Guide to Services at the
Global Innovation Exchange

Steve Ballmer Building
12280 NE District Way
Bellevue, WA 98005

Updated January 2020
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GENERAL OPERATIONS

Building Hours
Business hours are Monday through Friday, 9:00 a.m. – 5:00 p.m. during the regular UW operating schedule (see UW holiday calendar for scheduled holidays). Please note that the Makerspace maintains separate hours and policies; please consult the Makerspace Manual for details.

Suspected Operations
When the UW suspends operations, the building will be closed. There are many ways to know if the University has suspended operations:

- You can sign up for UW Alert and register to receive text messages at www.uw.edu/alert.
- You can call UW information lines 24/7 for up-to-date information: 206-UWS-INFO (206-897-4636) or toll-free 1-866-897-4636.
- If web servers are unaffected, you can also check the UW homepage.

SAFETY & SECURITY

Emergency Contact Information

<table>
<thead>
<tr>
<th>Fire/Policie Emergencies</th>
<th>Call 911 or 9-911</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bellevue Police Department Non-Emergency:</td>
<td>425-577-5656</td>
</tr>
</tbody>
</table>

The Bellevue Police Department is responsible for all emergency responses to this location. The Steve Ballmer Building is not serviced by University of Washington Police Department.

See the GIX Emergency Evacuation & Operations Plan (EEOP) or EEOP Quick Guide for more information.
Building Emergencies

Building-related emergencies (e.g., water leak, broken window, pipe burst) should be reported immediately to Wright Runstad Security at 206-224-1203 and/or GIX Facilities (During business hours: 206-897-9029; After business hours: 206-897-9035).

Building Security

It is the goal of GIX to provide a safe and comfortable work environment for all occupants of the Steve Ballmer Building. For your security, the following measures are in place:

- Building access control via key card
- Front desk coverage during operating hours (9:00 a.m. to 5:00 p.m.)
- Card key control on the elevator during non-operating and operating hours

Please do your part by reporting any suspicious events or people to the receptionist, facilities manager, or a GIX manager, verifying destination of any non-UW individuals, and allowing access only to those with UW badges or GIX prox cards. Never loan your Husky Card to anyone. If someone needs building access, refer them to the facilities manager at 206-897-9029.
Emergency Resources

Bellevue Police Department (BPD)
Non-Emergency: 425-577-5656
Emergency: 911 or 9-911

Wright Runstad Security
206-224-1203

After Hours Access Issues
206-897-9035

KIRO AM #710
Official Emergency Broadcast Station

Environmental Health and Safety
(206) 543-7262

Fire Safety Director & Administrative Program Manager
Hannah Hulet, 206-897-9015

The Fire Safety Director acts as the liaison with the responding emergency service and others if a building emergency occurs. For a community-wide event, the Fire Safety Director will contact the Bellevue Police Department.

Evacuation Wardens
Floor 1: Jill Aronson Pfendner
Floor 2: Nicholas Ames
Floor 3: Hannah Hulet
Backup: Taryn Ebert

Evacuation Wardens are familiar with primary and secondary evacuation routes, where hazardous conditions may exist, and the location of flammable, radioactive, and other hazardous materials. They are responsible for ensuring that floor is secure and occupants are safe or evacuated in an emergency.

Civil Demonstrations
1) If a civil demonstration occurs, but is manageable, notify the BPD via their non-emergency number.
2) If a demonstration becomes destructive, call 911 or 9-911.

Bomb Threats
If you receive a telephoned threat, try to get the exact location where the bomb has been planted or will be planted.

Get a much information as possible about the caller and note any background noise. Report it immediately to the police.

Building Emergencies
Building-related emergencies (e.g., water leak, broken window, pipe burst) should be reported immediately to Wright Runstad Security and/or GIX Facilities.

Fire Procedures
If you discover a fire, call 911 or 9-911.

1) When alarms sound, begin evacuation. Verbally notify occupants if alarms don't sound.
2) Evacuate via the nearest stairwell or grade level exit (elevators will be automatically recalled to Floor 1 and shut down).
3) Go to the Evacuation Assembly Point (EAP).
4) Account for personnel at the EAP.
5) If you are trapped by smoke, stay low, cover your mouth with wet cloth, stay near a window, open it but do not break it, hang something out the window to let fire personnel know you are there and put something in cracks around the door. Phone 911 or 9-911 if possible.

