Summer is off to a great start! This point in the year is transitional for many reasons. It marks the midway point of the calendar year, the start of a new season (technically speaking, because in South Florida there seems to be only one season: summer!), and a transition point between semesters for academic units. While the academic campuses have slowed down a bit, we as a department have not.

It has been a very busy and productive year so far, and I thank you all for your continued efforts and dedication to making our department the best in higher education and healthcare. Thanks to your commitment and hard work, we are well on our way toward meeting the Goals and Objectives we set in our Strategic Plan.

I wanted to share a quick update about some of the Goals we’ve accomplished in the past 6 months. In April, we had our first UMIT Picnic at Crandon Park. It was great to see so many UMIT folks at the park engaging in volleyball, football, domino games, and also kicking back and having a good time with colleagues outside the work environment. We look forward to making this an annual event.

After two years of intense work, our new student information system (SIS) was successfully deployed. Through the new SIS, students, faculty, and staff can more efficiently perform their work in an integrated and modern environment.

We successfully created a process for the collection and evaluation of external IT capital projects, allowing us to better understand our IT roadmap and plan resources accordingly.

Risk assessments and audits are required for doing business, and our Information Security Office has coordinated risk assessments and audits for both data protection and regulatory compliance.

Epic UChart was implemented at Bascom Palmer, improving the care experience for patients, physicians and staff.

Our team has implemented Blackboard Collaborate technology that allows for screen sharing, video conferencing, as well as white-boarding across various platforms allowing students, faculty and staff to work together regardless of geography.

In partnership with the Office of the Provost, UMIT successfully developed, deployed, and communicated an enterprise-wide client refresh program.

Lastly, we have established a strong brand identity for our department that is recognizable both within our department as well as throughout the University.

We will deliver a full update on the Strategic Plan progress again in September. If you have any questions or would like to submit kudos or Strategic Plan updates for inclusion in the next newsletter, please send them to me or email them to: umitnewsletter@miami.edu.

Thank you for all your contributions to this important effort.

In Partnership,
Steve
PROJECT UPDATES
by Phil Leone, Mimi Pambrun, & Michelle Nuñez-Mendoza

The UM Project Management Office (PMO) provides project managers, project team members, and project stakeholders a common methodology and practice for managing projects.

The PMO is currently tracking 27 governance and 25 live projects currently in various phases - from discovery to planning to completion.

Congrats to our IT Project Specialists, Alba Weinman, Ana Ferreiro, Charmaine Stephenson, Kenny Bridges, Jenny Jusino, and Vicki Jugenheimer, who continue to manage their heavy work load! Some of the projects they have completed so far this month are:
- AA designs for the Office of Financial Assistance, Radiology, Pediatrics, and Family Medicine
- Relocations for Nuclear Medicine, Faculty Affairs, Diversity & Multicultural Affairs, Medical Compliance, Executive Medicine, Urology, and OB/GYN
- New Installations for UMIT Computer Operations, SCCC, UHealth Connect at Medley, and the UChart Command Center at Bascom Palmer.

Our customers so appreciate all that our specialists do for them!

Jorge Fernandez, Sr. Project Manager, continues to be a one-man project management machine at the Medical Campus. This past month, while managing 14 projects without any drop in quality, he led the teams that completed the following projects: Histotrac (6-VM’s), Space Lab (3-VM’s), Teletracking RTLS & Getinge (5-VM’s), and the MIHG-Progeny Server Upgrade.

Kudos to Russell Scotka, Michael Trogman, Dorian Hasimi, Paul Tanner, Kamran Mohammad, Mario Litano, Jorell Fernandez, Jose Lages, Emmanuel Kalemakis, Christopher Slanker, and Jorge Fernandez for their arduous planning which led to the successful server and storage installations and migrations on systems that impact UChart, Sunquest, and SQL clusters.

Coming Soon – The UM Project Management Office (PMO) will be implementing Project Governance for Infrastructure and Servers! This will assist both our UM customers and IT with managing the many network, data backup, security, and server requests that we receive for all our campuses. Over the summer and autumn, we will be doing roadshows as we roll out this service. For more information, please contact Mimi Pambrun at: (305) 284-6876 or: mimi@miami.edu

The Word on Workday

Workday HR’s Change Management Team kicked off the first meetings of the Organizational Readiness Liaisons (ORLs) at the Medical and Gables campuses at the end of May.

What do ORLs do?
ORLs encompass approximately 174 members, representing all levels of faculty and staff across the Gables, Medical, RSMAS and satellite divisions. They have been selected by Workday HR’s Advisory Board members to serve as project champions and communication ambassadors for their respective colleges, schools, and divisions. ORLs meet on a monthly basis and will be an integral part of the Workday HR implementation.

