Introduction

This manual was developed as a resource to provide new and existing staff members with information regarding culture, process, and policy at UITS. This information will help you integrate with your new work surroundings quickly, offer easy access to useful information about working at UITS, and help you understand what is expected of you and what you can expect of UITS.

If you have questions about any of the information provided here, or if you would like to share your ideas about ways we can improve services or the environment for UITS staff, you can discuss them with your manager or a member of the UITS Human Resources team.

> Detailed information about Indiana University policies and processes can be found in the Indiana University Staff handbook and on the University Human Resources Policies website.
>
> In any situation where there is a real or perceived discrepancy between statements made in this document and the University Staff Handbook or a university policy, the university handbook or policy shall prevail.

This handbook is not meant to be all-inclusive, nor a promise or contract between UITS or Indiana University and its staff. UITS and the university reserve the right to modify, change, suspend, or cancel all or any part of the policies, procedures, and programs contained in this handbook at any time.

Welcome!

Welcome to University Information Technology Services! We think you will find UITS a challenging, exciting place to work, and here are a few of the reasons why:

- *Emerging technology* – Indiana University and UITS continue to provide best-in-class technology and technical services to more than 100,000 students across seven campuses and one center. In addition, Big Red II, the university's 1 petaFLOPS supercomputer, is used to accelerate research and discovery in a wide variety of fields.
- *World-renowned research and partnerships* – UITS' past and present projects include partnerships with NOAA, the Kuali Open Development environment, the US open science and engineering research communities, as well as a host of others.
- *Career opportunities* – We are focused on hiring great talent, providing growth and learning opportunities, and helping employees take advantage of career opportunities within UITS.

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I. Getting Started

As a new UITS employee, you have a lot to learn about your new job, team and workplace. The detailed information in this handbook will be valuable as you continue to learn workplace expectations, and the following topics will help ensure your first few weeks go smoothly.

a. Getting Set Up

New Hire Paperwork and Facility Access
You will be provided with a UITS ID badge and, in some locations, a card key that will allow access to your worksite. At some campuses, new employees must request a UITS ID badge, and those will be sent to your campus. You should receive or request this badge from your local office contact, UITS Human Resources department, or UITS Payroll on your first day of employment. Your manager can direct you to the appropriate resource.

If you are new or returning to Indiana University, you will be required to provide documents verifying your eligibility to work in the United States. Instructions will be provided in an email prior to your start date. Questions can be directed to UITS HR.

IU Network ID
Once all your hiring paperwork has been completed and processed, you will receive your University Identification Number. You can use this to access Account Management Services, where you can set up your network ID and necessary computing accounts.

In addition to setting up your network ID, you will need to complete the Acceptable Use Agreement and the Emergency 911 Acknowledgement Statement before you can begin accessing IU's network resources.

Note: Your ability to set up your network access may be delayed if new-hire paperwork has not been fully processed prior to your start date. If you are unable to gain access, please contact UITS HR to verify your hire status in our university HR systems.

New Employee Benefits
If you are new to the university or a benefits-eligible position, you will need to sign up for benefits **within 30 days of the date you become eligible**.

Detailed information about available benefits can be found on the UHRS Benefits website by following the New Employee link on the left toolbar. On that page, you will find resources about the university's available benefits, both mandatory and voluntary, including cost summaries, plan comparisons, and educational videos.

UITS and regional campus HR resources can also help answer questions and guide you through your benefit choices. Depending on your location, you might receive an email invitation to attend a brief benefit orientation meeting.

Setting up Email
IU recommends that staff members use the Exchange email system. Information about available systems and features can be found at the Knowledge Base: "At IU, what email systems are available?"

Email does have the potential to be used unethically. UITS employees are responsible for knowing the appropriate rules and procedures regarding the use of electronic mail.

- Exercise proper ethics when using email.
- Do not use email to extort, coerce, or harass.
- Do not use email to solicit illegal commerce or unlawful acts.
- Exercise good judgment in knowing when to use email.

