Back to School
MESSAGE FROM THE CIO

Back to School (BTS) is always an exciting time at UM. It’s the beginning of a new school year, a new football season, and an indication that cooler weather is on the horizon in South Florida. During this time, it is important for us to remember one of the key reasons that we are all here – to support our student community.

UMIT organized our annual Back to School event, where volunteers from a variety of UMIT’s units and teams help students with their devices at multiple support centers on campus. We help students get connected to wired and wireless networks, install McAfee Virus Protection and UPrint drivers, and more.

This year, UMITers were able to assist approximately 1,200 students during BTS – a ticket was opened in ServiceNow for each incident, so we are able to track and review the data from the event, which is one of the great features of the system. The report from BTS shows that a total of 2,155 devices were configured: 50% of which were laptops, and 42% of which were smartphones. Not surprisingly, 74% of the laptops were Apple products, and 82% of the smartphones were iPhones, which shows an interesting trend for Apple products within the student population.

Our Back to School event is always fun, because our UMIT staff gets to participate and interact with students during a really exciting time of the school year. Our own Allan Gyorke took part in this year’s event and said: “It was great to see all of the students moving in and their nervous parents. They were very grateful to have someone help them set up their laptops, phones, and tablets.”

Finally, I would like to extend kudos to Bryan Vazquez, the Back to School committee, and all of the volunteers who helped make Back to School 2014 a big success! We wouldn’t be able to do what we do without the effort and hard work of our UMIT team.

I have great confidence that we’ll continue to provide top-level service and support to the entire University community throughout the year as part of our ongoing effort to be the best information technology organization in higher education and healthcare.

In partnership,

Steve

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WHAT’S INSIDE

ON THE COVER
The Stanford team showing off their UMIT spirit at Back to School 2014
Photo by: Tania D. Rodriguez

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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 12 governance and 38 live projects in various phases from discovery to planning to completion.

Kenny Bridges, IT Project Specialist, has taken the lead role assisting Liz Perez, Jorge Fernandez, and Christopher Riveron with the Active Directory Consolidation project on the Medical Campus. An integral part of this effort are our IT Project Specialists, Alba Weinman, Charmaine Stephenson, Vicki Jugeheimer, Jenny Jusino and Ana Ferreiro. They are migrating over 17,000 pc’s/emails so we will all be on the same system, with increased storage capacity and single sign on. Several departments have already been migrated with the balance to come over the next few months.

Kudos to Ana Ferreiro, Judith Hernandez, Alberto Alonso, Luis Abreu, Robert Agullo, Andrea Byrd, Bernardo Gonzalez, Tahir Haq, Pedro Sadovnik, Hernando Vargas, Juan Chediak, Javier Rodriguez, and the Clinical Applications team for their work on setting up our new UHealth Clinic at Jackson Senior High and a flawless go-live.

A big thank you to Alba Weinman, Robert Suarez, and Carlos Trujillo for their work on the VoIP Conversion for Women’s Basketball.

The Word on Workday

Workday HR Project Releases a Preview of What is Changing

With the upcoming launch of Workday HR in January 2015, many of the processes initiated in our legacy systems will transition to Workday.

In an effort to provide a quick snapshot of what University Faculty, Staff, and Student Employees (including graduate and post-graduate student employees) will be able to see and do in Workday, the chart shown is a summary of select University functions featured in the new Workday ad campaign released last month.