In the kickoff sessions, participants had an opportunity to meet project leadership, demo the Workday system, and ask questions about the Workday HR project.

In fact, Diana Espinoza, Business Systems Analyst, Karen Harris, Senior Trainer, IT, Sheryl Hilton, Director, IT Clinical Apps, Matias Troncoso, Supervisor, Desktop Support, and Bryan Vazquez, Supervisor, Help Desk, are representing UMIT as ORLs!

Stay tuned for next month’s, The Word on Workday, a monthly series providing updates on the Workday HR project, scheduled to launch January 2015.

For more information, visit http://miami.edu/workday-hr or email: workday@miami.edu.
MEET THE STAFF
by Titanya Ramsingh-Pierce

Jackie Ryan is the Office Manager for UMIT Business Operations and Finance. This job oversees UMIT Gables, RSMAS, and Dept. of Architecture purchase orders including consulting, hardware, maintenance support, memberships, eBERFs/employee reimbursement, PCard purchases, parking permits, and any other administrative IT related requests.

Jackie has been with UM for 14 years. She studied Business and Public Relations, and spent 22 years in the healthcare and insurance industry prior to joining UMIT. She feels privileged to have joined UMIT and work with such an amazing group of people - she says she couldn’t be happier!

Jackie has a husband, two children, and a stepdaughter who just had a healthy baby boy named “Kai.” What she is most proud of are her children. Her daughter Ivana, a passionate dance teacher, turns 25 yrs old in November, and her son Ivan - who she refers to as “My Little Einstein” - is 15 yrs old and already knows Java, SQL, and Japanese (self-taught). She says her children keep her honest and real, aside from teaching her something new every day.

Jackie is a philosopher by nature. She is genuinely a happy and optimistic person. She loves quotes and lives by them. She is one of those individuals who see the glass “half full and not half empty.” She feels that when “one door closes another one opens” and that “everything happens for a reason.” All of the known clichés resonate with her. In Jackie’s eyes, life is too precious to stress about the little things.

She would like to close with a favorite quote, dedicated to her fellow UMIT colleagues: “Life is a song - sing it. Life is a game - play it. Life is a challenge - meet it. Life is a dream - realize it. Life is a sacrifice - offer it. Life is love - enjoy it.” -Sai Baba.

CONFERENCE UPDATES
by Eddie Vidal

Diana Amal is a Senior Systems Analyst for the Workday project. She’s been with UMIT for 12 years, of which the last 2 years she has been involved in the Campus Solutions project. Recently, she attended the Alliance Conference in Las Vegas, Nevada at the MGM Grand Hotel.

The Alliance Conference is an annual user-driven conference of Oracle application users from all over the world. The conference includes 3000+ attendees, 80+ vendors, and 400+ educational sessions/workshops. UMIT uses the Oracle product for Campus Solutions, Student ERP (Canelink) Student financials, registration, financial aid, student enrollment, and course catalog.

Diana attended the conference for two reasons. First, to obtain knowledge for the Campus Solutions project, learn about mobile apps and network with other attendees. Secondly, Diana also was a speaker and presented with Kathy Salz on the topic of Application for Graduation and Commencement.

Diana was able to attend this conference with several co-workers which allowed them to attend many sessions at the same time and then regroup to share notes and ideas from the different sessions. She networked and met other attendees and established contacts for future collaboration. Prior to the conference, she was able to learn how the University of Wisconsin created customizations for their organization via email and then met these individuals during the conference.

This was the second time Diana presented as a speaker on the same topic and it was an overwhelmingly positive experience for her. It took her outside of her comfort zone and provided her with more confidence to speak in public. Networking was where she gained the most value, and the bonding with her co-workers and peers was a big takeaway.
WELCOME TO OUR NEW HIRES & PROMOTIONS

Adrian Alba  
Systems Administrator

Nicholas Barbella  
Desktop Support Technician

Carlos Canales  
IT Project Specialist

Leduis Deleon  
Desktop Support Technician

Aymee Ortiz-Acosta  
Sr. Programmer

Stephanie Simeon  
Instructional Designer

Daniella Stincer  
Switchboard Operator

Diamari Torres  
Communications Specialist

CURRENT UMIT JOB OPPORTUNITIES

Web Developer  
Simulation Coordinator  
Instructional Designer  
Database Analyst  
Desktop Support Technician  
Sr. Programmer  
Manager, Communications  
ERP Trainer

