

Juilliard

Juilliard Email Provisioning and Distribution List Policy

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Table of Contents

- I. Introduction and Purpose of The Policy
- II. Email Distribution List Purpose
- III. Email Distribution List Acceptable Use and Authorization to Send
- IV. Provisioning and De-Provisioning Juilliard Email Accounts
- V. Approval to Create an Email Distribution List
- VI. Email Distribution List Creation Procedure
- VII. Use of Groups in Office 365 to Send Mass Emails
- VIII. Email Distribution List Administration and Governance
- IX. Email Distribution List Naming Convention
- X. Email Distribution List Sending Protocol
- XI. Adding Authorized Email Distribution List Senders
- XII. Exceptions to the Email Distribution List Policy and the Exception Process/Workflow
- XIII. Questions Regarding This Policy and Obtaining Assistance From the IT Service Desk

Appendix

I. Introduction and Purpose of The Policy

A Juilliard distribution list (DL) is a pre-populated list of Juilliard email accounts that enables mass communication via email on topics pertaining to Juilliard business. This document specifies the School's policy regarding DL acceptable use, creation, naming, authorization-to-send and ongoing governance. It also specifies the process/workflow for managing exceptions to the policy. The purpose of this policy is to facilitate mass communication and to minimize complexity while reducing inappropriate, offensive or excessive email.

II. Email Distribution List Purpose

The purpose of a DL is to facilitate mass communication to individuals possessing Juilliard email accounts on topics pertaining to Juilliard business and where such topics are of interest to all members of the DL.

III. Email Distribution List Acceptable Use and Authorization to Send

The use of a DL enables mass communication and therefore also carries risk. The broader the distribution list the greater the vulnerability to miscommunication, over-communication, unwanted communication and/or the generation of communication "noise."

Sending to certain DLs is limited to specific individuals or entities within Juilliard. Although sending to these DLs is often restricted via technical measures, an individual or entity should never assume they have permission to send to any DL, and therefore must confirm such privileges prior to sending. Questions regarding DL permissions should be directed to the IT Service Desk (See Section XIII).

Authorization to send email to a DL may only be granted by the relevant DL owner or their proxy. Note that no attempt should be made to circumvent or subvert permissions to send and/or alter a DL.

DLs may only be used when the email message content is relevant to all members of the DL, and such content directly relates to Juilliard business. A DL may never be used to participate in or promote activities that are illegal, violate Juilliard policy and/or are not relevant to officially sanctioned School activities.

IV. Provisioning and De-Provisioning Juilliard Email Accounts

Sending to a DL presupposes that message recipients possess a Juilliard email account. In general, only individuals with an active Juilliard email account will receive messages sent to a DL unless an exception is granted by the DL owner and an alternative email account is added to the list (see Section XII regarding exceptions to this Policy). It is important to define criteria for establishing and maintaining a Juilliard email account since email affects the flow of information and provisioning/de-provisioning of such accounts carries administrative burdens.

The decision to provision a Juilliard email account is driven by a need to remain aware of internal issues, events or programs by individuals who maintain an ongoing and sustained academic, operational and/or business relationship with the School. The following are the general categories of individuals that have such a need, and are therefore eligible for a Juilliard email account:

1. A contractor/consultant/affiliate who either a) possesses a valid, Juilliard-issued ID¹, b) maintains a sustained relationship/affiliation with the School requiring ongoing knowledge of internal issues, activities and/or programs or c) acts in an oversight and/or coordinating capacity in support of academic, operational and/or business-related programs, e.g., member of the Board of Trustees
2. A student currently enrolled in a degree-granting or certificate-issuing program
3. An employee currently on the Juilliard payroll, e.g., full and part-time faculty and staff

For example, students in a degree-granting or certificate-issuing program maintain an ongoing and sustained academic relationship with the School. A Juilliard email account is required in order to facilitate communication on matters that affect the completion of their degree or program. In contrast, Evening Division students have a discrete and/or transient relationship with the School, and therefore are not eligible for a Juilliard email account.

¹ Possession of a Juilliard ID implies an individual has unescorted access privileges within the Irene Diamond Building, and therefore has passed a Juilliard or Juilliard-equivalent background investigation.

Full or part-time faculty are on the Juilliard payroll, which in itself signifies an ongoing and sustained relationship with Juilliard. In addition, each faculty member affects their students' relationship with the School, which further justifies the provisioning of a Juilliard email account.

In contrast, a contractor or consultant, i.e., a paid non-employee, who is minimally on-site and/or is working on a project of limited duration does not have an ongoing and sustained relationship with the School. Therefore, that person would be ineligible for a Juilliard email account unless exigent circumstances dictated otherwise as substantiated by the relevant department or program head. Note that a contractor possessing a Juilliard ID presumably requires unescorted building access privileges, which signifies an ongoing requirement to be on-site thereby implying an ongoing and sustained relationship with the School.

Email accounts must be de-provisioned as soon as the relevant individual terminates their relationship with the School, e.g., is no longer paid by Juilliard or is no longer enrolled in a degree or certificate-granting program. Therefore, it is imperative that hiring managers inform Human Resources of an employee or contractor's impending departure from Juilliard as soon as possible. Similarly, the Registrar's Office should inform IT as soon as a student is no longer registered for classes.

V. Approval to Create an Email Distribution List

A DL may only be created for purposes of regular communication to official entities or groups within the Juilliard community, e.g., students registered in a degree or certificate-granting program, current faculty, staff members, or to an official organizational unit of The Juilliard School, e.g., a Juilliard Division, Juilliard Department, Juilliard Office or Juilliard-sponsored Program.