The Use of Electronic Mail policy outlines additional guidelines for using email.

Business Cards
If you require business cards for your position, you can order them through the Business Card Order application on the UITS Finance Office website. Check with your manager to verify contact information and the proper account number for the purchase.

Office supplies
Each building or work area is stocked with general office supplies. For any item that is not routinely purchased, the UITS receptionist or office coordinator is usually the person to contact. Check with the receptionist, coordinator, or your manager to determine the process for ordering additional supplies on your campus.

Office equipment (workstations) and software
Office equipment and software will be supplied to you based on the requirements of your current position. Questions about workstation equipment and software should be addressed to your manager. Because equipment is distributed based on position requirements, not all equipment may transfer if you move to another position within UITS.

Your valid IU Network ID will allow you to access email and other information protected under the Central Authentication System.

IU offers a number of online resources such as software or applications to help productivity and collaboration as well as provide information about your employment and workplace:

- [One.IU](#) is a valuable portal for employees, a searchable app-store-style site where you can find information on virtually any IU activity. This includes inputting your time, learning about PTO, resetting your passphrase, or viewing your paycheck. You can find information using a common search bar, or you can use filters such as Personal Information, IT Services, Careers, and Administrative to browse categories of available content.
- [Box](#) provides a simple, secure way to store and share files and folders through an online cloud. Box consolidates your content and allows you to share and collaborate with others.
- [IUanyWare](#) allows you to run certain IU-licensed software applications using the client virtualization service on your web browser or mobile app. This means IUanyWare allows you to access programs you need from anywhere without the need to download or install additional programs on your computer or mobile device.

As an IU employee, you are expected to refrain from using IU and UITS resources for activities unrelated to your university work. Additional information and policies related to the use of university equipment and services can be found in the [Information & IT Policies](#) section of ProtectIU.

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

Telephone policies
UITS staff use Microsoft Lync (Unicom) for telephone service. Lync offers many advantages over legacy telephones such as mobility, presence, desktop sharing, collaboration, conferencing , video, and exchange voicemail. A desktop USB telephone may also be available if you prefer this to a headset. You can access information about [Lync (Unicom)](#) online.

Telephone numbers and locations for UITS staff are updated regularly. You can access the [UITS Staff Directory](#) and the [University Faculty and Staff Directory](#) online. If you need to request a change to your UITS Staff Directory information, send an email request to [your division administrator](#).

Traditional or Paper Mail
Three types of mail are picked up and delivered to UITS offices: U.S. mail, campus mail, and metered mail. Metered mail is used only for UITS official business and must be accompanied by a departmental account number.

Mail delivery may vary in time and location for each campus and building. Check with your manager or UITS office coordinator to ensure you know where to find your employee mail and how to process outgoing campus and external mail.

Printouts and faxes
Community print stations are located in each UITS facility. Please ensure you pick up your own printouts and/or faxes unless you make special arrangements. In facilities where authorization is not required to

release print documents, employees are responsible for ensuring confidential information is secured and not left on open printers or fax machines.

b. Getting to work

Work hours

All full-time staff members are expected to work 40 hours per week. In general, business hours are set between 8:00 am - 5:00 pm, however, specific schedules, such as flex schedules or working remotely, may vary among teams and functions. Some teams providing continuous services require schedules that support coverage 24 hours a day. You are encouraged to talk with your manager about the schedule that is expected for your position.

Support Staff positions are considered non-exempt and are eligible for lunch breaks and overtime regulations under FLSA guidelines. In accordance with these guidelines, university policy includes two 15-minute paid breaks and a one-hour lunch, which is unpaid. Supervisors approve the schedule for breaks and lunch. Support staff (SS/CL/TE), professional staff eligible for overtime (PAO), and other part-time hourly staff receive overtime pay or compensation time for work in excess of 40 hours in a work week. These employees must have their supervisor's permission to work beyond the standard 40 hour per week schedule.