Instructional Designer: Casual Worker  
Programmer, Intermediate  
Sr. Systems Administrator (BI)  
Sr. ETL Developer  
Desktop Support Tech: Casual Worker  
Sr. Programmer  
Sr. Database Administrator  
Project Manager, IT Clinical Systems

ERP Security Administrator  
Sr. Trainer, IT  
Sr. Security Engineer  
ETL Developers  
Clinical Systems Analyst  
Systems Analyst (ICD10)  
Systems Analyst  
Sr. Decision Support Analyst
Let the Learning Begin with Lynda.com

Did you know that you - and all University of Miami faculty, students, and staff - have access to lynda.com, an online subscription library that teaches the latest software tools and skills through high-quality instructional videos taught by recognized industry experts? Visit http://miami.edu/lynda to access more than 2,500 training videos on a broad range of subjects, including business skills, photography, design, music and video, home computing, animation, and web design and development. New courses are added every week. Access the lynda.com library 24/7 - even from your iPhone, iPad, Android device, or mobile phone - and watch entire courses or single tutorial videos as you need them. Exercise files let you follow along with the instructions as you learn, and bookmarks help you keep track of what you’d like to watch. Questions? Please contact UMIT Training Services: ittraining@miami.edu.

Grow your Knowledge and Reduce Your Carbon Footprint

Since Skillport courses are available online, there is no need to print anything. You can dig a path to your professional growth by going to: http://umiami.skillport.com.

With a click of a button you can review courses, books, videos, and chat with a Technical Mentor. So what are you waiting for? Start digging and clear a new path to success!

Questions? Contact UMIT Training: ittraining@miami.edu. For technical support, call: 1 (866) 754-5435.

Gartner’s Solutions

With constantly changing roles, responsibilities and initiatives, we wanted to take a minute to remind you of the Gartner for Technical Professionals (GTP) service that you have at your disposal. This service is meant to help you achieve your current goals and projects for 2014.

GTP offers in-depth research on a variety of topics. The following are a few examples of currently trending topics:

**Wireless and Mobility:**
- Mobile Wireless Performance Issues and Solutions
- Best Practices for Developing a Successful Mobile Strategy
- How to Support the Mobility Revolution

**Cloud Management Platforms:**
- Evaluation Criteria for Cloud Management Platforms
- Evaluation Criteria for Server Virtualization Infrastructure Platforms
- Cloud Storage Gateways: Enabling the Hybrid Cloud

UMIT Services 101

As part of our Office 365 service, Yammer can help you get connected to the right people at UM, share information across teams, and organize around projects. For details, visit: http://miami.edu/it/index.php/services/office_365_yammer/
TECH BYTES
by Jamil Porta

Killer apps, literally: Wearable and smartphone tech on the battlefield.
In the not-too-distant future, Military may reach for a smartphone or a Google Glass device instead of binoculars. Visit Website >>

U.S. government loosens gag order on security-related data requests.
New granted requests, with significant restrictions that have Microsoft and Google agreeing they don’t go far enough. Visit Website >>

Apple looking to ban sale of Samsung products
Trial verdict found Samsung infringed three Apple mobile patents. Apple wants gadgets using the features banned. Visit Website >>

Education Needs to Change as Fast as Technology
More Americans go to college than ever. But up to half are unemployed or underemployed a year after graduation. Visit Website >>

Artificial Intelligence: Data formula makes robots autonomous
Computer scientist Oliver Brock has programmed his robots so they can almost learn the way people do. Visit Website >>

Avoiding Squirrels and Other Things Google’s Robot Car Can’t Do
Over 700,000 autonomous miles, the Google cars have learned a lot. But a lot of work remains to be done. Visit Website >>

SECURITY FUN FACTS
by Krista M. Theodore

Pretexiting: Don’t Be a Victim
Imagine receiving a phone call from a representative claiming to be conducting research for a reputable company. The representative asks a survey of questions that seem relatively harmless such as your birth date, favorite color, your banking institution and other information. While you may think that this was a meaningless call, you may in fact have been a victim of pretexting.

Like phishing, pretexting’s main goal is to obtain your personal information under false pretenses. Pretexting is far more sophisticated and personal. After the first initial call, the “pretexter” calls back at a later time and now impersonates your banking institution claiming there is an error of some sort in your account. Now using the information you provided him/her with the initial call, the criminal convinces you to believe the call is authentic. He/she will then contact your banking institution requesting authorized access to your account and now you are a victim of identity theft.

There are countless scenarios ranging from simple to intricate. The popular scenario facing our University is a “pretexter” claiming to be from Microsoft stating that the computer is sending warning signals to the corporation and they need remote access to your PC to resolve the issue; meanwhile, malware is installed, gathering sensitive information or accessing private systems. Along with many other institutions, some University of Miami employees are experiencing high volumes of pretexting calls. While UMIT is working hard to defend and block these threats, we recommend that everyone remain highly vigilant against pretexting calls.

