

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* CONTACT INFORMATION

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

ABOUT THIS GUIDE

This document is designed to be a quick guide to HR services available to staff and supervisors of IS&T at MIT. The HR services are grouped by function and sorted alphabetically. A table of contents and other information follows. This guide is not all-inclusive, but rather, a summary of key HR services. If you have questions related to HR services or support not listed here, please contact the IST HR Service Line at (617) 715-5162 or the IS&T HR email at ist-hr@mit.edu. In addition, contact information for individual members of the IS&T Human Resources Group can be found at the bottom of each page throughout this guide.

ABOUT IS&T HUMAN RESOURCES (HR)

The Human Resources (HR) group consists of experienced HR Professionals available to assist you including a Manager of HR, two Senior HR Consultants. A brief description of the primary responsibilities of each position is listed below.

Director of HR

Responsible for ensuring IS&T staff and supervisors experience high quality and reliable HR services and support.

Senior HR Consultant

Responsible for providing employee relations and support of individual/ organizational development activities. Staffing qualified technical and non-technical candidates and contributing to organizational development effort.

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP

<p>Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d</p>	<p>Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c</p>	<p>Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* CONTACT INFORMATION

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

TABLE OF CONTENTS:

Benefits	3	Performance Improvement	
Plans and Eligibility		Conflict Resolution	
Leaves of Absence, Vacation, Holidays		Policy Administration	6
Workplace Safety		Legal Compliance	
Work/Life Services and Information		Interpretation and Application	
Compensation	4	Performance Appraisal Process	7
Salary Adjustments		Recruitment and Staffing	8
Salary Reviews		Rewards and Recognition	9
Promotions		Training and Development	10
Employee Relations	5	Individual	
New Employee Orientation		Organizational	
Termination and Exit Interviews			

In theory there is no difference between theory and practice. In practice there is. ~ Yogi Berra

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
<p>Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d</p>	<p>Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c</p>	<p>Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f</p>

**INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* CONTACT INFORMATION**

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

BENEFITS	CONTACT	
<i>Related information:</i> http://hrweb.mit.edu/benefits/ http://hrweb.mit.edu/benefits/forms-publications http://web.mit.edu/sapwebss/PS1/home.shtml	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Benefits MIT offers (health, dental, retirement and savings, etc.)	●	
Determining benefits eligibility, enrollment, and changes requirements	●	
Benefit plan details, requirements, and forms	●	
Leave of Absence (including FMLA) requests or information	●	●
Information regarding MIT holidays, vacation accrual and use	●	
Reporting workplace accidents, injuries, and safety concerns	●	
Assistance with Work/Life issues	●	●
Employee Assistance Program (EAP) confidential counseling and support	●	●

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* **CONTACT INFORMATION**

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

COMPENSATION	CONTACT	
<i>Related information:</i> http://web.mit.edu/hr/compensation/promotion.html	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Questions related to salary or equity adjustments (process, eligibility, etc.)?		●
Questions about MIT/ IS&T pay and compensation philosophy, salary ranges?		●
Information regarding salary range for a particular position?	●	●
Salary (administrative) vs. hourly (support) pay questions?	●	●
Information needed to complete requests for equity or promotion	●	●
Understanding job levels and job families		●
Questions regarding Annual Salary Review process?	●	●

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* **CONTACT INFORMATION**

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

EMPLOYEE RELATIONS	CONTACT	
<i>Related information:</i> http://hrweb.mit.edu/policy/ http://hrweb.mit.edu/diversity/	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Assistance welcoming new employees to IS&T (checklists, orientation, etc.)	●	
Assistance when existing employee resigns from IS&T (checklists, exit interview, etc.)	●	
MIT's policy on Diversity and Equal Employment Opportunity (EEO)	●	●
MIT's policy on Non discrimination and harassment policy	●	●
Report incidents of harassment, or sexual harassment	●	●
Report workplace violations (safety, violence, ethics, etc.)	●	●
Conflict resolution, counseling staff and supervisors	●	●
Help improving staff performance, communication, and effectiveness	●	

