FMLA, you may request a leave in accordance with other provisions of the Leave of Absence policy. However, such leaves will not be granted for any of the

reasons that qualify under FMLA for employees who are eligible unless the employee has previously obtained a FMLA and has depleted the 12 week entitlement.

Military Leave of Absence

All appointed employees who belong to the Indiana National Guard, or Reserve components, are entitled to a paid leave of absence for military training or duty. The pay covers only the scheduled workdays and will not exceed 15 paid days in any calendar year. For more information please visit the following website:

<http://www.indiana.edu/~uhrs/policies/appointed/military.html>

Voting and Court Duty

This policy applies to all appointed staff at IU. Please visit the following website for more information:

<http://www.indiana.edu/~uhrs/policies/appointed/voting.html>

9. OTHER STUFF

More about UITs - <http://uits.iu.edu/>

Who are we?

Organizational charts are available in the UITs Human Resources Office. Also see our Web page at <http://uits.iu.edu/>

Services online

In this age of Web connectivity and advanced computing technology, there are services available online almost too numerous to mention. Virtually any type of information can be furnished or received online.

For help with using and information about information technology (IT) at IU, see <http://informationpolicy.iu.edu/>.

For information about University Information Technology Services, including mission, leadership, and organization, see

<http://uits.iu.edu/scripts/ose.cgi?txt.ose.help>.

UITS reports to the Office of the Vice President for Information
Technology found at <http://ovpit.iu.edu/>.