To learn more about how you can protect yourself from phishing or if you have any additional questions, contact UMIT Security at: ciso@miami.edu.

Here are some tips on how to protect yourself from pretexting:

• Check for credentials.
• Verify the identity of the person you are speaking with.
• Ask for a direct line to call back and compare the number to the contact information on the bank of debit/credit cards, billing statements, and other materials.
• Research the name of the person or the company the person is representing. If there is no legitimate information that comes forth, you may want to discontinue the conversation.
• Ask the person precise questions that may cause the criminal to hang up, if they feel you are on to them.
• Do not give out personal information on the phone, unless you initiated the contact and know the person you are dealing with.
• Choose a more complex password and stray away from using pet names, favorite colors, and other easily obtained information in your password.
• Ask your financial institution about their policies for preventing pretexting.

If you suspect that you have fallen victim to pretexting, you may have to:
• Contact the UMIT Service Desk:
  • Coral Gables/RSMAS Campuses: (305) 284-6565, itsupportcenter@miami.edu
  • Medical Campus: (305) 243-5999, help@med.miami.edu
• Call your bank and/or credit card company
• Subscribe to a reputable credit monitoring service
• Contact the Federal Trade Commission (FTC)
CARIBBEAN CHICKEN

Recipe in honor of Caribbean Heritage Month

**Ingredients:**
- 1 teaspoon allspice
- 1/4 cup red onion, chopped
- 1/2 cup green onions, chopped
- 2 tablespoons extra-virgin olive oil
- 1/4 cup orange juice, fresh
- 1 tablespoon lime zest
- 2 tablespoons soy sauce
- 2 tablespoons freshly chopped thyme leaves
- 2 tablespoons jalapeno, seeded, diced
- 2 teaspoons freshly grated or chopped ginger
- 1 clove garlic
- 4 chicken breasts, bone and skin on
- Lime wedges
- Salt and pepper

**Directions:**
Puree all ingredients except chicken in food processor. Add marinade and chicken to re-sealable plastic bag, mix thoroughly and let marinate, refrigerated for 4 to 8 hours.

Preheat oven to 350 degrees F.

Heat grill to high, remove excess marinade from chicken and place on grill. Grill each side of chicken for 3 to 4 minutes then place on a pan and finish in the oven for 15 minutes.

Squeeze a lime wedge over each piece of chicken and serve.

*UMITers sure do love to cook! Please keep sending your recipes to us at umitnewsletter@miami.edu and we’ll post them in future issues of UMIT News!

**JUNE 2014**

Gay, Lesbian, Bisexual, and Transgender (GLBT) Pride Month

**Caribbean American Heritage Month**

Shavuot (Jewish), observance to celebrate the giving of the Torah; God’s gift to the Jewish people, which is a guide for how to live in this world. It occurs seven weeks after Passover.

Pentecost (Christian) is seven weeks after Easter. Celebrated by the Christians to commemorate the descent of the Holy Spirit on the disciples in the form of tongues of fire and rushing wind.

Lailat al Bara’ah (Islam), celebrated as the night of forgiveness by the Muslims.

Flag Day (USA), observed to celebrate the history and the symbolism of the American Flag.

Native American Citizenship Day commemorates the day in 1924 when the United States Congress passed legislation recognizing the citizenship of Native Americans.

Father’s Day (USA), A woman named Sonora Smart Dodd thought of the idea for Father’s Day while listening to a Mother’s Day sermon in 1909. Having been raised by her father, after her mother’s death, she wanted her father to know how special he was to her. Sonora’s father was born in June, so she chose to hold the first Father’s Day celebration in Spokane, Washington on the 19th of June, 1910. In 1972, President Richard Nixon established a permanent national observance of Father’s Day to be held on the third Sunday.

**June 15 (continued)**
**Martyrdom of Guru Arjan Dev,** the fifth of the Sikh Gurus and the first Sikh martyr. He was responsible for compiling all the writings of all the past gurus and formulating the Sikh Holy Scripture known as the Guru Granth Sahib.

**June 19**
**Corpus Christi** (Catholic Christian), celebrated in honor of the Eucharist. Juneteenth, also known as Freedom Day or Emancipation Day, and is observed as a public holiday in fourteen states of the U.S. This is an African-American celebration that honors the day in 1865 when slaves in Texas and Louisiana finally heard they were free, two months after the end of the Civil War. June 19th, therefore, became the day for independence for thousands of African Americans.

