IU Bloomington

UNIVERSITY INFORMATION TECHNOLOGY SERVICES (UITS)

http://uits.iu.edu/

INFORMATION AND HELP

812-855-6789 Support Center
24/7 support for information technology at IU
ithelp@iu.edu
Online chat support available at http://ithelplive.iu.edu
IU Knowledge Base: https://kb.iu.edu
Answers to questions about information technology at IU

Wells Library Info
Commons Indiana
Memorial Union M089
(See full contact information and hours of service)

812-855-4848 Switchboard and Contact Center
clctrbl@indiana.edu
AskIU
AskIU@iu.edu

812-855-8765 Classroom Technology Support
812-855-9255 Receptionist
Tours - Cyberinfrastructure Building (CIB), Informatics and Communications Technology Complex (ICTC), and Data Center (BL & IN) -
ITCO@iu.edu

812-856-2337 Press Room Ceci Jones
https://itnews.iu.edu/

812-856-2287 Telephone Services, Faculty/Staff
unicom@iu.edu
812-855-4455  Telephone Services, Residential

     resreq@indiana.edu

812-855-5487  Ombudsman - UITS

     itombuds@iu.edu

812-855-6789  Computer Security Outside of Business Hours

     it-incident@iu.edu

CLIENT SERVICES AND SUPPORT

Accounts and Passwords

812-855-6789  Accounts and Passwords

     ithelp@iu.edu

Billing

812-856-1058  Billing-Computing Services  2709 E 10th St

812-856-2287  Billing-Departmental Telecommunications  2709 E 10th St

812-855-4455  Billing-Residential Telecommunications  2709 E 10th St

812-855-7499  Billing-Telecommunications  Vendor Invoices  2709 E 10th St

Electronic Mail and Messaging

812-855-6789  Electronic Mail and Messaging  2709 E 10th St

     ithelp@iu.edu

Helpnet Technology Services

     helpnet@iupui.edu

317-274-3087  Director of Information Technology  Carl Rhine  BS 0001

     helpnet@iupui.edu

317-278-2378  Internet Systems Manager  Tony Herring  BS 0001
aherring@iu.edu
317-274-7773  Web Programmer  Fred Haver  BS 0001
fhaver@iu.edu

klsteine@iupui.edu
317-274-3087  Client Support Team Leader  Kevin Steiner  BS 0001

Information Systems
812-855-7702  Enterprise Decision Support Services  2709 E 10th St
dsconslt@indiana.edu
812-856-9049  Enterprise Services Integration
esireq@indiana.edu
812-855-0718  Enterprise Web Technical Services
webtech@indiana.edu
812-855-4190  Research Administration Services  Geoff McGregor  2709 E 10th St
gmgrego@iu.edu
812-856-1054  E-Commerce  Melanie Ebdon  2709 E 10th St
kfs-tech@exchange.iu.edu
812-856-1054  Fiscal and Procurement Systems  Melanie Ebdon  2709 E 10th St
kfs-tech@exchange.iu.edu
812-856-1054  HRMS  Melanie Ebdon  2709 E 10th St
bl-uits-hrms-java-team@exchange.iu.edu
812-856-0488  Libraries  Matt Sargent  2709 E 10th St
masargen@iu.edu
812-855-6789  Oncourse
ithelp@iu.edu
812-855-6789  Student Information System  2709 E 10th St
Infrastructure Measurement and Monitoring

812-856-3877 Manager T C Bradley 2709 E 10th St
netps-l@indiana.edu

Internet

812-855-9910 Computer Data Center/Operations 2709 E 10th St
wccops@indiana.edu

812-856-5200 Dial-in Services 33.6 PPP, 2 hour limit
812-856-5202 Dial-in Services 33.6 PPP, 8 hour limit

812-855-3699 Network Operations Center 2709 E 10th St
noc@iu.edu

812-856-3883 New Network Planning and Installation 2709 E 10th St
jvh@indiana.edu