Earthquakes
1) Drop, Cover, and Hold.
2) Do not run outside or use elevators.
3) When the shaking stops:
   a. Check for injuries to personnel
   b. Check for fires or fire hazards
   c. Turn off ignition and heat sources
   d. Shut off all compressed air sources
4) Exit the building with the Receptionist tool.

Front Desk Assistance
If immediate assistance is required, the receptionist on duty will ring the doorbell three times. Anyone within earshot of the bell should proceed to the front desk to provide help. If additional assistance is needed, the call may be repeated.

Evacuation Assembly Point
The primary assembly point is the parking lot directly behind the patio space of the building.

The secondary assembly point is the park immediately to the west of the building.

Updated January 2020
Building Access
Faculty, staff, students are granted access to the building via Husky Card, according to the needs of their role(s). This access is determined by the hiring manager and facility manager during the onboarding process.

External users are granted access to the building via prox card after they’ve filled out the building access form and permission has been approved by their sponsor (if applicable) and facility manager.

Access is granted for the shortest amount of time necessary to complete work. When an individual is no longer associated with GIX, or GIX no longer uses a particular trade and vendor, access will be revoked promptly.

GIX reserves the right to bar and/or revoke access of individuals who do not adhere to policy or repeatedly attempt to gain access to parts of the building to which they are not authorized, or who loan out their cards to others.

Husky Cards
Newly hired faculty, permanent staff and students can obtain a Husky Card at the locations below.

UW Seattle Campus
Odegaard Undergraduate Library, Ground Floor
Phone: 206-543-7222
Office Hours: Monday to Friday, 8 a.m. to 5 p.m.
Husky Card Printing Hours: Monday to Friday, 8:00 a.m. to 4:45 p.m.

UW Medical Center (Faculty, Staff, and Retirees only)
Public Safety Office
BB-120
Phone: 206-598-4909
Office Hours: Monday to Friday, 7:30 a.m. to 4:30 p.m.
Check-in
All visitors, even regular guests and friends of GIX, must check in at the front desk upon arrival each time they visit GIX. If you are hosting a visitor, you must be listed in the Traction Guest tool, and identified as the host during the visit. Visitors are not permitted to be in the building without a GIX host unless they are attending a GIX-sanctioned event, and must check in upon every visit.

Badges
Everyone must wear a badge while at the Steve Ballmer Building. UW students, faculty, and staff should display their Husky Card on a lanyard or clip. Visitors should wear the adhesive nametag provided to them when they check in at the front desk. Lanyards are available for large groups of visitors. GIX community members are encouraged to ask guests to display their badges or direct them to the reception desk to check in if they have not already. Do not share your Husky Card or your prox cards with anyone.

Hosting Guests
Guests may visit during business hours only, unless attending a GIX-sanctioned event or access is preapproved by GIX ahead of time (complete a Building Access Request form and return to Administrative Program Manager Hannah Hullett for approval prior to visit).

Guests must check at the front desk for each visit regardless of purpose or duration. GIX reserves the right to bar individuals who do not adhere to policy and/or revoke the right to host guests if visitors or their hosts do not act professionally or adhere to building policies during visit.
Evacuation Routes

First Floor

Evacuation routes marked in blue.
Evacuation routes marked in blue.
Evacuation routes marked in blue.
COMMUNICATION TECHNOLOGY

Telephones and Data Ports
Full telephone and data services are provided by IT and UW Technologies. Phones operate via Voice over Internet Protocol (VOIP). To request activation of additional telephone or data ports contact gixhelp@uw.edu.

Computers & A/V
For computer and A/V support contact gixhelp@uw.edu.

Network Wall
The Network Wall will be managed by the receptionist, including turning it on and off daily. To make a request or inquiry about the Network Wall, please contact Administrative Program Manager Hannah Hullett.

Wireless Networks
Wireless internet access is available throughout the building. Temporary guest network access is available for event guests and visitors; instructions can be found at the reception desk.

IT Security Policies
The following policies apply to all occupants of the building.

General

- **Connect to wireless via the encrypted service Eduroam**, not UW wireless. UW Wireless is not encrypted, which leaves the potential for security or data breaches for devices connected to that network. This wireless network is used only for external attendees of events and visitors to GIX.
- **Connect to GIX resources from off-campus via HuskyOnNet**: All staff wishing to connect to resources inside of GIX from outside the building must use HuskyOnNet (HON) with GIX’s departmental HON service. Only users within GIX’s HON-D group can use this VPN service and users are added by the GIX IT Manager.
• **Do not share credentials.** All external visitors must be escorted and may not be given access to any computing systems or use staff credentials to access wireless or files. Visitors must connect to UW wireless with the event name and password only that is used for that week.