<table>
<thead>
<tr>
<th>University Function</th>
<th>Who is Affected</th>
<th>Current System (Old)</th>
<th>Worklet (New)</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Viewing Benefits Information and Deductions</td>
<td>Faculty and Staff that receive Benefits through the University</td>
<td>myUM</td>
<td>Benefits</td>
</tr>
<tr>
<td>▪ Life Event Changes (i.e. Marriage or Change of Dependents)*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Viewing paychecks (referred to as “payslips” in Workday)</td>
<td>Faculty, Staff and Student Employees</td>
<td>myUM</td>
<td>Pay</td>
</tr>
<tr>
<td>▪ Viewing/updating direct deposit information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Viewing/updating tax withholdings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Legal Name Changes*</td>
<td>Faculty and Staff (Student Employees will need to contact the Office of the Registrar)</td>
<td>Faculty Affairs or Human Resources</td>
<td>Personal Information</td>
</tr>
<tr>
<td>▪ Preferred Name Changes</td>
<td>Faculty and Staff</td>
<td>Faculty Affairs or Human Resources</td>
<td>Personal Information</td>
</tr>
<tr>
<td>▪ Viewing University Teams and Organizations</td>
<td>Faculty, Staff and Student Employees</td>
<td>Not Currently Available</td>
<td>Personal Information</td>
</tr>
<tr>
<td>▪ Access to a Searchable University-wide Directory</td>
<td>Faculty, Staff and Student Employees</td>
<td>Phonebook or the Global Address List (GAL)</td>
<td>Personal Information</td>
</tr>
<tr>
<td>▪ Vacation and Sick Leave Requests</td>
<td>Employees that are eligible for Vacation and Sick Leave Benefits</td>
<td>Varies by University department</td>
<td>Time Off</td>
</tr>
<tr>
<td>▪ Viewing Vacation and Sick Leave Balances</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Approval of Time Off Requests</td>
<td>Faculty and Staff Managers/Supervisors</td>
<td>Not Currently Available</td>
<td>Team Time Off</td>
</tr>
<tr>
<td>▪ Viewing Team Time Off Calendars (Managers only)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For more information, visit http://miami.edu/workday-hr or email: workday@miami.edu.

*Certain life event or legal name changes may require additional documentation, such as copies of marriage licenses and birth certificates, before changes are approved and reflected in the system.
MEET THE STAFF
by Titanya Ramsingh-Pierce

Cheyne Murray is an Instructional Designer with the Learning, Innovation and Faculty Engagement Department for Academic Technologies since January 2014. He earned his Master’s Degree in Education from Notre Dame, with an emphasis in Curriculum and Instruction. He also has his teaching credentials from Notre Dame and is certified to teach secondary education in California, Texas, and Florida. He earned his bachelor’s degree from the University of California at Santa Barbara, where he majored in Philosophy of Ethics and Public Policy, and had a minor in Athletic Coaching.

Cheyne started his career as a Secondary Educator, teaching five subjects including: Advanced Placement History, Advanced Placement Psychology, and American Literature. During that time, he fell in love with the use of technology and its positive effect on student engagement and learning. One day, out of curiosity, he created a poll regarding the use of technology in his school District, was surprised, and found the numbers to be astonishingly non-existent. He felt the need to begin a paradigm shift in 21st century learning and began teaching Faculty how to use certain modes of technology in their classrooms. Through this progression, he has been a District Web Developer, Instructional Technologist, and Adjunct Faculty teaching Instructional Technology. Some of his other roles included coaching, athletics and activities director.

Most would never guess that Cheyne is an only child; his wonderful mother lives in the Bay Area of California. Cheyne has a loving wife of 6 years and he is most proud of his wife’s hard work and determination that resulted in early success of her career. His most challenging experiences have been relocation due to career advancement. In a span of 18 months, Cheyne and his wife moved from San Francisco, CA, to Miami Beach, FL, to San Antonio, TX, and back to Coral Gables, FL. If you are not a thrill seeker, he would not advise attempting to duplicate this experience.

People would be surprised to find out that he received a full athletic scholarship to compete in Track & Field; he trained as a thrower and competed in the discus, shotput, hammer, and javelin. On weekends, he enjoys cruising the town in a 51’ Studebaker, not to mention countless outdoor adventures with his wife. He has two dogs, a Chihuahua named Rocco and a Lab Shar Pei mix named Duke, that they adopted. His favorite holiday is the two week span during the Winter Holidays as he loves walking into the house during that time to be engulfed by the aroma of the Douglas Fir. His favorite actor is Denzel Washington and the movie The Notebook gets him every time.
WELCOME TO OUR NEW HIRES & PROMOTIONS

Jorge Fuste
ERP Security Administrator

Alexander Hincapie
Desktop Support Technician

MOVERS & SHAKERS

Robert Suarez
Robert was promoted from Telecommunication Technician to a Sr. Telecommunications Technician.