IT Communications Office

812-856-1242 IT Communications Office Daphne Siefert-Herron 2709 E 10th St
ITCO@iu.edu

Knowledge Management

IU Knowledge Base:
https://kb.iu.edu

UITS Services and Support:
http://uits.iu.edu
kb@iu.edu

Labs, Classrooms, and Instructional Resources

812-856-4112 Adaptive Technology & Accessibility Centers Wells Library
iuadapts@indiana.edu
http://www.indiana.edu/~iuadapts/
812-855-2922 Classroom Technology Design
Franklin Hall 0003
Classroom Technology Services
Franklin Hall 0009

812-855-8765 cts@indiana.edu
http://www.indiana.edu/~cts

812-855-0953 Digital Music Library
variations2@variations2.indiana.edu
http://variations2.indiana.edu

812-855-3802 Technology Center Consulting
Wells Library Info Commons
812-855-7829 Teaching and Learning Technology Center
Wells Library 305 / BH 307

812-855-4499 tltc@indiana.edu
http://www.indiana.edu/~tltc

Phone
812-855-4848 User Experience Group (UXG)
2709 E 10th St
usable@indiana.edu
http://www.indiana.edu/~usable/

812-855-4848 Switchboard and Contact Center
2709 E 10th St
cltrbl@indiana.edu
Ask IU
AskIU@iu.edu

812-855-5843 Directory Coordinator
2709 E 10th St
directorybl@indiana.edu

812-855-2111 NETDATA
2709 E 10th St
netdata@indiana.edu

812-855-7212 Paging Service
2709 E 10th St
unicom@iu.edu
812-855-4848  Teleconference Call Requests  2715 E 10th St
clctrbl@indiana.edu

812-855-2111  Telephone Repair  2709 E 10th St
unicom@iu.edu

812-856-2287  Telephone Services, Faculty/Staff  2709 E 10th St
unicom@iu.edu

Security and Policies

812-855-6789  Computer Security Outside of Business Hours  Wells Library Info Commons
it-incident@iu.edu

812-855-8476  University Information Policy Office  2709 E 10th St
uipo@iu.edu

812-855-8476  University Information Security Office  2709 E 10th St
uiso@iu.edu

Supercomputing, Data Analysis, Visualization, and Storage

812-856-2283  Advanced Visualization Laboratory  
http://www.avl.iu.edu/

812-856-4404  Bioinformatics Services  2709 E 10th St
bioinf@iu.edu

http://kb.iu.edu/data/alei.html

317-278-1208  Advanced Biomedical IU Core  535 W Michigan St, IUPUI
data@iu.edu

http://abitc.iu.edu

812-855-4724  Research Analytics  410 N Park
statmath@indiana.edu

http://rt.uits.iu.edu/visualization/analytics/
812-855-7211 Data Capacitor 2709 E 10th St
dc-team-l@indiana.edu
http://datacapacitor.iu.edu

812-855-5492 Data Management Support 2709 E 10th St
dms@indiana.edu
http://www.indiana.edu/~statmath/datamg/

812-855-4454 Research Storage 2709 E 10th St
store-admin@iu.edu
http://storage.iu.edu/

812-855-6865 Geographic Information Technologies 2709 E 10th St
uitsgis@indiana.edu
http://www.indiana.edu/~dms/gis/index.html

812-855-4021 High Performance Systems 2709 E 10th St
hps-admin@iu.edu
http://rt.uits.iu.edu/systems/hps/

812-856-7411 Scientific Applications and Performance Tuning 2709 E 10th St
hpa-admin@iu.edu
http://rt.uits.iu.edu/systems/sciapt/

812-855-9574 Campus Bridging and Research Infrastructure 2709 E 10th St
rtcs-group@rtinfo.indiana.edu
http://rt.uits.iu.edu/systems/cbri/