• **Use passwords of sufficient complexity.** Passwords should always be changed from default and should contain eight characters or more, contain alphabetic, numeric, and punctuation and other characters (e.g., !@#$%^&*()_+|~=`{}[]:";'<>?,./).

• **Ensure devices and hardware are protected** using anti-malware software, encryption, and other measures described below.

• **Register all guests.** It is essential to register all short-term guests in the Traction Guest tool. Please reference the GIX Building Access policy for details on hosting guests after hours or longer term.

**Software**

• Share documents with other staff, students, or other UW users through **UW-provided information tools only** (see [https://itconnect.uw.edu](https://itconnect.uw.edu)).

• **Use antivirus and antimalware software.** Install Sophos antivirus and ensure that on-access scanning is enabled. For Microsoft Windows or Mac OS X devices for which anti-malware software is available, anti-malware software must be running and up-to-date. In addition, the software must run real-time scanning and/or scan the device regularly.

**Hardware and devices**

• **Get approval for purchases.** All embedded devices and hardware need to be approved by GIX prior to procurement and use in the facility.

• **Wireless routers are not allowed.**

• **Encrypt laptop hard drives.** UW recommends BitLocker for Windows and FileVault for Macs. Encryption will prevent anyone from pulling data off of your computer if it is lost or stolen.

• **Take care when using arduinos or other such devices** that must be connected to UW wireless and not Eduroam – make sure they are not using default configurations or security settings. Networked devices should only run software for which security patches are made available in a timely fashion. All currently available security patches must be applied on a schedule appropriate to the severity of the risk they mitigate.

• **Report any unusual or suspicious devices** left behind by visitors.
Best Practices Outside of GIX

- **Do not leave your device unattended** and **do not plug in untrusted accessories**.
- **Connect only to known Wi-Fi networks** and **turn off your Wi-Fi** when not in use.
- **Use VPN software** (HuskyOnNet) to establish a secure network connection.
- **Use a non-privileged account**. Use a non-privileged account and only elevate privileges when necessary on your device; malware often requires elevated privileges to infect your computer.
- **Practice safe web browsing** by connecting to HTTPS websites and avoid sites that display errors about their digital certificate, avoiding suspicious links or prompts, and clearing browsing sessions information when using devices that do not belong to you.

Best Practices While Traveling

- **Follow best practices** for using your devices outside of GIX listed above, paying particular attention to your network usage, web browsing practices, and use of non-privileged accounts and VPN whenever possible.
- **Consider leaving your data and/or device at home**. If you don’t need to access data stored on your computer, leave your computer in a secure location at home and bring along a different computer.
- **Install updates for your operating system** and other software to plug known security holes and make sure your security software is up to date.
- **Leave Bluetooth earpieces and keyboards at home** and turn off your devices’ Bluetooth function, which can enable eavesdropping.
- **Lock your device** with a PIN or password and use whole disk encryption to protect stored data.
- **Backup your data**. Whether you are traveling with a loaner computer, your regular computer, tablet or smartphone, you should always backup your data. In case you lose your data along with your device or some malware corrupted your data during the trip, you can be sure you have a good copy from which you can recover your data.
- **Take note of credentials you are using during the trip**. Regardless of whether you are using them on your device or public computer, they may be compromised. To be safe, take note of the credentials you used so you can change them on a trusted and secure device once you return.
- **Reset credentials you used during the trip**. Use a trusted computer, whether it’s your own or one provided by GIX, to reset credentials that were used during the trip. For example, if you use your UW NetID while you’re travelling, reset it when you return through the Manage UW NetID portal.

TRANSPORTATION

Transportation to GIX
GIX offers regular shuttle service between the UW campus and the Steve Ballmer Building. The shuttle runs Monday to Friday on a set schedule. Students should sign up to reserve a seat. The schedule is updated quarterly, with additional runs often added for special events and activities. Shuttle schedules are subject to change depending on availability and demand.

UW students also have access to a variety of low-cost transportation options with the U-Pass.

**Metro Transit**

Metro routes serving the GIX area include: bus numbers: 240, 246, 271, 823, 824, 887, and 889. The University of Washington’s app, One Bus Away, is a useful tool for finding routes and connections.

Additionally, Metro’s Trip Planner online tool is another recommended resource. Go to [King County Trip Planner](#) and type in the Steve Ballmer Building address, 12280 NE District Way, and you will be provided linked routings to GIX.

