accountability ladder

- get on with it
- find solutions
- “own it”
- acknowledge reality
- wait and hope
- excuses
- blame others
- unaware
As I wrote in the July newsletter article, and spoke about at last month’s all-staff meeting, the University is undergoing a culture-shaping initiative. Recently, the University’s top leaders attended a meeting to review the findings from the focus groups the Disney Institute conducted, and to discuss next steps in support of our commitment to shaping the culture here at UM.

We learned that the University’s common purpose is to “transform lives through teaching, research, and service,” and discussed D.I.R.E.C.C.T., the acronym that represents the values and behaviors we, as an institution, want to uphold. The values and behaviors represented by D.I.R.E.C.C.T. (diversity, integrity, responsibility, excellence, compassion, creativity and teamwork) are intended to help us achieve our common purpose and to make UM a great place to work. We will continue to share culture-shaping information with you as this initiative progresses.

Our goal to be the best IT organization in higher education and healthcare aligns perfectly with the University’s common purpose as stated above. As part of our strategic plan, we have been sharing Culture Shaping presentations to support our Core Values. The Communication and Respect presentation was shared over the summer, and, by now, you should be reviewing the second presentation with your teams (if you haven’t already): UMIT Culture Shaping: Unity and Accountability. For your reference, the deck can be viewed here.

I encourage you all to embrace and practice “Unity” in the workplace, by coming together as a team to complete projects and tasks. To effectively become a better team, we must agree that the best way to achieve a common goal is to cooperate. In turn, teams will be more productive and create an atmosphere of trust. We can aim to increase our trust in one another by being respectful, keeping agreements, being open, and holding each other accountable. I also encourage you all to use the “Accountability Ladder,” which can help you determine the best direction to take when faced with obstacles or barriers.

It would be great to learn what ideas you have about what we can do as a team to encourage unity and accountability. What more can we do in order to support one another? Please feel free to let us know what you come up with. Submit your stories or ideas for helping shape the culture within UMIT and at the University by submitting them to: umitnewsletter@miami.edu.

In Partnership,

Steve
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 40 live projects in various phases from discovery to planning to completion.

The UMIT PMO is pleased to announce that the Change Management team has completed the initial development of an automated Change Management process. In the coming months, we will begin transitioning from manual Requests for Change (RFCs) to an automated RFC and Change Control/Management workflow facilitated by UService. Our Change Advisory Board Managers, Jorge Fernandez (non-clinical) and Michael Rodriguez (clinical), continue to spearhead this collaborative effort. In the coming months, we will be fine-tuning the process, and will begin accepting automated requests on a case-by-case basis.

We are excited at the opportunity this automation presents and wish to thank all the UMIT team members that have given their time and talents to enable this project to proceed.

The UMIT Strategy and Partnerships Team oversees IT Governance and promotes alignment with the strategic objectives, fiscal policies, and enterprise architecture of the University.

The Governance Team currently has a total of 15 projects from intake to strategic review under the governance umbrella. Once approved by the Executive Team, these projects will enter the UMIT Project Pipeline and are overseen by the PMO through to completion.

The governance process consists of tasks that assess a service request’s strategic value, risks, and decisions that authorize the allocation of resources to a project. The diagram below illustrates UMIT’s governance cycle.

If you would like additional information, please reach out to the governance team at: umitgovernance@miami.edu or Mariano Estrada at: m.estrada1@miami.edu.
Stop by the Workday HR booth at this year’s **HR Benefits Fair (October 13-17)** to get a first-hand look at the new system! Visitors will have the opportunity to participate in a hands-on demonstration of the Workday HR system. Workday experts will be on-site to show Faculty, and Staff what the system looks like, how it functions, and answer any questions visitors may have about the system or the project.

A series of Employee Self-Service (ESS) functions will be shown during the hands-on demonstrations, such as how to: view your Payslips, update your emergency contact information, request time off, and more. For more information on ESS in Workday, [click here](#).

Do you want to enter for a chance to win one of three iPad minis? Stop by the Workday booth and inquire about how to enter for your chance to WIN!

“The HR Benefits Fair draws thousands of University Faculty and Staff,” said Berthi Arteta, executive director, ERP Systems – HRIS. “The Fair will provide a relaxed and fun atmosphere for the University community to have their Workday questions answered by our team of subject matter experts.”

Workday HR, the University’s new system for HR and Payroll, is set to launch in 2015. For the latest project information, visit the [Workday HR site](#), and the newly updated [Communications Tool Kit #2](#).