Professional staff members exempt from overtime (PAE) are employed to perform a job. While the basic full-time work schedule consists of 40 hours each workweek, work performed in addition to the regular work hours is customary with professional responsibilities. PAE employees who are regularly required to work excessive amounts of time beyond 40 hours should discuss their work and schedule with their supervisors.

Reporting Absences

Bi-weekly staff (SS, CL, TE, or PAO) report their absences through the Kuali TIME system, which can be accessed via One.IU. Bi-weekly staff will receive accrual notification about vacation, sick, bonus, honorary, holiday, and comp hours available on each timesheet and their bi-weekly payroll advice.

Professional exempt staff (PAE) must report absences in the ePTO system, which can also be accessed through One.IU. Within this web application, professional staff can view their accruals and year-to-date usage limitations. Questions regarding this application should be sent to timeoff@iu.edu, and questions about use of PTO should be sent via email to UITS HR.

Professional staff must submit their monthly ePTO calendar at the end of each month, whether or not exception time (PTO, sick, etc.) has been recorded.

You are responsible for reporting anticipated absences to your manager or supervisor as soon as possible and before you are scheduled to begin the workday at a minimum. Check with your supervisor for absence-reporting requirements that may be specific to your team or function. If the absence is due

to an emergency, you must let your manager know the reason for the absence and the time you expect to return as soon as possible.

Excessive absences or consecutive absences without proper notification may be cause for disciplinary action, up to and including termination.

Pay Practices
In accordance with IU policies, employees new to Indiana University must use the direct deposit option for their pay.

Professional staff members (PA) 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.

Salaries are reviewed university-wide once per year, and any changes are effective July 1. University Human Resources reviews and sets salary guidelines as part of this process, and the VP/CFO and Board of Trustees determine available budget. For campuses with employee representation, the budget and guidelines are reviewed with the Communications Workers of America.

Additional information on the salary ranges and position classifications can be found on the [Classification and Salary section](#) of the University Human Resources website.

Adverse Weather

While university closures are rare, there may be times because of adverse weather when the university decides to temporarily close a campus. During an adverse weather event, some essential employees will be required to work on campus in order to ensure immediate and necessary university or campus functions are still provided. These essential employees will be notified of that designation and requirement by their supervisors in advance of the event.

Professional exempt staff members are expected to perform work as needed, both during and outside of regular work hours as supported by university policy for [Work Hours for Professional Staff.](#) In many cases, these staff members have university equipment that enables them to work remotely. The ability to work remotely is a benefit afforded to many of our employees at their request, as well as an effective practice for business and continuity purposes in UITS. All staff working remotely when the campus is closed will be compensated at their regular rate of pay.

Although customer expectations are high and deadlines are pressing in UITS, requirements differ from group to group. Since teams are dependent on one another to accomplish tasks and meet deadlines, communication among managers is essential. Managers should make expectations clear upfront to work from home in the event of any type of campus closing, particularly if critical needs or deadlines require completion of work. These expectations should be reasonable. For example, in the case of adverse

weather, understanding that an employee will work when he/she is able, given possible power outages, children out of school, snow removal, etc.

Since the opportunity to work remotely is extended to colleagues outside the local area as well, it's important to note that distant teleworkers are expected to work their regular schedule unless on PTO or sick during an IU campus closing.

Additional information can be found in the university's Adverse Weather Policy.

Holiday Observance and Pay

The university observes nine holidays and closes all offices except those where continuous service is essential. Staff employees working at least 50 percent FTE are eligible for holidays or holiday pay (prorated for eligible employees working less than 100 percant FTE). A list of the current year's holiday dates can be found on the Holidays for Staff Employees webpage.

If you are required to work on a university-designated holiday, you may be entitled to additional pay or an alternate day off, depending on your employee classification. Please see the following policies for additional information on holiday pay specific to your employee classification.