**Bicycles**

The bicycle cage in the parking garage is accessible by card key only. Per state code, bicycles cannot be brought into the building and should be locked in the bicycle cage. Users are responsible for the general security and cleanliness of the bicycle cage.

**Parking at GIX**

Parking at the GIX facility is free for all faculty, staff, students, and visitors and you must register your vehicle. Non-GIX personnel are not permitted to park in the garage, unless they have a permit or are attending a GIX-sanctioned event. GIX reserves the right to ticket or tow violators. To request a daily parking pass, complete the [online form](#).
Parking on Campus
GIX faculty, staff, and students traveling to campus will need to purchase a parking permit when parking on the University of Washington, Seattle campus. To obtain a day parking pass, enter the University of Washington campus and purchase a pass for an available lot from one of the gatehouses. Currently, passes can be purchased for $15 a day or for $3 an hour. Upon receiving your pass, proceed to park in the parking lot instructed to you by the parking attendant and display the pass on the dashboard.

FACILITY OPERATIONS

Facility Heating and Cooling
General facility heating and cooling thresholds are established and maintained by a building management system. This system monitors and commands heating and cooling needs within the facility to an optimum range, so the most efficient use of resources and delivery systems is maintained. In general:

- Occupied spaces at GIX are regulated to a range of 68 - 76 degrees from 8:00 a.m. to 8:30 p.m. daily.

Direct questions and concerns to the facility manager.

Loading Dock Operation & Deliveries
The loading dock at GIX is located on the first floor and is accessible from the 122nd Street delivery entrance. All deliveries will be received at the loading dock on the first floor and will be coordinated by the receptionist. The receptionist is responsible for contacting the delivery recipient to accept the delivery.
Mail & Package Delivery
The Steve Ballmer Building is served by the US Postal Service.

- US Mail is delivered to the reception desk on the first floor. Mail is sorted and delivered to the recipient’s mailbox.
- Outgoing mail should be delivered to the reception desk on the first floor.
- Packages are delivered at the loading dock and will be delivered to the main office or the reception desk.

Janitorial Services & Waste Collection
GIX receives nightly janitorial services. To request special janitorial services for a large or lengthy, contact GIX’s event or facilities manager. GIX conforms to the Bellevue Public Utilities guidelines for waste collection.

- Trash: Wastebaskets are emptied nightly.
- Recycling: Boxes are available in all work areas for collecting comingled recycling (clean paper, plastic, and glass); collected nightly.
- Compost: Containers are located in all kitchen and break areas. All containers are emptied nightly.

ADMINISTRATIVE OPERATIONS

Reception Services
The Steve Ballmer Building reception desk is located on the first floor and is generally staffed Monday to Friday, from 9:00 a.m. to 5:00 p.m. Reception services include:

- Intake of access card requests
- Room and audiovisual resource scheduling
- Assistance with group events
- Managing the Traction Guest tool and ensuring all guests sign in

Conference Room Etiquette
Please erase the white boards when you leave (make sure to take a picture of your content if you need to save it!). Content left in conference rooms will not be saved. Likewise, be sure to take material with you if it’s confidential.

Please put the room back according to the room guide. Turn off lights and all A/V, including projectors and TVs, before you leave by using the Crestron touch panel on the table.

**Kitchen Use & Etiquette**

You are welcome to use the kitchen and the refrigerators, microwaves, toaster oven, coffeemakers, and water cooler. If you see leftovers that are marked as such, you are welcome to have them; however, do not remove other items from the refrigerators that don’t belong to you. The coffee machine is available daily from 7:00 a.m. – 9:00 p.m.
Resource Scheduling

Reserve a room by sending a calendar invitation or selecting to book the room on the screen outside the door. If you do not reserve the room, please be aware that you may be asked to leave for meetings that have been previously scheduled.

