

DCIN Notifications Listserv General Information

Introduction

In the fall of 2017, The NCSBI Information Technology Section created a listserv to help distribute information when we were experiencing service difficulties or planned outages. In addition, the Listserv is used to distribute technical information concerning our service and hopefully provide you with another method of getting information that you need that may not always get passed along from shift to shift.

- The Listserv is housed by the UNC School of Government and emails from it the list will come from dcin@listserv.unc.edu.
- The listserv is restricted to all Criminal Justice Agency Employees and their IT Support Staff.

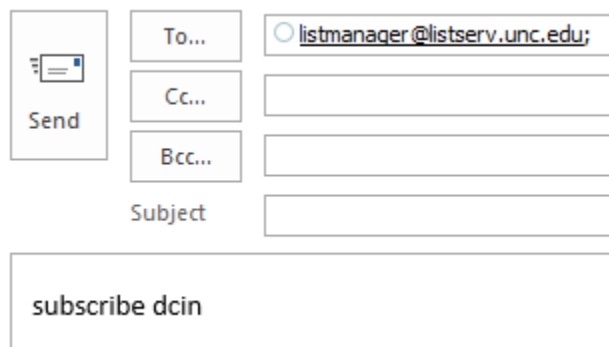
Frequently asked Questions:

1. How do I join?

a. *Joining is automated. You can join automatically by sending an email from the account you wish to receive messages at to: listmanager@listserv.unc.edu*

i. *Enter no subject*

ii. *In the body of the message type: subscribe dcin*



The image shows a screenshot of an email client's 'Compose' window. On the left is a 'Send' button with an envelope icon. To the right are fields for 'To...', 'Cc...', 'Bcc...', and 'Subject'. The 'To...' field contains the email address 'listmanager@listserv.unc.edu'. Below these fields is a large text area for the email body, which contains the text 'subscribe dcin'.

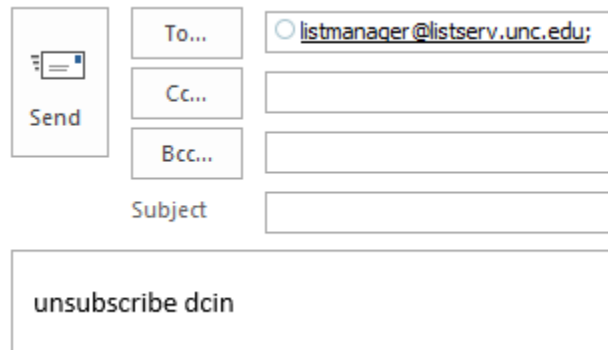
b. *All requests to join the listserv are reviewed and only those who are easily identifiable as coming from an official Government email account are approved. Anyone requesting to join from other accounts, like gmail.com, and others, will be asked to provide additional information.*

2. Is it possible to add multiple users at once? I'd like to add my Telecommunicators in case you go down in the middle of the night!

- a. Absolutely! Send our Service Desk, servicedesk@ncsbi.gov a list of users to add:
- i. Email Address
 - ii. First and Last Name
 - iii. Agency

3. I no longer wish to receive these messages. How do I unsubscribe?

- a. Just like with joining, send an email from the account that is currently subscribed to receive the messages to: listmanager@listserv.unc.edu
- i. Enter no subject
 - ii. In the body of the message type: *unsubscribe dcin*



The screenshot shows an email composition window. On the left is a 'Send' button with an envelope icon. To its right are three buttons: 'To...', 'Cc...', and 'Bcc...'. The 'To...' field contains the email address 'listmanager@listserv.unc.edu'. Below these buttons is a 'Subject' label and a text field containing 'unsubscribe dcin'.

4. Is this restricted to just certified operators?

- a. No. IT Staff can join, especially since they could be trying to fix an issue that's due to a problem on our end without knowing we're having a problem.

5. How many messages will I receive? I already get enough!

- a. The listserv is set up to be "announcement only", which means only messages from our end will be distributed. We try to send as few messages as possible, however, the nature of any problems or impending changes may necessitate frequent ones. That said, some weeks you may not hear from us at all.

6. Is this type of email system ok with CJIS Security Policy?

- a. Yes. No Protected Criminal Justice or other Personally Identifiable Information will be sent via this listserv (or should be sent via email).

Thank you for taking the time to read all of this and if you have any questions or comments, please feel free to contact the Service Desk at (919) 773-7900 or servicedesk@ncsbi.gov.