Support Staff at Bloomington and Northwest Campuses: Holiday Pay
Support Staff at IUPUI, IUPUC, IUE, IUK, IUS, and IUSB: Holiday Pay
Professional Staff: Holiday Pay

Compensatory Time and Overtime
Professional staff exempt from overtime (PAE) should average at least 40 hours per week. If, as a result of extraordinary circumstances, employees are required to work extra hours for a sustained period of time, they should discuss the situation with their manager.

Support staff and Professional staff eligible for overtime (PAO) must have supervisor's permission in advance to work extra hours. You may be compensated in one of the following ways at the discretion of your supervisor:

- You may receive pay at the rate of 1.5 times the hourly rate for all overtime hours worked during the pay period, or
- You may receive time off without loss of pay at 1.5 times the overtime hours you worked. *Support staff may not accumulate more than 80 hours of compensatory time, and PAO staff should not accumulate more than 160 hours of compensatory time.*

 UITS policy dictates not to assign overtime hours to part-time/temporary non-appointed staff employees. Exceptions to this policy require the prior approval of the AVP in each specific case.

University policies that address work hours, overtime, and absence reporting:

[Support Staff at Bloomington and Northwest Campuses](#)

[Support Staff at IUPUI, IUPUC, IUE, IUK, IUS, and IUSB](#)

[Professional Staff at All Campuses](#)

Appropriate dress
All staff members are expected to dress in a professional manner that is appropriate for their work situation. Regardless of your position, radical departures from the conventional dress and personal grooming habits are not recommended.

Media contacts
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 UITS Media Relations Specialist, Ceci Jones. Authorized staff should also promptly notify Ms. Jones when completing interviews or providing information to reporters.

With prior approval, UITS staff members are permitted to provide quotes and interviews for use by vendor/partners in case studies, white papers, and news releases, as long as the staff member does not endorse the product or service. Staff members may say why the product or service was selected and explain why it worked well for a particular use, but they must take care not to explicitly recommend any product or service. UITS employees must contact UITS Media Specialist Ceci Jones prior to participating in any vendor-related communication.

Confidential information
In your work, you may have access to sensitive or confidential information. This 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) regarding its distribution and act according to those intentions.

Additional information about specific requirements for handing confidential data can be found on the [Handling Sensitive Data](#) site of ProtectIU.

II. Getting Around UITS

Where you can find us
UITS has main offices on each of our seven campuses and one center at IU Bloomington, as well as multiple sites supporting students, labs, classrooms and other technical resources on each campus. You can find our main campus offices at the addresses below.

Bloomington Campus:
Cyberinfrastructure Building (CIB): 2709 E. 10th Street, Bloomington, IN 47408
Innovation Center: 2719 E. 10th Street, Bloomington, IN 47408

Indianapolis Campus:
Informatics & Communications Technology Complex (ICTC): 500 E. Michigan Street, Indianapolis, IN 46202

IUPU Columbus Center:
Columbus Learning Center: 4555 Central Avenue, LC Room 1511, Columbus, IN 47203

IU East Campus:
Hayes Hall: 2325 Chester Blvd, Ste 171, Richmond, IN, 47374

IU Kokomo Campus:
IU Kokomo Library: 2300 South Washington Street, Room 127, Kokomo, IN 46904

IU Northwest Campus:
Hawthorn Hall: 3400 Broadway, HH108, Gary, IN 46408

IU South Bend Campus:
Northside Hall: 1700 Mishawaka Ave, NH 0069, South Bend, IN 46634

IU Southeast Campus:
Knobview Hall: 4201 Grant Line Rd, KV 014, New Albany, IN 47150

Parking
Parking permits for each campus are available at the campus Parking Operations office. Employees may either pay the full cost or choose a payroll deduction plan. Please visit your campus Parking Operations website for more information regarding parking enforcement, regulations, and motorist assistance.

Departmental parking clips may be available for use with university-registered vehicles on campus business. These departmental tags, when used in combination with a lower-level tag, are honored at the highest campus parking level.

Travel / Operating a university vehicle

If you will be traveling for university business, check with your manager prior to your trip to determine the preferred method of travel for your campus or team.

