

Guide to Technology at the Jacobs School of Music for New Faculty Fall 2022

- **To Get Help**

Contact **Music Information Technology Services (MITS)**

- Email: musicits@indiana.edu
- Phone: 812.855.7832

Contact the **University Information Technology Services (UITS)** Support Center Outside of normal business hours, or for University wide systems, contact UITS for assistance.

- Email: ithelp@iu.edu
- Phone: 812.855.6789
- Walk-in: The walk-in support location in the Herman B Wells Library is on the fourth floor of the West Tower.
- Website: uits.iu.edu/support

- **Self Help**

Search the IU Knowledge Base for current answers to technology questions.

kb.iu.edu

- **Concerns, complaints and big ideas** (but the last resort for tech support!) contact:
 - Philip Ponella, Wennerstrom-Phillips Music Library Director and Chief Digital Officer
 - Email: pponella@indiana.edu
 - Phone: 812.855.2972

- **Administrative Tasks/Personal Business** - <https://one.iu.edu/>

One.IU is the university's portal for IT and other services. Access the interface via any device to perform hundreds of tasks, including:

- Accessing class rosters and posting grades
- Reviewing and updating the faculty annual report
- Securing your IU computing accounts
- Setting emergency notification preferences
- Reviewing campus-specific academic calendars

- **Course/Learning Management** – <https://canvas.iu.edu/>
IU uses the Canvas learning management system (LMS).
 - **Canvas Resource Guide:**
<https://intranet.music.indiana.edu/departments/offices/music-information-technology-services/teaching-resources/canvas-resources.html>

- **Keep Teaching Website** - <https://keepteaching.iu.edu/index.html>
Created for the pandemic, but has links to many resources and tools for teaching in-person, hybrid and online courses.

- **File Storage**
 - **OneDrive @ IU** – <https://office.iu.edu>
OneDrive@IU is a no-cost cloud storage service that faculty, students, and staff can access on any device.

Use your OneDrive account to :
 - Store documents that are generally for your use only.
 - Edit documents using Office Online. More info can be found at: <https://kb.iu.edu/d/aewd>
 - Files can be shared from OneDrive, but for sharing files with others or within groups, (especially work documents needed by others in the event you leave the university) Teams and Sharepoint are better options. See: <https://kb.iu.edu/d/bdht> for more info.
 - Contact us about storing files with sensitive data.

 - **Faust**
MITS provides storage space on the Jacobs School’s file server named *faust*. All faculty members have user folders on that server. Contact Music IT Services for instructions on connecting to the Faust Server from your devices.

- **High Quality video conferencing**
All studios in the East Studio Building are equipped for video conferencing. Studios in other areas can be equipped. There are two spaces in the Cook Music Library established for high quality, high-definition video conferencing/distance learning.
 - M285 is a conference/seminar room equipped for video conferencing/distance education.
 - M361 is configured as a music performance/recording studio equipped for distance musical performance/teaching.
 - Contact musicits@indiana.edu to learn more and/or schedule.
 - All classrooms have a webcam/microphone to enable zoom and/or recording.

- **Zoom- <https://zoom.iu.edu>**
 Zoom is a web collaboration tool available to all Indiana University students, faculty, and staff. Zoom provides high-quality audio and video, intuitive sharing and co-annotation tools, breakout rooms, whiteboarding tools, the ability to easily add content to meetings "on the fly", and the option to download meeting recordings as MP4 files. Standard Zoom meetings support up to 300 simultaneous participants. Licenses for large meetings (up to 500 participants) and webinars (up to 3,000 participants) are available to faculty and staff by request from the IU Zoom administrators. For more information see: <https://kb.iu.edu/d/bfqu>
- **IT Training - <https://ittraining.iu.edu/>**
 UITS IT Training gives faculty and students access to no- and low-cost training services, including:
 - Instructor-led workshops offered live online as well as in person
 - Specially scheduled workshops for students (available upon instructor request)
 - Downloadable materials, recorded webinars, and discounted training from leading vendors
 - Advanced technical training that can lead to professional certifications
- **IU Online Directory - <https://directory.iu.edu/>**
 The IU directory contains contact information— including email and phone—for faculty and staff at all campuses. It also contains office location, campus maps, and detailed IU departmental listings.
- **Media Collections Online - <https://media.dlib.indiana.edu/>**
 The William and Gayle Cook Music Library is one of the largest music libraries in the world. An ever-increasing amount of the libraries audio/video collections have been digitized and are available via Media Collections Online. For more information see the Cook Music Library's website: <https://libraries.indiana.edu/music-library>
- **Online Safety and Security - <https://protect.iu.edu/>**
 The University Information Security and Policy Offices help increase awareness about topics like email and phishing scams, keeping data safe, and avoiding identity theft.
 - **Two-Step Login (Duo):** <https://kb.iu.edu/d/beum>
 - Getting started with Two-Step Login: <https://kb.iu.edu/d/bfgm>
 - Use digital email signatures verify your identity, so recipients know your email has not been spoofed or altered by a scammer. For more info see: <https://kb.iu.edu/d/bctk>

