

<b>Title:</b> 文件名	Email Provisioning and Distribution List Policy (" <b>Policy</b> ") 电子邮件设置和通讯组政策（“政策”）
<b>Policy Owner:</b> 政策所有者:	Office of Information Technology (" <b>IT</b> " or " <b>IT Department</b> ") 信息技术办公室（“IT部门”）
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<b>Applies to:</b> 适用于:	All members of the Tianjin Juilliard School community (includes all faculty; staff; and students) 天津茱莉亚学院全体成员（包括所有教师、行政人员及学生）
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## I. Introduction and Purpose of The Policy

### 政策介绍及目的

The Tianjin Juilliard School ("Tianjin Juilliard" or "School") distribution list (DL) is a pre-populated list of Tianjin Juilliard email accounts that enables mass communication via email on topics pertaining to Tianjin Juilliard business. This Policy 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.

天津茱莉亚学院（以下称“天津茱莉亚”或“学院”）通讯组（DL）为预先设置的天津茱莉亚电子邮件帐户通讯组，可通过电子邮件就与天津茱莉亚业务相关主题进行大规模交流。本政策规定了学院通讯组可接受使用、创建、命名、发送授权和持续管理等事宜，同时也提出了政策例外处理/工作流程。本政策目的为促进大众沟通，在减少不恰当、冒犯性或过多电子邮件之同时尽量减少复杂性。

## II. Email Distribution List Purpose

### 邮件通讯组目的

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

通讯组目的为促进拥有天津茱莉亚电子邮箱账户的个人就与天津茱莉亚业务相关主题进行大众交流，且相关主题涉及通讯组中所有成员利益。

## III. Email Distribution List Acceptable Use and Authorization to Send

### 邮件通讯组可接受使用及授权发送

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".

使用通讯组可以进行大众交流，因此也存在风险。通讯组覆盖范围越广，则越容易出现错误通信、过度通信、不必要通信和/或产生通信“噪音”。

Sending to certain DLs is limited to specific individuals or entities within Tianjin 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 XII).

仅天津茱莉亚内部特定个人或实体可向某些通讯组发送邮件。尽管向此类通讯组发送邮件经常受到技术限制，但个人或实体决不应假定其有权向任何通讯组发送，因此须在发送前确认相关权限。发送通讯组权限相关问题应直接咨询IT服务台（见第十二节）。

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.

仅通讯组所有者或其代理可对向通讯组发送电子邮件进行授权。请注意，不应试图绕过或破坏发送和/或更改列组批准权限。

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

仅可在电子邮件内容与通讯列组所有成员相关，且与天津茱莉亚业务直接相关时使用列组。不得将列组用于参与或推广非法、违反天津茱莉亚政策和/或与官方批准学院活动无关的事宜。

#### IV. Provisioning and De-Provisioning Tianjin Juilliard Email Accounts

##### 开通和取消天津茱莉亚电子邮件帐户

Sending to a DL presupposes that message recipients possess a Tianjin Juilliard email account. In general, only individuals with an active Tianjin 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 XI regarding exceptions to this Policy). It is important to define criteria for establishing and maintaining a Tianjin Juilliard email account since email affects the flow of information and provisioning/de-provisioning of such accounts carries administrative burdens.

向通讯组发送信息的前提是消息接收者拥有天津茱莉亚电子邮件帐户。一般而言，只有拥有天津茱莉亚活跃电子邮件帐户的个人方可收到发送给通讯组的邮件，除非通讯组所有者批准例外情况，且在通讯组中添加了其他电子邮件帐户（有关此政策的例外情况，请参阅第十一节）。由于电子邮件将影响信息流动，且此类帐户的开通/取消将带来管理负担，因此确定建立和维护天津茱莉亚电子邮件帐户的标准非常重要。

The decision to provision a Tianjin 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 Tianjin Juilliard email account:

之所以决定提供天津茱莉亚电子邮件账户，是由于与学院保持持续学术、运营和/或业务关系的个人需了解内部问题、事件或项目。以下为相关个人的一般类别，由于其有上述需求，因此有资格申请天津茱莉亚电子邮件帐户：

1. A contractor/consultant/affiliate who either a) possesses a valid, Tianjin Juilliard-issued ID<sup>1</sup>, 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

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<sup>1</sup> Possession of a Tianjin Juilliard ID implies an individual has unescorted access privileges within the Tianjin Juilliard building, and therefore has passed a Tianjin Juilliard or Tianjin Juilliard-equivalent background investigation.

