

Introduction

This manual was developed as a resource for new and existing staff members with a focus on providing culture, process, and policy information. This information will help you get integrated into 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 would like to share your ideas about ways in which we can improve our services and the environment for our UITS staff, you may discuss them with your manager or a member of the [UIITS 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 just a few of the reasons why...

- *Cutting edge 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 being 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 community among a host of others.
- *Career opportunities:* We are focused on hiring great talent, providing growth and learning opportunities, and helping employees like you take advantage of career opportunities within UITS.

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Getting Started

As a new UITS employee you will be learning about your new job, team and workplace. While the detailed information in this handbook can be valuable in helping you understand what to expect and what is expected of you, the following topics can help ensure you have what you need in your first few weeks.

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 which will allow access to your worksite. In some locations your UITS ID badge will need to be requested and sent to your campus. You should receive or request this badge from your local office contact, UITS Human Resources or UITS Payroll on your first day of employment. Your manager can direct you to the appropriate resource. In addition, 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 e-mail prior to your start date and 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](#) and set up your network ID and appropriate computing accounts for your position.

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: If your hire paperwork was not able to be fully processed prior to your start date your ability to set up your network access may be delayed. If you are unable to set up your access please contact [UITS HR](#) to verify the status of your hire into our university HR systems.

New Employee Benefits

If you are new to the university or new to a benefits-eligible position you will need to sign up for your benefits **within 30 days of the date you become eligible**. Detailed information about the benefits available university-wide can be found on the [UHRS Benefits](#) website by following the New Employee link on the left toolbar. Here you will find resources about the university provided and voluntary benefits that are available including cost summaries, plan comparisons, and educational videos.

A UITS or regional campus HR resource is also available to answer questions and help guide you through your benefit choices. Depending on your location you may receive an e-mail invitation for a brief benefit orientation meeting or contact information may be provided in your offer letter.

Setting up E-mail

As a staff member at IU the Exchange e-mail system is recommended. Information about available systems and features can be found in the Knowledge Base article "[At IU, what email systems are available?](#)"

Like any communications technology e-mail can be used unethically. UITS employees are responsible for knowing the appropriate uses and procedures surrounding the use of electronic mail.

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

Additional information on e-mail use can be found in the Use of Electronic Mail policy.

Business Cards

If your position is one which requires business cards you can order them through the UITS Finance Office website [Business Card Order](#) application. 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 and the UITS receptionist or office coordinator is usually the contact for any item that is not routinely purchased. Please check with the receptionist, coordinator, or your manager to determine the process on your campus.

Office equipment (workstations) and software

Office equipment and software are supplied to you based on the requirements of your current position. Questions about workstation equipment and software should be addressed 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.

Your valid [IU Network ID](#) will allow you to access your e-mail and other information protected under the Central Authentication System.

In addition to the software provided to you for your job there are a number of resources online to aid in your productivity and collaboration, and to provide you information about your employment and workplace.

- [One](#) is the a valuable portal for employees; a searchable app-style site where you can find information on everything from inputting your time or PTO to resetting your passphrase or viewing your paycheck. You can find information using the question style search or you can use specific filters such as Personal Information, IT Services, Careers, and Administrative to browse

categories of available content. Here you can set up your direct deposit, access your paycheck stubs, and view or update your personal employee information. These and other valuable links will help you become connected and productive.

- [Box](#) provides a simple, secure way to share and store files and folders online. Box consolidates your content and allows you to share and collaborate with others.
- [IUanyWare](#) allows you to use the client virtualization service on your web browser or mobile app to run certain IU-licensed software applications. With IUanyWare you can take your access with you without the need to download or install additional programs on your computer or mobile device.

As an employee of IU you are expected to refrain from using IU and UITS resources for activities not related to your university work. Additional information and policies related to the use of university equipment and services can be found on the [Information & IT Policies](#) section of ProtectIU.

It is a violation of UITS policy and 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.

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 may access this [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 e-mail request to [your division administrator](#).

Traditional or Paper Mail

Three types of mail are picked up from and delivered to UITS offices: U.S. mail, campus mail, and metered mail which 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.

Getting to work

Work hours

All full time staff are expected to work 40 hours per week. In general, business hours are set between 8:00 am - 5:00 pm, however specific schedules or the ability to have flex schedules or work from a remote work location may vary by function and team. 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 workweek. 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

Biweekly staff (SS, CL, TE, or PAO) report their absences through the Quali TIME system which can be accessed through [One](#). 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 be accessed through [One](#). Within this web application, professional staff may view their accruals and year to date usage limitations. Questions regarding this application may be sent to timeoff@iu.edu and questions about use of PTO may 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 at a minimum before you are scheduled to begin the workday. 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, as soon as possible, let your manager know the reason for the absence and the time you expect to return.

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 elect 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 site.

Adverse Weather

While university closures are rare, there may be times because of adverse weather when the university makes a decision 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 provided. These essential employees will be notified of this designation and requirement by their supervisors in advance of the event.