CURRENT UMIT JOB OPPORTUNITIES

Sr. Manager, Information Technology
Sr. Network Architect
Help Desk Technician
Executive Assistant (Casual)
Sr. Database Administrator
Sr. Programmer
Database Analyst, Intermediate
Project Manager, IT Clinical Systems
Sr. Database Analyst
Sr. Security Engineer
Systems Analyst
Desktop Support Technician
Senior Systems Engineer
Sr. Security Engineer
Photographer
Project Manager, IT (Non Technical)
Sr. Systems Analyst
Sr. Systems Engineer
Simulation Technician
Desktop Support Technician
Switchboard Operator
Security Engineer (Casual)
Network Engineer
Sr. Business Systems Analyst
BI Report Developer
Database Analyst
Sr. Programmer
Manager, Communications
Programmer, Intermediate
Sr. Systems Administrator, BI
Sr. ETL Developer
Desktop Support Technician (Casual)
Gartner Solutions: Introducing Blueprints

Gartner recently introduced Blueprints to answer distinct questions with a technical diagram.

What are Blueprint documents?
- Simplified 2 page articles designed to answer a specific question
- “How-to” advice in diagram form with corresponding architectural steps
- Minimally descriptive by nature, but points readers to related research documents for further reference

Check them out and share with colleagues:
- Blueprint for Integrating Yammer With an Enterprise IT Environment
- Blueprint for Building Hybrid Mobile Apps
- Blueprint for Implementing a Hosted Lync Service Using Enterprise Voice
- Blueprint for Establishing Hybrid Search Between SharePoint 2013 and Office 365
- Blueprint for Building an API-Centric Application Service Governance Architecture

Online Training
Think your schedule is just too busy to do anything outside of the existing workload you have?

Take a look at the online training offerings that are available via Skillport at https://umiami.skillport.com and Lynda at http://miami.edu/lynda. Decide which tools to use, which suit you best, and then put them into action! Bring along your power tools to keep your skills and knowledge up-to-date with today’s ever changing technology and business environment. Think of your training and development as something you need to truly invest in and maintain. Stretch and improve your skills so you can be more efficient and effective. Get the right tools to advance your career.

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

UMIT Services 101
Box File Sync & Share Service

Do you need a cloud-based storage and file sharing solution for storage of secure data? Box is our recommended solution because it is highly encrypted.

For details, please visit:
http://miami.edu/it/index.php/services/box
Password Do’s and Don’ts

Passwords are the first line of defense in preventing unauthorized access to any computer. Regardless of which operating system you use, a password should be required to log in. Although a strong password will not prevent attackers from trying to gain access, it can slow them down and discourage them.

A strong password is one that is not easily guessed and does not use common words and/or phrases. The most common password is simply “password”; this should never be used. Attackers can guess passwords by using information they know about the victim, such as pet names and favorite color. The most common way attackers can obtain this type of personal information is through social media sites, where clues can be found to access your account. They may also use automated methods that prey on common password paradigms, such as a dictionary attack, and possible combinations of alphanumeric characters, such as a brute force attack.

The most secure passwords are those that are seemingly “random.” Passphrases are particularly easy for a user, but unintelligible to others. For example, the phrase “To infinity and beyond” could be written as “2_I_and_B”. The passphrase is both simple for a user to remember and incorporates all the aspects of a strong password.

Here are some tips for creating and protecting your password:

**Do’s**
- Do use at least eight characters in your password.
- Do include a combination of upper case and lower case letters, numbers, and special characters, such as !@#$%^&*-_+
- Do use an abbreviated passphrase that is familiar to you.
- Do change your password regularly.

**Don’ts**
- Don’t use words found in the dictionary, even if they are slightly altered, for example by replacing a letter with a number. (i.e. replacing O with 0 and I with 1.)
- Don’t use personal information such as birth date, names, pets, or phone numbers.
- Don’t use adjacent characters on your keyboard (such as “qwertyu”).
- Don’t use consecutive letters or numbers (such as “abcdefg” or “1234567”).
- Don’t use the same password for every login. Once someone has access to one account, they will have access to them all.
- Don’t write down passwords.
- Don’t reuse passwords.
- Don’t share your password via email, phone, text message, forms, etc. with anyone, including colleagues and supervisors.