If you are required to travel or use a university vehicle for work, you will be required to follow UITS and university procedures for scheduling, approvals, and reimbursements of travel expenses. Answers to commonly asked travel and reimbursement questions can be found on the UITS Travel site, and information on university-wide processes, policies, and requirements can be found through IU Travel Management Services.

Travel options vary by campus, but you may have the option of using a department vehicle, university vehicle from a motor pool, rental car, or personal vehicle.

Regardless of the vehicle used, all employees must have a valid driver's license and have completed the university-required Motor Vehicle Check before being allowed to drive on university business. Employees will not be allowed to drive any vehicle on university business, even if employee owned, until this check is completed. A MVR check will be conducted annually unless the Office of Insurance, Loss Control and Claims determines a more frequent check is necessary. You can be provided a copy of the MVR check if requested. A suspension of your authorization to drive may result in the loss of employment if driving is an essential function of your job, so you and your department will be notified if your authorization to drive on university business is suspended or at risk of being suspended.

All university vehicles in the Motor Pool or 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.

III. The Workplace

a. Facilities

Access
Public access to UITS buildings and work areas is generally restricted to a single receptionist-monitored entrance during business hours. Non-UITS staff and visitors should check in at the receptionist desk during regular business hours. Guests should wear a guest ID badge where available or be accompanied by a UITS employee while visiting any of our secure buildings and work areas.

Several of our buildings use electronic card keys to ensure security and appropriate access. If you require access to one of these buildings, you will be issued a personalized card key that is programmed to allow you access to the areas of the building in which you will be working. This card key will open exterior doors to the buildings during non-business hours.

Security at all facilities is extremely high. If you misplace or lose your card key, notify the facilities manager *immediately* so your lost key can be invalidated, and a new one issued. Security is the responsibility of all UITS employees.

Each UITS employee is also issued a photo ID badge. These badges should be worn at all times when in a UITS facility. 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, and ask if you may escort him or her to the receptionist or the employee he/she is meeting. If you are uncomfortable making this request, call the local security office on campus, and ask them to do so.

Group meetings held in UITS facilities during regular office hours should be computing-related and UITS- or university-sponsored. Access after business hours is limited to UITS staff; however, small escorted groups are permitted ONLY if their visit is directly related to UITS.

Reserving Meeting Spaces
You can reserve UITS conference rooms on all campuses through Microsoft Exchange. A list of available rooms on campus can be found in the Outlook calendar by typing the ID of your campus locations (e.g. ko, sb, se, etc.) into the Add Rooms search box. For larger campuses, you can search on the UITS conference rooms by extending the search terms (e.g. bl-uits, bl-uits-cib, in-uits)

Some larger conference and training rooms have restricted use and are available only through reservations. Please contact the UITS receptionist or office coordinator on your campus if you need to reserve a room that is not available through the Outlook scheduler.

You should verify that the conference room you wish to reserve has the necessary equipment to support your meeting or training. You can also reserve the appropriate equipment through your campus support center.

- At IUB or IUPUI, contact EITS@iu.edu.
- At IUN, contact Instructional Media Services

Amenities

Several of our UITS facilities have amenities to encourage health and wellness and limit environmental impact. Highlights of the amenities offered include:

- Refillable water bottle stations that allow employees quick and easy access to refill their reusable water bottles and limit the amount of water bottle waste (**IUB, IUPUI, IUN)**
- A secure, indoor bike storage area with room for 35 bikes to make it easier for employees to bike to work (contact the UITS Facilities team for access). **(IUB)**
- Marked walking routes around our UITS buildings and surrounding area. **(IUB, IUPUI)**
- No-cost blood pressure monitoring station (**IUPUI, IUN)**
- Community standing and/or treadmill work stations **(IUB, IUPUI)**
- Nursing Mother's rooms **(IUB)**

Check with your manager or teammates for information on other amenities for your campus or work location.

b. Communication and Representation

UITS Listserv Communication

UITS maintains several email distribution lists that are used 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 managers, to all UITS employees on a specific campus, etc. These lists are maintained on Listserv, and outgoing messages are reviewed by list administrators prior to being sent.