Prior approval by the head of the relevant organizational unit is required before a DL may be created. DLs may only be created by the IT Department via submission of a Service Desk ticket (see Section XIII).

VI. Email Distribution List Creation Procedure

A DL is created by submitting a Service Desk ticket via email (see Section XIII). The following information should be specified in the ticket:

1. The name of the DL subject to IT Department approval (See Section IX).

2. The relevant Division, Department, Office or Program
3. A statement that the relevant organizational unit head has approved the creation of that DL. For example, creating a DL for a Division requires that Division Head's approval, a Department DL requires that Department Head's approval, etc.
4. The DL owner and other individuals who are authorized to send to this DL per the relevant organizational unit head
5. The names of the DL administrator and back-up administrator if different than the DL Owner and if applicable

Note that once a Juilliard email account is created, the address will automatically be included in the hierarchy of DLs that apply to that individual. For example, if an individual is hired by the IT Department in New York, that person will automatically be added to the IT Department's DL, the "New York-All Staff" DL and the "New York-All Juilliard" DL (see the Appendix).

VII. Use of Office 365 Groups to Send Mass Emails

If mass communication via email to an *unofficial* organizational unit is required, the use of Groups in Office 365 is the approved method of communication via email.² Although approval by the IT Department is required to create a Group in Office 365, there is no requirement for ongoing governance/maintenance of such Groups.

Information on Office 365 Groups can be found at <https://support.office.com/en-us/article/learn-about-office-365-groups-b565caa1-5c40-40ef-9915-60fdb2d97fa2>. Establishing a Group in Office 365 is accomplished via the IT Service Desk (see Section XIV).

² Such organizational units include entities not specified on the official Juilliard organization chart but exclusive of entities and associated DLs specified in the Appendix.

VIII. Email Distribution List Administration and Governance

Every DL requires a designated DL owner who is ultimately responsible for ongoing DL housekeeping and the permission to send to that DL. A DL owner can designate an individual in charge of DL administration (“DL Administrator”). Either the DL owner or administrator should regularly review the DL to ensure membership is up-to-date.³ A back-up administrator should also be identified in the event the primary administrator is unavailable.

IX. Email Distribution List Naming Convention

Standardization of DL names is important to ensure clarity and coherence in communicating to the Juilliard community. To that end, DL names should adhere to a standard naming convention to help reduce stakeholder confusion and assist in ongoing governance. Therefore proposed DL names are subject to approval by the IT Department. The following guidelines should be used in establishing DL names:

- Begin the name with the appropriate campus prefix (NY or TJ)
- Minimize the length of the DL name
- Accurately describe the intended email recipients
- Include the official business unit name/title that owns the DL

The most prominent and inclusive DLs are specified in the Appendix along with their owners and descriptions.

X. Email Distribution List Sending Protocol

When sending emails to a DL, the DL name should always be placed in the Blind Copy Count (BCC) of the email header. This helps to prevent email clutter, which inevitably results from replying “To All.”

³ Automation of DL additions and deletions should be part of the on-boarding and off-boarding process as facilitated by the School’s Enterprise Resource Planner.

XI. Adding Authorized Email Distribution List Senders

Permission to add authorized senders to a DL may only be granted by the relevant organizational unit head or the DL owner.

A Service Desk ticket must be submitted to request additional authorized senders to a DL (see Section XIII). Note that if required approval is not specified in the Service Desk email ticket, the request will be referred to the relevant organization head or DL owner.

XII. Exceptions to the Email Distribution List Policy and the Exception Process/Workflow

Exceptions to this policy should be avoided unless absolutely necessary in order to reduce the dependence on manual processes and to minimize complexity.

However, should such an exception be required, a request should be made by submitting a ticket to the Service Desk (see Section XIII). The ticket must include the following information:

- The reason for the exception
- A statement that approval for the exception has been granted by the relevant Juilliard organization head or DL owner

If the required approval has been granted, the Service Desk will facilitate the request, close the ticket and inform the requestor. If a statement of approval has not been included in the request for an exception, the ticket will be escalated to the appropriate organization head or DL owner for adjudication.

XIII. Questions Regarding This Policy and Obtaining Assistance From the IT Service Desk

Questions regarding email account provisioning, DLs and/or the Juilliard Email Provisioning and Distribution List Policy may be addressed in person by visiting Room 247, submitting a Service Desk ticket via email to servicedesk@juilliard.edu or by calling (212) 799-5000, x7121.

Appendix

DL Name	DL Description	DL Owner
New York-All Juilliard	Anyone Possessing an Active Juilliard Email Account (exclusive of alumni)	President's Office, Communications
New York-All College Students	All Currently Enrolled Undergraduate and Graduate Students (degree-awarding and certificate-granting programs)	Provost and Dean's Office
New York-All Faculty	All Faculty Currently on the Juilliard Payroll	Provost and Dean's Office
New York-All Pre-College Students	All Currently Enrolled Pre-College Students	Pre-College Program Head
New York-All MAP Students	All Currently Enrolled Students in the Music Advancement Program (MAP)	MAP Head
New York-All Preparatory Division	All Currently Enrolled Preparatory Division Students and Their Parents Plus Affiliated Faculty and Staff Currently on the Juilliard Payroll	Preparatory Division Head
New York-All MAP	All Currently Enrolled MAP Students and Their Parents Plus Affiliated Faculty and Staff Currently on the Juilliard Payroll	MAP Head
New York-All Pre-College	All Currently Enrolled Pre-College Students and Their Parents Plus Affiliated Faculty and Staff Currently on the Juilliard Payroll	Pre-College Head
New York-All Staff	All Staff Currently on the Juilliard Payroll	Human Resources