Keeping your password safe is essential to the integrity of your account. If you suspect your account has been compromised, change your password immediately and contact the UMIT Service Desk.

For more tips on password protection, please contact UMIT Security at: ciso@miami.edu.

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TECH BYTES

IBM Research: Brain-inspired Chip
Introducing a brain-inspired computer and an end-to-end ecosystem that could revolutionize computing.

[Visit Website](#)

The 7 Biggest Innovations in Health Care Technology in 2014
The healthcare industry was no exception to the rise in disruptive technology changing the way people are impacted.

[Visit Website](#)

Researchers make color-shifting surface modeled on squid
Devices that parallel biological materials make for one-second color changes.

[Visit Website](#)

AI learns like a real toddler
An experiment to create a realistic artificial intelligence consists of a virtual child that interacts with humans and learns in real-time.

[Visit Website](#)

Launch Window: Upcoming Tech Product Releases
Wondering when you can get your hands on the coolest new gadgets? This calendar tells you when the best new stuff ships.

[Visit Website](#)
**UMIT IN THE KITCHEN**
by Hannah Inzko

**Mmmmm Taco Pasta!**

This is an amazingly delicious recipe that is flexible and can be adapted for those who are gluten free and/or vegetarian.

*This recipe was written in conjunction with UM Student Beck Graefe, who is in the Master’s program in the School of Education.*

**Ingredients:**
- 1 onion (medium or small), chopped
- 3-5 cloves of garlic, minced
- 1 bag of frozen corn
- 2 cans of diced tomatoes
- 1 can of kidney beans (rinsed)
- 2 cans of diced green chilli’s
- 1 can of enchilada sauce
- 2 packets of taco seasoning
- 3-4 cups of shredded cheddar, pepper jack, or both
- 1 package (1 lb) of dried pasta
- 1 lb of ground beef (optional)

**Directions:**
Cook the pasta and set aside. Brown ground beef in a large pan, drain and move to a bowl on the side. In that large pan, sauté the onions into oblivion (just use a little bit of vegetable oil). Once those are pretty much entirely soft already, add the garlic and sauté for another 3-5 minutes. Next, put the corn in and continue to cook until it’s basically thawed. Next, add the tomatoes, beans, chili’s, and enchilada sauce. Add in the ground beef.

Once that’s all combined, add the taco seasoning and mix well. If it’s a little dry, you can add a tablespoon or two of water, or you can add extra enchilada sauce. Put it on low and just let it simmer while you get the rest of it ready, stirring occasionally.

Get a baking dish (9x13) and grease it lightly.

Drain the pasta and put it back into the pot. Pour the taco mixture into the pasta and mix completely. Take about half of the cheese and mix it into the pasta. It’ll make really gross sounds. Put it into the baking dish and throw it in the oven at 400. After a half hour the top bits should be a little crispy.

Spread the rest of the cheese on top evenly and leave it in the oven for another ten minutes. Take it out and let it cool for about ten minutes before serving.

Make this vegetarian by omitting the ground beef, and/or make it gluten free by using gluten free pasta.

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**ANNOUNCEMENTS & MILESTONES**

**Kudos: Excellent Service by Oscar Guzman**
By: Alberto J. Caban-Martinez, DO, PhD, MPH, CPH

“I wanted to take a brief moment to recognize Mr. Oscar Guzman from your IT department that recently assisted me in trouble shooting an issue I was having with my Outlook Client. I was very impressed with his ability to establish rapport quickly, diagnose the problem, and solve it. I have been with the University for 12 years now and I don’t see that often! He also called back to follow on the problem. Kudos for excellent service!”

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umitnewsletter@miami.edu

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Introducing: Strategy & Partnerships  
*By: Mariano Estrada*

As most of you know, earlier this year Steve Cawley announced that our Project Management Office (PMO), led by Alice Kerr, shifted to report to the Strategic Initiatives unit, under Lindsay George’s leadership. As Steve stated:

>“This transition will allow us to better align with our strategic goals and objectives, and enable us to better execute our strategy to deliver the highest quality services to the University. This transition will streamline our work effort in the areas of relationship management, strategy, governance, project management, and communications.”