- **Sensitive Data**

In the course of its academic mission and its day-to-day administration, Indiana University collects large amounts of personal data on its students, faculty, and staff. Much of this data is not sensitive, and is in fact publicly available (for example, names and telephone numbers). However, some of it is sensitive, including personal, financial, and legal information. Sensitive data include information protected by Indiana or federal law as well as that protected by university policy.

See more at: <https://datamanagement.iu.edu/types-of-data/classifications.php>

Classification examples

The following chart shows **examples** of how some data is classified within each data domain.

Domain	Critical	Restricted	University-Internal	Public
Cross-domain identifiers	SSN		University ID numbers	Username
Student	Driver's license, passport, credit card or banking information, CrimsonCard magstripe	Individual grades, academic transcript, class schedule, date of birth, advising notes	Address, Phone	Student name, Major, Degree
Human Resources	I-9 Form data; Payroll direct deposit account number	Employee home address	Employee offer letters, faculty tenure recommendations	Employee name and compensation
Health	Patient record	Faculty/Staff Immunization record		
Facilities		Detailed floor plans showing gas, water, sprinkler shut-offs, hazardous materials	Basic floor plans showing egress routes and shelter areas	Campus map showing buildings, names, addresses, parking, lighted pathways, emergency phones, etc.

- **Phones**

IU uses the Unicom (software based) phone system.

- Most users have USB phones that require the computer to be logged in to function. For help, contact MITS at musicits@indiana.edu
- You must acknowledge the E911 agreement before you will be able to use the phone: <https://accountmgmt.exchange.iu.edu/E911>
- Voicemail messages are sent to your email.

- **Software: IUanyWare & IUware**

IU provides faculty, students, and staff with access to hundreds of popular titles, including Microsoft Office and Adobe Creative Cloud, at no- or discounted cost.

- IUware lets you download the software packages you use frequently and install them on your desktop or laptop. See: <https://iuware.iu.edu/Mac> or <https://iuware.iu.edu/Windows>
- IUanyWare gives you the freedom to stream titles on demand using almost any device (internet connection required). See: <https://iuanyware.iu.edu>

- **Other Practical Information**

- Logoff your computer when you are leaving for the day
- Lock your computer if stepping away for a certain amount of time
- **DO NOT** share your passwords with anyone
- Information Security Best Practices - <https://kb.iu.edu/d/akln>
- You will not be granted administrative rights on your workstation.
 - Mac users can open Self Service to install software.
 - PC users can open Software Center to install software.
- Email security/phishing - <https://uits.iu.edu/phishing>
 - Don't open unexpected attachments.
 - Don't click on blind links.
 - Never share a passphrase, pin or personal information.
 - When you're done, log out or lock your computer. Do not turn it off!
 - Don't store sensitive data unless absolutely necessary.

- What to look for in a phishing email:

The image shows a screenshot of an email interface with several red arrows pointing to specific elements, each labeled with a number and a description of a phishing indicator:

- 1. Bad Grammar:** Points to the word "Grammar" in the salutation "Dear Staffs,".
- 2. No Punctuation:** Points to the missing comma in "Dear Staffs,".
- 3. Extremely large # of recipients:** Points to the recipient list in the header: "[Resource] AD 5023 Delegates, [Resource] AD 5023 FullAccessSendAs, and 3,470 more...".
- 4. Blind link:** Points to the underlined blue text "Click Here To Update".
- 5. Wrong name of organization:** Points to "IT-Service Help Desk" in the body text and the signature.

The email content includes:

Header: Pittelkow, Eric (sender), Yesterday at 2:24 PM (time), PE (profile picture), To: [Resource] AD 5023 Delegates, [Resource] AD 5023 FullAccessSendAs, and 3,470 more... (recipients), IT Service (subject).

Body: Dear Staffs, This e-mail has been sent to you by IT-Service Help Desk If you do not agree to update your account, your email account will be blocked. [Click Here To Update](#) Regards, IT-Service Help Desk