317-278-9699 Open Science Grid
goc@opensciencegrid.org
http://www.opensciencegrid.org

Training and Workshops
812-855-7383  IT Training & Education  2709 E 10th St

ittraining@indiana.edu
http://ittraining.iu.edu

Video
812-855-2111  Cable TV  2709 E 10th St

repair@indiana.edu

812-856-2020  Collaboration Technologies (Video Conferencing)

cthelp@indiana.edu

http://collaboration.iu.edu/

Web Publishing
812-855-8050  Webmaster  2709 E 10th St

http://webmaster.iu.edu

812-855-6789  Mypage (personal web pages)

ADMINISTRATION

Vice President for Information Technology & Chief Information Officer, Office of

Client Services and Support
812-856-3527  Associate Vice President  Cathy O'Bryan  2709 E 10th St

caobryan@iu.edu

812-856-0753  Administrative Assistant  Lisa Liford  2709 E 10th St

lislibro@iu.edu

812-856-4143  Director, Client Support  Constance Ford  2709 E 10th St

moford@iu.edu
812-856-5123  Administrative Assistant  Jolene Headley  2709 E 10th St
jorhawki@iu.edu

812-856-0186  Director, Client Services  Jacob Farmer  2709 E 10th St
jpfarmer@iu.edu

812-855-7676  Administrative Assistant  Julie Bennett  2709 E 10th St
julie@iu.edu

**Constituent Success**

812-856-5594  Associate Vice President for Constituent Success  Dennis Cromwell  2709 E 10th St
dcromwel@iu.edu

812-856-3030  Executive Administrative Assistant  Misty Smith  2719 E 10th St
mibsmith@iu.edu

812-856-2081  Director CRM Initiative  Christopher Tompkins  2709 E 10th St
chtompki@iu.edu

**Enterprise Systems**

812-856-0055  Associate Vice President  Aaron Neal  2709 E 10th St
aaneal@iu.edu

812-856-3805  Administrative Assistant  Katie Burnworth  2709 E 10th St
kburnwor@iu.edu

812-856-2355  Director, Enterprise Applications  Ranji Abraham  2709 E 10th St
abraham@iu.edu

812-856-4553  Director, Enterprise Business Systems  Lora Fox  2709 E 10th St
ldingram@iu.edu

812-855-7287  Director, Enterprise Infrastructure  James Thomas  2709 E 10th St
jthomas@iu.edu

812-856-9052  Director, Enterprise Student  Eric Westfall  2709 E 10th St
Systems
ewestfal@iu.edu
812-855-4969 Administrative Assistant Mackenzie Bohall 2709 E 10th St
mebohall@iu.edu

Finance Office
Finance Officer, Financial Planning, Budget Administration and Accounting Douglas Mayo 2709 E 10th St
dpmayo@iu.edu
812-855-0890 Administrative Assistant Jolene Headley 2709 E 10th St
jorhawki@iu.edu
812-856-5123 Associate Director, Operations Rhonda Inman 2709 E 10th St
rminman@iu.edu
812-856-2504 Associate Director, Operations Henry Gabriel 2709 E 10th St
hgabriel@iu.edu

Health Technology Services
317-274-8870 Director Client Experience Patrick Phillips HS 2115
paaphill@iu.edu

Human Resources Office
http://www.indiana.edu/~uitshr
812-855-7150 Human Resources Director Joe Farrell 2709 E 10th St
jffarrel@iu.edu
812-855-6867 Human Resources Business Partner Elisa Graham 2709 E 10th St
elmgraha@iu.edu
812-856-6898 Human Resources Business Partner Kristopher Ying 2709 E 10th St
kying@iu.edu
812-856-0834 HR Recruitment Coordinator Lynda C Johnson 535 W Michigan St,
Human Resources Business Partner
Jim Peltz
535 W Michigan St, IUPUI
peltzj@iu.edu