<sup>1</sup> 持有天津茱莉亚校园卡意味着个人在天津茱莉亚大楼内拥有无人陪同访问特权，因此其通过了天津茱莉亚或天津茱莉亚同等背景调查。

programs, e.g., member of the Board of Trustees

1. 承包商/顾问/附属机构：A) 持有有效的、天津茱莉亚颁发的校园卡；b) 与学院保持持续的关系/从属关系，需要持续了解内部问题、活动和/或项目；或c) 以监督和/或协调身份支持学术，运营和/或与业务相关的计划，例如，董事会成员

2. A student currently enrolled in a degree-granting or certificate-issuing program

2. 目前就读于学院学位或证书颁发项目的学生

3. An employee currently on the Tianjin Juilliard payroll, e.g., full and part-time faculty and staff

3. 目前在天津茱莉亚工资单上的员工，如全职和兼职教师及员工

For example, students in a degree-granting or certificate-issuing program maintain an ongoing and sustained academic relationship with the School. A Tianjin Juilliard email account is required in order to facilitate communication on matters that affect the completion of their degree or program.

例如，就读于学院学位或证书颁发项目的学生与学院保持着持续学术关系。此种情况下，其必须拥有天津茱莉亚电子邮件以便就影响其学位或课程完成的事项进行沟通。

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

全职或兼职教师皆在天津茱莉亚工资单上，这本身即意味着其与天津茱莉亚保持着持续关系。此外，每位教师都会影响学生与学院的关系，这也进一步证明了设置天津茱莉亚电子邮件账户是合理的。

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 Tianjin Juilliard email account unless exigent circumstances dictated otherwise as substantiated by the relevant department or program head. Note that a contractor possessing a Tianjin 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.

相比之下，承包商或顾问，即有偿非雇员，至少在现场和/或在一个有限期限项目中工作，与学院没有持续关系。因此，除紧急需要，且经相关部门或项目负责人证实，否则其将不具备拥有天津茱莉亚电子邮件账户资格。请注意，持天津茱莉亚校园卡承包商或需在无陪同下进入建筑，即意味着其需要持续在现场，故其与学院存在持续关系。

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 Tianjin Juilliard or is no longer enrolled in a degree or certificate-granting program. Therefore, it is imperative that hiring managers inform the Office of Human Resource of an employee or contractor's impending departure from Tianjin Juilliard as soon as possible. Similarly, the Office of Academic and Student Affairs should inform IT as soon as a student is no longer registered for classes.

一旦相关个人终止与学院关系，例如不再由天津茱莉亚支付工资或不再参加学位或证书授予项目，则必须立即取消相关电子邮件帐户设置。因此，部门主管必须尽快将员工或承包商即将离职情况通知至人力资源办公室。同样，一旦学生不再注册上课，则应尽快通知教务处。

## V. Approval to Create an Email Distribution List

### 批准创建电子邮件通讯组

A DL may only be created for purposes of regular communication to official entities or groups within the Tianjin Juilliard community, e.g., students registered in a degree or certificate-granting program, current faculty, staff members, or to an official organizational unit of Tianjin Juilliard<sup>2</sup>, e.g., a Tianjin Juilliard division, Tianjin Juilliard department, Tianjin Juilliard office or Tianjin Juilliard-sponsored program.

创建通讯组的目的仅限于与天津茱莉亚社区内官方实体或群组进行定期沟通，例如，在学位或证书授予项目中注册的学生、现任教师、员工，或天津茱莉亚官方组织单位，如天津茱莉亚分部、天津茱莉亚部门、天津茱莉亚办公室或天津茱莉亚赞助项目。

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 XII).

在创建通讯组前，需得到相关组织单位负责人事先批准。通讯组只能由IT部门通过提交服务台票据（见第十二节）创建。

## VI. Email Distribution List Creation Procedure

### 电子邮件通讯组创建流程

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

通讯组是通过电子邮件提交服务台票据创建的（见第十二节）。票据上应注明以下信息：

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

经IT部门批准通讯组名称（见第八节）

2. The relevant division, department, office or program

有关分支、部门、办公室或项目

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.

证明相关组织单位负责人已批准创建该通讯组的声明。例如，为分支创建通讯组需要分支主管批准，部门通讯组需要该部门主管批准等等

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

<sup>2</sup> 此类组织单位包括天津茱莉亚官方组织结构图中未注明实体，但不包括附录中所包含实体和相关通讯组。

4. The DL owner and other individuals who are authorized to send to this DL per the relevant organizational unit head

通讯组所有者和其他有权根据相关组织单位负责人要求向本通讯组发送邮件的个人

The names of the DL Administrator (as defined below in section VII) and back-up administrator if different than the DL Owner and if applicable

通讯组管理员（定义见下文第七节）和备用管理员姓名（如果与通讯组所有者不同且适用）

Note that once a Tianjin 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, that person will automatically be added to the IT Department's DL, the "@AllEmployees" DL and the "@AllStaff" DL (see the Appendix).