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The Word on Workday is a bi-monthly series of updates on the Workday HR project. For more information, visit [www.miami.edu/workday-hr](http://www.miami.edu/workday-hr) or email a Workday expert at: [workday@miami.edu](mailto:workday@miami.edu).
OCTOBER 2014

MEET THE STAFF

by Titanya Ramsingh-Pierce

Lourdes Naya is an administrative assistant to the operational group at the Medical Campus and has been at UM for 11 years. Before UM, she worked at Ryder Systems for 33 years, 27 years in Accounts Payable and 6 years in Marketing Communication as administrative assistant. Lourdes went to Coral Gables Senior High school.

She has been married for 42 wonderful years to her husband Manolo. October 13th is their anniversary. They have two children and two adorable granddaughters. Abby, 2 years, 8 months old, and Christina, 3 months old. She says they are absolutely gorgeous. She is most proud of her children – her daughter is a kindergarten teacher and her son is a CPA. Her most challenging experience was when her mother-in-law passed away, she took care of her son after school and her son took it very hard.

In her spare time, Lourdes tries to see her grandchildren as often as possible but also helps to take care of her mother and loves to cook and bake – simple dishes! Lourdes loves Disney World, and Christmas is her favorite holiday, she loves to display the nativity, lights, Christmas tree, and little villages; she always attends midnight mass where her husband and daughter sing in the choir. She enjoys Latin music, especially from Willie Chirino and Celia Cruz but nowadays her daughter has gotten her into liking country music, like Luke Bryan.
WELCOME TO OUR NEW HIRES & PROMOTIONS

Kelvin Medina
Security Engineer

Gilad Nir
ERP Instructional Designer

Sam Shunk
Systems Analyst

MOVERS & SHAKERS

Jorge Collazo
Jorge was promoted from Desktop Support Technician to Supervisor, Help Desk in the Computer Operations Department

Luis Rivera
Luis was promoted from Help Desk Technician to Desktop Support Technician in the Computer Operations Department

CURRENT UMIT JOB OPPORTUNITIES

Trainer IT (Casual)
Network Engineer
Sr. Software Engineer
Audio Visual Technician
Switchboard Operator
Sr. Programmer
Project Manager, IT (Non Technical)
Sr. Systems Engineer
Sr. Security Engineer
Senior Systems Engineer
Project Manager, IT Clinical Systems
Business Systems Analyst

Instructional Designer (Casual)
Help Desk Technician
Desktop Support Technician
Telecomm Technician
Desktop Support Technician
Sr. Network Architect
Help Desk Technician
Sr. Database Administrator
Sr. Database Analyst
Sr. Security Engineer
Systems Analyst
Photographer

Security Engineer (Casual)
Database Analyst
Manager, Communications
Programmer, Intermediate
Sr. ETL Developer
Desktop Support Technician (Casual)
Once a year Gartner publishes planning guides to help IT professionals know what to expect and how to succeed in the coming year. This week, Gartner released their 2015 Planning Guides which you won’t want to miss. In these documents you’ll find current trends in each of our IT areas and how to master them. Each year these quickly become our most read and most sought after pieces of guidance!

Check them out and share with colleagues:

- **2015 Planning Guide for Cloud Computing**
- **2015 Planning Guide for Security and Risk Management**
- **2015 Planning Guide for Identity and Access Management**
- **2015 Planning Guide for Application Platform Strategies: Gaining Speed and Scale in Software Development**

Do you need to connect to the University’s wireless network? **SecureCanes** provides encryption for wireless communications.

For details, please visit: [http://www.miami.edu/it/index.php/services/securecanes/](http://www.miami.edu/it/index.php/services/securecanes/)

Explore Lynda.com at [miami.edu/lynda](http://miami.edu/lynda) and start today! Keep your skills and knowledge up-to-date with today’s ever changing technology and business environment. Improve your skills so you can be more efficient and effective.

Questions? Please contact UMIT Training at: [ittraining@miami.edu](mailto:ittraining@miami.edu). For technical support call, 1 (866) 754-5435.
Everyone is familiar with spam or junk email: unsolicited messages that find their way into our inbox. While sometimes just an annoyance, spam can have more malicious intent, such as phishing and malware propagation. **But where does all this spam come from? Zombies, of course.**

Attackers often use a botnet (a portmanteau of “robot” and “network”) in order to carry out massive projects. A botnet is a group of computers that have been infected with a virus which allows an attacker to secretly control them. These computers are often called “zombies.” Botnets can be used for anything from phishing to DoS (denial-of-service) attacks and spam propagation. When the authorities try to trace the attack back to the culprit, they are led back to a zombie computer and an unknowing victim of a bot.