New employees are automatically added to lists based on their location and position. If you feel you need to be added to the Listserv for a particular list, contact your division administrator.

If you would like to use the Listserv to send communication, you can view the available email lists by choosing the "About UITS staff mailing lists" link from the Communications section of the UITS Intranet portal . All Listserv mailings are moderated and will be reviewed and approved by the list owner prior to sending.

Employee Representation on Campus

The following organizations provide representative participation or represent university staff on each campus:

- **IU Bloomington:** Bloomington Professional Council allows representative participation for employees in positions classified as professional. Communication Workers of America Union represents support staff employees.
- **IUPUI:** IUPUI Staff Council provides representative participation for all full-time, non-union staff members.
- **IU Northwest:** The Communication Workers of America represents clerical and technical staff.
- **IU Kokomo**: IU Kokomo Professional Staff Council provides professional staff with representative participation on campus. The IU Kokomo Staff Council represents the clerical/secretarial, technical, and service/maintenance employees more fully in the communication and decision-making processes on the Kokomo campus.
- **IU South Bend:** IU South Bend Professional Staff Council provides representative participation for professional staff on the South Bend campus. The Bi-weekly Staff Council provides an avenue for communication among administration, faculty and bi-weekly staff employees on the South Bend campus.
- **IU Southeast:** IU Southeast Staff Council represents the clerical, technical, and service/maintenance employees who are not represented elsewhere in the communication and decision-making processes of the IU Southeast campus.
- **IU East:** IU East Professional Council provides representative participation through recommendations and advice to the university. The IU East Staff Council represents the support staff in the communication and decision-making processes of the University.
- **IUPU Columbus:** The IUPUC Staff Council represents full- and part-time non-academic staff in the university's communication and decision-making processes. All administrative, clerical, technical, service, and professional positions are included.

c. Safety

Employee Safety
UITS and Indiana University are committed to ensuring your safety and complying with all regulatory requirements related to employee safety. You can find informational links specific to UITS Emergency Management and Continuity plans on the UITS Intranet portal.

Additional information on university-wide Health and Safety policies and processes can be found in the IU Employee Handbook – Health and Safety section.

IU Notify
IU uses a variety of methods to communicate alerts or emergency information to employees. To ensure you receive important campus alerts regarding Emergency Management and Continuity, update your contact information at Notify IU in One.IU. You can choose your preferred method of communication and the campuses for which you would like to receive notifications.

Ergonomic Resources

Many on-the-job injuries may be prevented by ensuring appropriate ergonomic set-up of your workstation and following good work behaviors. Employees are encouraged to educate themselves about what steps they can take to ensure their workstation is set up correctly.

The [Office of Environmental, Health and Safety Management](#) has ergonomic resources available online. You may also request an ergonomic evaluation from this site if you require their assistance.

On-the-job injury
If you are injured on the job, you must report the injury to your supervisor on the day that injury occurs. Work with your supervisor and UITS HR team to initiate treatment if needed, complete the Occupational Injury/Illness form, and complete the Employer Notification for Treatment form.

Specific information on authorized treatment facilities and reporting requirements for different campuses can be found on the [Worker's Comp](#) section of the University Human Resources site.

Sexual Harassment
Harassment on the basis of sex is a violation of federal and state law. Indiana University does not tolerate sexual harassment of its faculty, staff, or students. Individuals who believe they are victims of sexual harassment or believe they have observed sexual harassment are strongly urged to report such incidents promptly. The IU [Policy Against Sexual Harassment](#) provides information on the procedures and responsibilities of those involved in a charge or investigation of sexual harassment.

If you believe you have been sexually harassed, you should notify 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 with the charging party and respondent notified of the outcome.

Programs Involving Children
The University's Programs Involving Children (PIC) policy aims to protect children in different ways, including background checks for volunteers and employees involved in these programs, registering programs involving children, mandating individual guidelines for these programs, and emphasizing legal duties to report child abuse. IU Public Safety has created several resources for departments and programs to utilize during their understanding and implementation of the policy.