<table>
<thead>
<tr>
<th>Room (Capacity/ A/Y)</th>
<th>Description</th>
<th>Phone</th>
<th>Restrictions</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>GIX.116 (3)</td>
<td>Office</td>
<td>1-206-897-9037</td>
<td></td>
<td><a href="mailto:r_gix.116m@resource.washington.edu">r_gix.116m@resource.washington.edu</a></td>
</tr>
<tr>
<td>GIX.117 (3)</td>
<td>Office</td>
<td>1-206-897-9039</td>
<td></td>
<td><a href="mailto:r_gix.117o@resource.washington.edu">r_gix.117o@resource.washington.edu</a></td>
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<tr>
<td>GIX.118 (3)</td>
<td>Office</td>
<td>1-206-897-9043</td>
<td></td>
<td><a href="mailto:r_gix.118o@resource.washington.edu">r_gix.118o@resource.washington.edu</a></td>
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<tr>
<td>GIX.125 (6)</td>
<td>Huddle</td>
<td>1-206-897-9049</td>
<td></td>
<td><a href="mailto:r_gix.126h@resource.washington.edu">r_gix.126h@resource.washington.edu</a></td>
</tr>
<tr>
<td>GIX.127 (70/P, R)</td>
<td>Classroom</td>
<td>-</td>
<td>GIX approval required</td>
<td><a href="mailto:r_gix.127c@resource.washington.edu">r_gix.127c@resource.washington.edu</a></td>
</tr>
<tr>
<td>GIX.131 (12)</td>
<td>Meeting Room</td>
<td>-</td>
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<td>GIX.132 (8)</td>
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<td>GIX.133 (8)</td>
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<tr>
<td>GIX.143 (10/TV, T)</td>
<td>Meeting Room</td>
<td>1-206-897-9061</td>
<td>GIX approval required</td>
<td><a href="mailto:r_gix.143m@resource.washington.edu">r_gix.143m@resource.washington.edu</a></td>
</tr>
<tr>
<td>GIX.145 (20/TVx2, VTC, T)</td>
<td>Conference Room</td>
<td>1-206-897-9051</td>
<td>GIX approval required</td>
<td><a href="mailto:r_gix.145co@resource.washington.edu">r_gix.145co@resource.washington.edu</a></td>
</tr>
<tr>
<td>GIX.146 (72/TVx3, VTC w/laptop)</td>
<td>Classroom</td>
<td>-</td>
<td>GIX approval required</td>
<td><a href="mailto:r_gix.146ci@resource.washington.edu">r_gix.146ci@resource.washington.edu</a></td>
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<tr>
<td>GIX.148 (8)</td>
<td>Huddle</td>
<td>1-206-897-9048</td>
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<td><a href="mailto:r_gix.148h@resource.washington.edu">r_gix.148h@resource.washington.edu</a></td>
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<td>GIX.149 (8)</td>
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<td>1-206-897-9047</td>
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<td><a href="mailto:r_gix.149h@resource.washington.edu">r_gix.149h@resource.washington.edu</a></td>
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<td>GIX.150 (150/Phx2, VTC w/laptop, R)</td>
<td>Events</td>
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<td><a href="mailto:r_gix.150o@resource.washington.edu">r_gix.150o@resource.washington.edu</a></td>
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<td>GIX.240 (70/P, TVx2, VTC w/laptop)</td>
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<td>Meeting Room</td>
<td>1-206-897-9084</td>
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<td><a href="mailto:r_gix.330m@resource.washington.edu">r_gix.330m@resource.washington.edu</a></td>
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<td>GIX.335 (8/TV)</td>
<td>Meeting Room</td>
<td>1-206-897-9097</td>
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<td><a href="mailto:r_gix.335m@resource.washington.edu">r_gix.335m@resource.washington.edu</a></td>
</tr>
<tr>
<td>GIX.340 (8/TV)</td>
<td>Meeting Room</td>
<td>1-206-897-9085</td>
<td></td>
<td><a href="mailto:r_gix.340m@resource.washington.edu">r_gix.340m@resource.washington.edu</a></td>
</tr>
<tr>
<td>GIX.343 (8/TV)</td>
<td>Meeting Room</td>
<td>1-206-897-9091</td>
<td></td>
<td><a href="mailto:r_gix.343m@resource.washington.edu">r_gix.343m@resource.washington.edu</a></td>
</tr>
</tbody>
</table>

Feel free to invite the resource calendar to your meeting to reserve the room. It will be confirmed automatically unless a restriction is indicated.

While all GIX staff have access to view the calendars and invite the room to events, only GIX event staff have access to edit the calendars directly (in order to minimize the number of users and possibility for conflicts and scheduling issues).

Room Capability Legend
- Built-in Videocon (VTC)
- Videocon w/laptop (VTC-Laptop)
- Polycom for telecom (T)
- Recording (R)
- Projector (P)
- TV (TV)

View Calendars in Office 365:
1. Add calendar
   - Secondary calendar
   - Birthday calendar
   - Holiday calendar
   - From file
   - From internet
   - From directory
2. Open calendar

GIX.127c@resource.washington.edu

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