**June 21**
**Summer Solstice** is the longest day of the year in the Northern Hemisphere and occurs on or around June 21-22nd.

**June 24**
**Midsummer Eve** Festivals observed in Northern Europe and are Pagan in origin. Celebrated at the height of the brilliant northern summer before the first harvest, this has always been one of the most popular festivals in Northern Europe, especially in Sweden.

**June 28**
**Gay, Lesbian, Bisexual, and Transgender (GLBT) Pride Day** (USA), this event emerged from the 1969 Stonewall Rebellion, when patrons of a gay New York nightclub, The Stonewall Inn, resisted police attempt to raid the club.

**June 28-July 28**
**Ramadan Begins** (Islam), month of fasting begins (starts at sundown on the 28th)

**June 29**
**St Peters Day** observed by the Roman Catholic, Anglican, and Lutheran churches to honor the disciple chosen by Jesus to give leadership to the church.
Bob Syren, one of our longest serving UMIT employees, retired this month.

Bob has been with UMIT for the past 31 years, and has worked for the University of Miami for 37. Prior to his time with UMIT, Bob was a Research Scientist at UM and was supported through three grants: A NASA and NFCR cancer grant while working for the Institute for Molecular and Cellular Evolution and, as a biology graduate student, under a National Science Foundation grant. The National Science Foundation grant was awarded to Peter Luykx of the biology department as the result of the research Bob did on the genetics of south Florida termites and the discovery of a rare genetic phenomena occurring in them.

Later, upon his completion of his Master’s degree in Computer Science in 1984, he was hired by Walt Bechtel who was his first supervisor at Information Technology. During his time with UMIT, he has been Adjunct Faculty and has taught courses for IT out of the Math and Computer Science Department. As a Senior Programmer for UMIT, Bob has been part of the System Integration Services group. Bob has three protégées, Mona, Pavel and Ronald, whom he feels have picked up very quickly on the projects he is leaving behind; he feels confident that the projects are being left in good hands.

Bob has been married to his high school sweetheart, Anne, for 43 years. They have two daughters, Janelle, 26, and Lisa, 22. He met his wife Anne in New Jersey while working as a paperboy. He was collecting money for the paper and rang the doorbell to the house where Anne was staying as an exchange student and was struck by her attractiveness. Although they went to the same high school, they took different buses, so Bob changed his bus route so he could see Anne again; thus began a four year courtship. After his retirement Bob and Anne will be moving to Port Angeles in the Olympic Peninsula in Washington State, where they have vacationed over the years. They plan to travel and Bob plans to continue to pursue his many hobbies, which include reading, woodworking, and photography.

Throughout his many years at UMIT, Bob Syren has made many friends, who although happy to see him embark on this new journey and chapter of his life, also feel saddened by his departure and will miss him greatly. From all of us at UMIT, we wish Bob all the best in his Retirement.

Thank You for Great Customer Service!

“I wanted to acknowledge UMIT’s desktop support technician, Tariqu Khalid and tell you about the extreme high quality of his work. I have been having problems with my remote connection from home to my computer at work in UM.

Lately, the connection was not working and I could not access my computer at work. Tariqu coincidentally was the technician who answered my call last week when I was working on a grant from home and lost connection; he worked with me patiently and efficiently for more than 45 minutes to try to solve my problem, and succeeded in finding the cause of the problem and reconnecting me again to my computer in the office.

Later, I was not able to connect and asked to talk to him, when someone else could not solve the problem. I left him a message to call me back, and he did. Kind, highly efficient, and patient as always, he worked with me again for over 30 minutes to reconnect me again to my UM computer, and in this case installed again secure gate and also citrix as a backup.

I let his manager know how highly trained, knowledgeable and kind Tariqu is. The first time he worked with me was after his work hours, because it was after 5:30 p.m. when he finished solving my problem, and he was not in a rush to leave. Tariqu is among your best support technicians; I just wanted you to know my experience with him.”

- Marta Torroella-Kouri, Ph.D., Associate Professor of Microbiology and Immunology and Epidemiology and Public Health
ANNOUNCEMENTS & MILESTONES

Take Our Daughters and Sons to Work Day
Phil Leone, Director UMIT, and his son

Take Our Daughters and Sons to Work Day
President Shalala with Administrative Assistant Deidre Young’s daughter

Take Our Daughters and Sons to Work Day
Michelle Nuñez-Mendoza, Assoc. Director of Marketing, and her daughter

UMIT’s Duck Dynasty Procurement Team
Procurement joke of the day with Luis Casalins and Juan Ruiz
ANNOUNCEMENTS & MILESTONES

Take Our Daughters and Sons to Work Day