Information Security

Acting Assoc Vice President, Information Security
Von Welch
2719 E 10th St
welch@iu.edu

Administrative Assistant
Rudeana Honeycutt
2709 E 10th St
rhoneycu@iu.edu

Chief Data Officer
Sara Chambers
2709 E 10th St
schamber@iu.edu

University Information Policy Officer
Eric Cosens
2709 E 10th St
ecosens@iu.edu

Chief Information Security Officer
Andrew Korty
535 W Michigan St, IUPUI
ajk@iu.edu

University Information Security Officer
Keith Lehigh
535 W Michigan St, IUPUI
klehigh@iu.edu

Administrative Assistant
Julie Bennett
2709 E 10th St
julie@iu.edu

Learning Technologies

Associate Vice President
Anastasia S Morrone
2709 E 10th St
amorrone@iu.edu

Administrative Assistant
Chelsea Smith
2709 E 10th St
cbauters@iu.edu

Director, Learning Spaces
Julie Johnston
535 W Michigan St, IUPUI
<table>
<thead>
<tr>
<th>Phone</th>
<th>Role</th>
<th>Name</th>
<th>Email</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>317-278-1570</td>
<td>Director, Faculty Engagement &amp; Outreach</td>
<td>John Gosney</td>
<td><a href="mailto:jgosney@iu.edu">jgosney@iu.edu</a></td>
<td>535 W Michigan St, IUPUI</td>
</tr>
<tr>
<td>317-274-2444</td>
<td>Departmental Secretary</td>
<td>Robin Ingram</td>
<td><a href="mailto:ringram@iu.edu">ringram@iu.edu</a></td>
<td>535 W Michigan St, IUPUI</td>
</tr>
<tr>
<td>317-274-0763</td>
<td>Associate Vice President</td>
<td>Dave Jent</td>
<td><a href="mailto:djent@iu.edu">djent@iu.edu</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-855-4505</td>
<td>Administrative Assistant</td>
<td>Janice Kent</td>
<td><a href="mailto:jkent@iu.edu">jkent@iu.edu</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-856-0419</td>
<td>Director, GlobalNOC Networks Engineering</td>
<td>Jon Paul Herron</td>
<td><a href="mailto:jpherron@iu.edu">jpherron@iu.edu</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-856-0978</td>
<td>Director, GlobalNOC Software &amp; Systems Engineering</td>
<td>Luke Fowler</td>
<td><a href="mailto:luke@iu.edu">luke@iu.edu</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-855-0164</td>
<td>Director, Indiana HE Networking - I-Light GlobalNOC Service Desk</td>
<td>Marianne Chitwood</td>
<td><a href="mailto:chitwood@ilight.net">chitwood@ilight.net</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-855-0295</td>
<td>Director, International Networks</td>
<td>Jennifer M Schopf</td>
<td><a href="mailto:jmschopf@indiana.edu">jmschopf@indiana.edu</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-855-1784</td>
<td>Director, Telecommunication Infrastructure</td>
<td>Kirt Guinn</td>
<td><a href="mailto:mguinn@iu.edu">mguinn@iu.edu</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-855-4780</td>
<td>Chief Network Architect, Networks Architecture</td>
<td>Steven Wallace</td>
<td><a href="mailto:ssw@indiana.edu">ssw@indiana.edu</a></td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>812-855-9028</td>
<td>Administrative Assistant</td>
<td>Michelle Eppe</td>
<td><a href="mailto:mrepple@iu.edu">mrepple@iu.edu</a></td>
<td>2709 E 10th St</td>
</tr>
</tbody>
</table>