请注意，一旦创建了天津茱莉亚电子邮件帐户，该地址将自动被包含在适用于该个人的通讯组中。例如，如果某个人被IT部门雇用，该人员将被自动添加到IT部门的通讯组“@AllEmployees”和“@AllStaff”中（请参阅附录）。

## VII. Email Distribution List Administration and Governance

### 电子邮件通讯组管理和治理

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**").

每个通讯组都需要一个指定的所有者，该所有者最终负责正在进行的组内内务处理，并有权向该通讯组发送邮件。所有者可以指定一个人负责管理通讯组（“通讯组管理员”）。

Either the DL owner or DL Administrator should regularly review the DL to ensure membership is up-to-date.<sup>3</sup> A back-up administrator should also be identified in the event the primary DL Administrator is unavailable.

通讯组所有者或管理员应定期检查通讯组，以确保成员为最新<sup>3</sup>。如果主管理员不可用，还应确定备用管理员。

## VIII. Email Distribution List Naming Convention

### 电子邮件通讯组命名规范

Standardization of DL names is important to ensure clarity and coherence in communicating to the Tianjin 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:

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<sup>3</sup> Automation of DL additions and deletions should be part of the on-boarding and off-boarding process as facilitated by Kingdee SHR.

<sup>3</sup> 在金蝶SHR协助下，通讯组添加和删除自动化应成为入职和离职流程的一部分。



通讯组名称的标准化对于确保与天津茱莉亚社区进行沟通的清晰性和连贯性非常重要。为此，通讯组名称应遵守标准命名约定，以帮助减少利益相关者使用时混淆，并有助于持续治理。因此，建议的通讯组名称须经IT部门批准。在设置通讯组名称时应遵循以下几点：

- Minimize the length of the DL name
- 通讯组名称长度越短越好
- Accurately describe the intended email recipients
- 准确表述邮件接收者
- Include the official business unit name/title that owns the DL
- 包含拥有该通讯组的官方业务组姓名/职位

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

附录中详细说明了最重要和包含范围最广的的通讯组及其所有者和描述。

## **IX. Email Distribution List Sending Protocol**

### **电子邮件通讯组发送协议**

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".

向通讯组发送电子邮件时，通讯组名称应始终放在电子邮件头的盲拷贝计数（BCC）中。这将有助于防止电子邮件杂乱无章，但不可避免地导致回复给“所有人”。

## **X. Adding Authorized Email Distribution List Senders**

### **添加授权的电子邮件通讯组发件人**

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

仅相关组织单位负责人或通讯组所有者可允许向该通讯组添加授权发件人。

A Service Desk ticket must be submitted to request additional authorized senders to a DL (see Section XII). 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.

必须提交服务台票据以请求向通讯组新增授权发送者（见第十二节）。请注意，如果服务台电子邮件票据中未指定所需批准，则请求将被提交至相关组织负责人或通讯组所有者。

## **XI. Exceptions to the Email Distribution List Policy and the Exception Process/Workflow**

### **电子邮件通讯组政策和例外处理/工作流程**



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

除非绝对必要，否则应避免批准本政策例外情况，以减少对手动流程的依赖并将复杂性降至最低。

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

但是，如果需要批准此类例外情况，则应通过向服务台提交票据以提出请求（见第十二节）。票据必须包括以下信息：

- The reason for the exception
- 出现例外情况原因
- A statement that approval for the exception has been granted by the relevant Tianjin Juilliard organization head or DL owner
- 天津茱莉亚相关组织负责人或通讯组所有者已批准例外情况的声明

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.

如果所需的批准已通过，服务台将协助请求，关闭票据并通知请求者。如果例外请求中未包含批准声明，则该票据将被上报至相应组织主管或通讯组所有者，以供裁决。

## **XII. Questions Regarding This Policy and Obtaining Assistance from the IT Service Desk**

**此政策相关问题及从IT服务台获得帮助**

Questions regarding email account provisioning, DLs and/or the Tianjin Juilliard Email Provisioning and Distribution List Policy may be submitting a Service Desk ticket via email to [helpdesk-it@tianjinjuilliard.edu.cn](mailto:helpdesk-it@tianjinjuilliard.edu.cn) or by calling +86 022 6633 8852.

有关电子邮件帐户设置、通讯组和/或天津茱莉亚电子邮件设置和通讯组政策问题可通过向邮件地址[helpdesk-it@tianjinjuilliard.edu.cn](mailto:helpdesk-it@tianjinjuilliard.edu.cn)发送票据或者拨打+86 022 6633 8852联系。