UITS proudly sponsors the Ready, Set, Robots! Workshop and other educational opportunities for youth. We encourage outreach to promote interest in IT at early stages and build the pipeline. Check out the [IU Programs Involving Children Policy](#) and the [Public Safety and IU Police: Programs Involving Children](#) webpage for more information and resources.

Workplace Violence

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

- Intimidating or hostile behavior that disrupts the work environment and creates a reasonable fear of injury to a person
- Threatening behavior that includes physical actions without physical contact or injury, and general or implied threats to people or property
- Violent behavior that 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 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 the UITS Human Resources Officer and the Campus Human Resources Office.

Additional information on crime prevention and workplace safety can be found on the Protect IU site.

Substance-free Workplace
UITS, as well as all other University departments, maintains compliance with the Substance-free Workplace policy. IU also promotes a healthy, smoke-free environment for students, employees, and visitors.

Prohibition on Possession of Firearms
Possession of a firearm on Indiana University property is prohibited. This prohibition applies regardless of any permit to carry a firearm. Additional information and contacts can be found in the Possession of Firearms and Weapons policy.

IV. Professional Development

Career Management Plan and 360 Feedback Process
At least once per year, each employee and his or her manager are responsible for conducting career management discussions and plans. These planning sessions are used to review accomplishments from the previous year against the identified goals and plan employee contributions and development for the coming year. By providing a partnership framework between employees and their managers, Career Management Plans encourage:
- Open and continued communication between the employee and supervisor on related job performance issues and professional growth.
- Guidance to enable the employee to accomplish performance and skill-development goals.
- Direction and support to manage career aspirations and meet career objectives.

UITS additionally encourages employees to solicit 360-degree feedback from peers, customers, and team members through our Feedback tool. The feedback process occurs at the beginning of each calendar year to allow employees and managers the to identify or confirm areas in which to focus their development plans for the coming year.

For more information, access the UITS Career Management and Feedback process pages of the UITS HR intranet. For more information regarding performance management best practices, visit the University Human Resources Performance Management site.

IT Training & Education
All UITS employees are encouraged to take advantage of IT Training & Education. Specific information about training, certifications, and course schedules can be found on the UITS IT Training site. The UITS IT Training team provides a wide range of training opportunities, from on-site, instructor-led classes to services through Lynda.com. These resources are available to all employees and can be useful as you plan your development and chart your career at UITS and Indiana University.

Non-technical training
University Organizational Development offers online and face-to-face seminars and courses for managers and employees. You can view a list of available courses on the UHRS Organizational Development site. If you have specific training needs that may require customized internal or external training options, please contact UITS HR for a consultation.

Management and Leadership Training
All managers and supervisors must understand their responsibilities in order to comply with employment law, employment regulations, and university requirements. Managers and supervisors may be required to attend a formal Legal Compliance training that covers these topics. Please check with your manager or UITS HR to determine if in-person training is required on your campus. Compliance resources for managers and supervisors can be found online.

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:

- 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 necessary job-related training. In these cases, missed time to attend class does not need to be made up or covered by any of the methods indicated above.

If you are enrolling in IU classes, you can take advantage of the [IU Tuition Benefit](#).

Informal Training

Due to the collaborative nature of our work, there are many opportunities to build your skills within your current team or across other teams. Employees are encouraged to work with their managers to identify development opportunities within UITS that will help you expand your knowledge, grow your skills, and enrich your job satisfaction.

V. Job Status

Promotions
Personnel promotions are made after careful consideration of the responsibilities of a particular position. Promotions can result from your application and selection for a higher-level position within UITS or by a change to the duties and responsibilities of your current position that requires a change to the position's classification. Position classifications are determined by the University Human Resources Compensation and Classifications team and are based on the job's duties, scope, and complexity.