Professional exempt staff members are expected to perform work as it is needed, 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 from home 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, they differ from group to group. Communication among managers is essential to ensure resources are available since teams are dependent on other teams to accomplish tasks and meet deadlines. Managers should make clear upfront expectations to work from home in the event of a campus closing for whatever reason, particularly if critical needs or deadlines require completion of work. These expectations should be reasonable, for example in the case of adverse weather, understanding the employee will work when s/he 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 where continuous service is essential. Staff employees working at least 50% FTE are eligible for holidays or holiday pay (prorated for eligible employees working less than 100% 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; PAO staff should not accumulate more than 160 hours of compensatory time.*

It is UITS policy 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 Schrock. Authorized staff should also promptly notify Ms. Schrock when completing interviews or providing information to reporters.

With prior approval, UITS staff are permitted to provide quotes and interviews for use by vendor/partners in case studies, white papers, and news releases provided 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 case, but they must take care not to explicitly recommend any product or service. UITS employees must contact UITS Media Specialist, Ceci Jones Schrock 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) of information regarding its distribution, and act according to those intentions.

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

Getting Around UITs

Where you can find us

UITs has main offices on each of our seven campuses and one center, and multiple sites supporting students, labs, classrooms and other technical resources on each campus. You can find our main offices on each campus 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 home page 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 please check with your manager to determine the preferred method for your campus or team prior to your trip.

If you will be required to travel or use a university vehicle for work you will be required to follow UITS and university processes 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, a rental car, or your own 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 will be provided a copy of the MVR check if requested. Because a suspension of your authorization to drive may result in a loss of university employment if driving is an essential function of your job, 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.

The Workplace

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 in 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 or 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 by typing in the ID of your campus locations (e.g. ko, sb, se, etc.) in the Outlook calendar 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 are restricted use and available only through reservation. Please contact the UITS receptionist or office coordinator on your campus if you have a need to reserve a room that is not available through the Outlook scheduler.

You should verify that the conference room you reserve has the equipment you will need for your meeting or training, or 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 allow employees quick and easy access to refill their reusable water bottles and limit the amount on water bottle waste. **(IUB, IUPUI, IUN)**
- A secure, indoor bike storage area with room for 35 bikes is available to make it easier for employees to bike to work (contact the [UITS Facilities](#) team for access). **(IUB)**
- Marked walking routes are available 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.

Communication and Representation

UITS Listserv Communication

UITS maintains several e-mail distribution lists which 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, or to all UITS employees on a specific campus. 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 you may contact [your division administrator](#).

If you would like to use the listserv to send communication you may view the available e-mails 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](#) represent 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 communication processes and the decision-making processes of 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 a medium 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 elsewhere represented in the communication processes and decision-making of the IU Southeast campus.
- **IU East:** [IU East Professional Council](#) provides representative participation through recommendations and advice to the university and the [IU East Staff Council](#) represents the support staff in the communication processes and decision-making of the University.
- **IUPU Columbus:** The [IUPUC Staff Council](#) represents full and part-time non-academic staff in the university's decision-making and communication processes. All administrative, clerical, technical, service, and professional positions are included.

Safety

Employee Safety

UITS and Indiana University are committed to ensuring your safety and to 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](#). Here you can choose your preferred method of communication and the campuses for which you would like to receive notification.

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 the 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 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 requirement by campus 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, and those who 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 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.

Professional Development

Career Management Plan and 360 Feedback Process

At least once each 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 to plan employee contribution and development for the coming year. By providing a framework for partnership between employees and their managers, Career Management Plans encourage

- Open and continued communication between the employee and the supervisor on related job performance issues and professional growth.
- Guidance to enable the employee to accomplish performance and skills development goals.
- Direction and support to manage career aspirations and meet career objectives.

In addition UITS 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 opportunity use this valuable resource to identify or confirm areas in which to focus your 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 that are available to all employees and can be useful resource 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 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 needed job-related training. In this case 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 [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 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 enrichment your job satisfaction.

Job Status

Promotions

Personnel promotions are made after careful consideration of the responsibilities of a particular position. Promotions may be a result of 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 result in 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 specific job duties, scope and complexity of the work.

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 [UIITS HR Jobs website](#) if they are open to current UITS employees only.

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. 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 significantly to the intellectual and creative output of IU and add significantly to the total body of human knowledge and discoveries. UITS is committed to supporting our employees in partnership opportunities for scholarly publications and inventions, and facilitating research and creative discovery. Staff may also have the ability to act as Principal Investigators or Project Directors in certain situations.

UIITS employees also have certain rights and responsibilities in the use of university resources and the disclosure of and potential profit sharing from inventions that may have been generated with use 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. 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 , students, and faculty may 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.

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 1st) 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 more information and instructions.

- **Health Care:** For information on the medical, dental, health savings account, TSA, and 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. Use the University Human Resources [Benefits](#) tab and choose the Current Employees>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](#) tab by choosing the Current Employees>Life & Disability Plans link.
- **Paid Time Off:** Information on paid time off for professional and support staff can be found on the [Time Off](#) link of the University Human Resources Benefits tab.
- **Tuition Benefit:** Learn about the IU tuition benefit subsidy at the [IU Tuition Benefit](#) site on the University Human Resources Benefits tab.
- **Employee Assistance Program (EAP):** The EAP offers professional confidential counseling to help employees and their covered family members bring their life into better 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/renters 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 may vary by campus. Please consult your local campus calendars for the current holiday schedule for your campus.

Additional Useful Links

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