With this transition, UMIT’s Business Analysts within the PMO were moved to report to Mariano Estrada. Our new team is called: Strategy & Partnerships. We wanted to introduce our new team and give some insight on what our team will bring to UMIT:

**Who we are:**
We are a group of Business Analysts in the Strategic Initiatives area of UMIT that partner with our internal and external clients in an effort to guide them through the process of finding solutions that enhance their business processes. We gather all the pertinent information required to make an informed decision on the direction that our clients should take when selecting, implementing, or replacing their technology.

**What will focus on:**
- Building relationships with business units to improve alignment between UMIT and their IT strategic direction (Partnerships).
- Identifying strategic opportunities and overseeing related business and financial analyses (Business Analysis).
- Identifying and structuring key issues, and planning research and analysis activities that generate insight to drive IT strategy and performance improvement (Strategy).
- Overseeing the UMIT Governance process to ensure that all the requests for a project are analyzed and approved using clearly defined standards (Governance).

If you have any questions, please don’t hesitate to reach out to Mariano Estrada at: m.estrada1@miami.edu or (305) 284-5118.
ANNOUNCEMENTS & MILESTONES

Spotlight: Hannah Inzko

Hannah Inzko participated on the writing team for the latest "7 Things You Should Know About Lightboard" white paper from Educause.

Lightboard is an innovative open hardware project that helps Faculty create online videos to explain complex ideas and processes.

You can view the white paper here.

Birth Announcement

Alex Robinson and his wife would like to welcome baby Benjamin Robinson to the world!

Born: 8/16/14
Weight: 6.7 lbs
Length: 19.5 in.

Kudos: Third Party Apps Team

By: Maria Pugliese

"I wanted to extend a kudos to Jose Abreu and Walter Vargas from the Third Party Apps team for bringing up the Micros Point of Sales system in the six new restaurants in the renovated food court - as well as placing the Point of Sales system at the Rathskellar on the PCI VLAN - meeting the tight project schedules for the opening of the Fall semester!"
Back to School 2014: Highlights

This year’s Back to School event was a lot of fun. It was great to see all of the students and their nervous parents moving in. They were very grateful to have UMITers help them set up their laptops, phones, and tablets.

Here are some event statistics:
- 1,219 students were helped
- 2,096 devices were handled
- 74% of laptops were Apple
- 82% of phones were Apple
- The Hecht location handled the most devices, largely due to visibility, Eaton location closing after the first day, and Terry Helmers’s amazing recruitment skills
Back to School 2014: Top Techs

With a grand total of 1,074 laptops, 893 smartphones, and 129 tablets, UMIT Technicians were working hard every day to get students connected. It was no easy task, but they got it done! Thank you to our volunteers who made this possible.

Here are some of our UMIT Technicians who configured the most devices for students:

• Roland Dieguez: 195 devices
• Christian Perez: 190 devices
• Rene Valencia: 188 devices
• Juan Carlos Holguin: 169 devices
• Franco Pissani: 155 devices
• Julio Marini: 137 devices
CONTRIBUTE TO OUR NEWSLETTER

Staff Photos:
Demonstrate the spirit of the UMIT department! Share photos from a staff event, a team snapshot, etc. These are usually included in the “UMIT Announcements & Milestones” section, but we also select a staff submission for the cover of the newsletter each month!

UMIT Personal Milestones:
Do you have any recent personal milestones you’d like to share with UMIT? Marriages, engagements, births, graduations, etc. If so, provide a quick summary of the milestone, and/or photos.

UMIT in the Community:
Are you involved in community service, or community activities? If so, provide a quick summary, and/or submit photos.

UMIT Kudos:
Would you like to recognize team members, an individual, colleagues, or staff for a job well done on a project, implementation, or anything else? Send a quick note of recognition, and/or photos.

UMIT in the Kitchen:
UMITers sure do love to cook! Share your favorite dishes with us. Please submit your personal recipes with photos.