Voluntary Transfers
If you are interested in another position at UITS, you may apply and be considered for open opportunities. Each applicant will be evaluated based on their qualifications relative to the position, and the most appropriate candidate will be selected. If two candidates 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.

You can view available positions through the university's Online Application System or on the internal UITS HR Jobs website for situations where positions are open to current UITS employees only.

Reassignments
The computing industry is one of the most dynamic industries around. UITS is responsive to both the changes in the industry and to changing needs within Indiana University. You can expect the responsibilities of your job to change over time, just as our industry and university change. Any changes to the duties and expectations of your position will be communicated to you through your management team and documented in your university position description.

Scholarly Publications and Inventions
Many professional staff at UITS contribute to the intellectual and creative output of IU and add to the body of human knowledge and discoveries. UITS is committed to supporting our employees in partnership opportunities with scholarly publications and inventions as well as facilitating research and creative discovery. Staff may also have the ability to act as Principal Investigators or Project Directors in certain situations.

UITS employees also have certain rights and responsibilities in the use of university resources and the disclosure of potential profit-sharing from inventions that may have been generated with the help of university resources.

Guidance to UITS-based employees in the areas of scholarly publication and invention disclosures can be found on the UITS Research Technologies policies page.

Outside Employment

Full-time employees 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.

In addition, you are expected to refrain from using UITS resources for work not related to UITS activities. After-hours work for Indiana University or an outside entity may be conducted under the following guidelines:

- **After-Hours Employment for IU**
    - During after-hours work for IU, you must display professional ethics. 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, students, and faculty could also be valuable for UITS and the university community.
    - 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, and meets the requirements for Valid Multiple Job Combinations found on the UHRS Classification and Salary site.

- **After-Hours Work Outside IU**
    - You may undertake after-hours work outside IU that aligns with the policies and guidelines below. We recommend you reach an understanding with your manager about such employment.

Please refer to the Conflicts of Commitment and Conflicts of Interest policies for additional information on your responsibilities for disclosure and management of external activities.

VI. Employee Benefits Resources

Indiana University offers a range of benefits including medical, dental, time-off and retirement, among others. Please follow the links below for information about specific benefits, or visit the University Human Resources Benefits site for information on all benefits.

Changes to your benefits plans can be made only during Open Enrollment (effective January 1) or within 30 days of a qualifying family status change (marriage, birth of a child, change in residence, etc.). If you have a qualifying event and would like to request a change, visit the Benefit Change Connection site for instructions and more information.

- **Health Care:** For information on medical, dental, health savings account, TSA, or COBRA offerings, visit the University Human Resources Benefits tab, and choose the Current Employees>Medical & Dental link.
- **Retirement Plans:** The university provides information on plan options and useful retirement planning tools. Visit the University Human Resources Benefits page, and use the Current Employees dropdown menu to access the Retirement & Investment Plans link.
- **Life and Disability Insurance:** Basic and supplemental life insurance, long-term disability, and personal accident insurance information can be found at the University Human Resources Benefits page by choosing the Current Employees dropdown menu to access the Life & Disability Plans link.
- **Paid Time Off:** Information on paid time off for professional and support staff can be found on the Time Off page.
- **Tuition Benefit:** Learn about the IU tuition benefit subsidy at the IU Tuition Benefit page.
- **Employee Assistance Program (EAP):** The EAP offers professional and confidential counseling to help employees and their covered family members bring their lives into balance when day-to-day activities are interrupted by stress. Learn more at the IU Employee Assistance Program page.
- **Voluntary Benefits:** Voluntary benefits offered to employees include discounts on auto/home/renter's insurance, pet insurance, and critical illness insurance. Find out more about these plans and how to apply on the IU Voluntary Benefits page.
- **Holidays:** Paid holidays vary by campus. Please consult your local campus calendars for the current holiday schedule for your campus.

VII. Additional Useful Links

- [University Human Resource Services](#)
- [UITS HR Intranet](#)
- [UITS Staff Directory](#) (internal)
- [Knowledge Base](#)
- [Indiana University Staff Handbook](#)