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f

**INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* CONTACT INFORMATION**

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

POLICY ADMINISTRATION	CONTACT	
<i>Related information:</i> http://hrweb.mit.edu/policy/ http://web.mit.edu/policies/	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Questions about IS&T/MIT policies or procedures?	●	
Questions about state or federal employment laws?	●	●
Questions regarding standard hours, scheduling, or overtime eligibility?	●	
Assistance with interpreting policies	●	●
Assistance with communicating and applying policies (and their related procedures)	●	●
Suggestions for new policy development or review of existing policies	●	●

We are confronted with insurmountable opportunities. ~ Pogo

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* CONTACT INFORMATION

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

PERFORMANCE APPRAISAL PROCESS	CONTACT	
<i>Related information:</i> http://ist.mit.edu/hr/perform http://ist.mit.edu/sites/default/files/hr/PAFORM-FY11.doc	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Questions related to the overall Performance Appraisal process?	●	
Questions about Performance Appraisal time line and deadlines?	●	
Question regarding the time period covered by the Performance Appraisal?	●	
Help understanding and determining performance ratings (E, H, P, N, U)	●	
Help understanding and reporting progress descriptors (A, B, C, D, O)	●	
Questions related to what should/should not be included in a Performance Appraisal?	●	●
Guidance on how to prepare and communicate a Performance Appraisal	●	●
Guidance on how to complete a Self-Appraisal form	●	
Performance Appraisal forms	●	

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* **CONTACT INFORMATION**

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

RECRUITMENT AND STAFFING	CONTACT	
<i>Related information:</i> http://hrweb.mit.edu/staffing/ http://ist.mit.edu/hr/recruitment#internal http://ist.mit.edu/hr/orientation	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Assistance completing a Request for an Additional FTE from	●	
Assistance creating a position description, posting (advertising) position summary	●	
Developing a recruitment strategy (advertising at MIT, on-line, in-print, etc.)	●	
Understanding and communicating MIT Internal Hiring Policy	●	
Developing an interviewing strategy, forming interview teams / search committees	●	
Help evaluating candidates, performing reference checks, verifying education	●	
Preparing Post Search Reports (PSR)	●	
Presenting and accepting an <i>Offer of Employment</i> (verbal and written)	●	
Support welcoming new employees (orientation, introductions, checklists, etc.)	●	

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* **CONTACT INFORMATION**

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

REWARDS AND RECOGNITION	CONTACT	
<i>Related information:</i> http://web.mit.edu/ist/rewards/ http://web.mit.edu/hr/rewards/index.html	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Information about MIT Excellence Awards	●	
Information about IS&T Infinite Mile Awards	●	
Information about IS&T Spotlight Awards	●	
How to recognize and reward IS&T staff or others at MIT	●	
Criteria for awards nomination	●	
General information, forms, calendar of events	●	

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f

INFORMATION SERVICES & TECHNOLOGY *guide to*
HUMAN RESOURCES SERVICES *and* **CONTACT INFORMATION**

IS&T HR Service Line: (617) 715-5162
IS&T HR Email: ist-hr@mit.edu

Webpage: <http://ist.mit.edu/hr>
Updated: February 2011

TRAINING AND DEVELOPMENT	CONTACT	
<i>Related information:</i> http://web.mit.edu/training/ http://web.mit.edu/hr/oed/training/learn.html http://web.mit.edu/sapwebss/PS1/training_home.shtml	Senior HR Consultants ist-hr@mit.edu x 5-5162	HR Manager
Information about training and development opportunities at MIT/IS&T	●	●
Information about training and development opportunities offered outside MIT/IS&T	●	●
Assistance with individual career development or coaching needs	●	●
Support for organizational planning and development programs	●	●
Request for individual professional coaching	●	●
Analysis of team/individual training and professional development needs	●	●

INFORMATION SERVICES AND TECHNOLOGY HUMAN RESOURCES GROUP		
Steve Filipiak Hr Manager Areas of responsibility: Administration Hr Manager ist-hr@mit.edu (617) 715-5162 sfilipia@mit.edu (617) 253-6205 W91-205d	Ed Dolan Senior HR Consultant Areas of responsibility: Admin Systems, Education Systems, Operations & Infrastructure. ist-hr@mit.edu (617) 715-5162 edolan@mit.edu (617) 253-8403 W91-205c	Ken Lloyd Senior HR Consultant Areas of responsibility: Customer Support, Data Management, Systems Engineering ist-hr@mit.edu (617) 715-5162 klloyd@mit.edu (617) 253-8235 W91-205f