**Regional Campuses**
<table>
<thead>
<tr>
<th>Phone</th>
<th>Position</th>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>812-941-2411</td>
<td>Regional Campus CIO – IUK, IUN, IUSB, IUE, IUPUC, IUS</td>
<td>Nick Ray</td>
<td>Knobview, IUS</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:nicray@iu.edu">nicray@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>812-941-2259</td>
<td>Administrative Assistant</td>
<td>Lindsey Cook</td>
<td>Knobview Hall, IUS</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:cooklm@iu.edu">cooklm@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>219-980-6706</td>
<td>Administrative Assistant</td>
<td>Bernadette Resto</td>
<td>Hawthorn 108, IUN</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:bresto@iu.edu">bresto@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>765-973-8555</td>
<td>Administrative Assistant</td>
<td>Aimee Thompson</td>
<td>Hayes Hall, IUE</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:amcrass@iu.edu">amcrass@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>812-941-2450</td>
<td>Executive Director - IU Southeast</td>
<td>Steve Bennison</td>
<td>University Center, IUS</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:sbenniso@iu.edu">sbenniso@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>765-973-8611</td>
<td>Executive Director - IU East</td>
<td>Todd Duke</td>
<td>Hayes Hall, IUE</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:mtduke@iu.edu">mtduke@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>812-375-7596</td>
<td>Executive Director - IUPU Columbus</td>
<td>Bill Fields</td>
<td>Columbus Learning Center, IUPUC</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:wlfields@iu.edu">wlfields@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>574-520-4473</td>
<td>Executive Director - IU South Bend</td>
<td>Phil Mikulak</td>
<td>Northside, IUSB</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:pmikulak@iu.edu">pmikulak@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>574-520-5218</td>
<td>Executive Director - IU Northwest</td>
<td>Paul Sharpe</td>
<td>Hawthorn, IUN</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:pwsharpe@iu.edu">pwsharpe@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>765-455-9210</td>
<td>Executive Director - IU Kokomo</td>
<td>Craig Swoverland</td>
<td>Library, IUN</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:sswoverl@iu.edu">sswoverl@iu.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

**Research Technologies**

<table>
<thead>
<tr>
<th>Phone</th>
<th>Position</th>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>812-856-6339</td>
<td>Assoc Vice President, Research Technologies</td>
<td>Matthew Link</td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:mrlink@iu.edu">mrlink@iu.edu</a></td>
<td></td>
</tr>
<tr>
<td>812-856-5595</td>
<td>Administrative Assistant</td>
<td>Rudeana Honeycutt</td>
<td>2709 E 10th St</td>
</tr>
<tr>
<td>Phone</td>
<td>Position</td>
<td>Name</td>
<td>Email</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------------------</td>
<td>----------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>812-856-7411</td>
<td>Director, Research Software and Solutions</td>
<td>Robert Henschel</td>
<td><a href="mailto:rhoneycu@iu.edu">rhoneycu@iu.edu</a></td>
</tr>
<tr>
<td>812-856-4911</td>
<td>Director, Visualization and Data Services</td>
<td>Eric Wernert</td>
<td><a href="mailto:henschel@iu.edu">henschel@iu.edu</a></td>
</tr>
<tr>
<td>812-856-3107</td>
<td>Senior Technical Advisor</td>
<td>Tony Walker</td>
<td><a href="mailto:ewernert@iu.edu">ewernert@iu.edu</a></td>
</tr>
<tr>
<td>812-855-4810</td>
<td>Program Director, Community Engagement and Interoperability</td>
<td>Therese Miller</td>
<td><a href="mailto:tonlwalk@iu.edu">tonlwalk@iu.edu</a></td>
</tr>
<tr>
<td>812-855-4021</td>
<td>Director, Advanced Cyberinfrastructure</td>
<td>David Hancock</td>
<td><a href="mailto:millertm@indiana.edu">millertm@indiana.edu</a></td>
</tr>
<tr>
<td>812-856-5303</td>
<td>Administrative Assistant</td>
<td>Kim Wagner</td>
<td><a href="mailto:dyhancoc@iu.edu">dyhancoc@iu.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:kiwagner@iu.edu">kiwagner@iu.edu</a></td>
</tr>
</tbody>
</table>