By exploiting weaknesses in a computer’s operating system, an attacker will send in a small program (the bot) that will turn the user’s computer in a zombie. Now that the attacker has access, your zombie computer will join the hoard and can be a part of a massive army used to carry out an attacker’s will. Antivirus experts estimate that at least 12 million computers are part of a botnet.

How can you tell if your computer is a zombie?
- Your computer is suddenly sluggish, even when no extra programs are running.
- Encountering errors when trying to download or access antivirus or antispyware programs.
- Unfamiliar programs accessing your Internet.
- Your email outbox is full of messages you did not send.

In reality, it is very difficult to determine if your computer is part of a botnet without advanced knowledge. Even then, a sophisticated bot will hide all traces of itself on an infected computer. Attackers don’t always exploit the same weaknesses when turning computers into zombies, making detection difficult.

It is much more effective to protect your computer from becoming a zombie, rather than trying to return it from the undead.
- Always use antivirus and antispyware software and keep it up to date.
- Always make sure that your firewall is turned on and that all computers on your network have a firewall.
- Never open email attachments that you are not familiar with. Even if the email is from someone you know, they may have been the victims of a bot as well. If you aren’t expecting the attachment, don’t open it.
- Always keep your plugins and operating systems up to date. Internet browsers (Explorer, Chrome, Firefox, etc.) and Adobe plugins (Flash Player and Reader) are often targeted. Most of these programs have an automatic updating feature.
- Use strong passwords (at least eight characters long, including numbers, symbols, upper and lowercase letters) and always password protect home and office networks.
- When browsing the web, do not click on pop-up ads. These will often automatically install malware on your computer.

If you suspect you are part of a zombie hoard, or would like more information on how to keep your computer from becoming a member of the undead, please contact UMIT Security at: ciso@miami.edu.

Remember, prevention is an active process. Remaining vigilant against suspicious emails and websites is key.
UMIT IN THE KITCHEN
by Thabo Nyathi & Walter Vargas

Amarula Malva Pudding Recipe

This malva pudding is a traditional South African recipe with a twist: Amarula sauce. The word malva comes from Afrikaans, meaning “marshmallow.” Recipe serves 6-8.

Directions:

Beat egg and sugar until creamy, then add jam and butter, stirring to combine thoroughly. Sift together the dry ingredients and pour them into the egg-and-sugar mixture. Stir to combine. Pour in the milk slowly. When the mixture is combined, add the vinegar. Pour into a baking dish and cover with foil. Bake at 350°F for about 45 minutes. Remove foil and bake for a further 10 minutes, or until golden brown.

To make the sauce, combine the butter, cream and caster sugar in a saucepan over low heat and stir until the sugar is dissolved and the sauce thickens – this will take a few minutes. Take the sauce off the heat and add the Amarula. Pour the sauce slowly over the pudding as soon as it comes out of the oven. Once the pudding is saturated with sauce, pour the remainder into a jar for guests to add. Serve immediately, with custard on the side.

*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!

Juice of the Month

Ingredients:

1 beet with beet green
2 carrots
2 celery stalks
3-4 kale leaves
Small piece of ginger
Small piece of tumeric
Coconut water

Directions:

Blend all ingredients. Enjoy!
ANNOUNCEMENTS & MILESTONES

Clinical Application Staff Social Committee –
55 employees participate in the ALS Ice Bucket Challenge.

Click below to view the video and who was challenged:

Kudos:
Excellent Service by Eric Thomas and Oscar Guzman

Submitted by: Mindy Greene, Sr. Administrative Assistant for Dr. Mario Stevenson

“I just wanted to let you know that Eric Thomas really helped me when I had a major problem with my computer. He took the time to research the problem and fixed it pretty quickly. Also, Oscar Guzman has been very helpful as well!

I felt compelled to send this email as I think it’s important to recognize good work! These guys were really great!”
Milestone: Kathryn L. Cabrera
Submitted by: Mario A. Litano

“Kathryn and her horse Gemini entered a new division and won reserve champion in open beginner cross rails and first place in equitation flats and an overall reserve champion win. Warmest congratulations on your achievement from your friends and colleagues at the UMIT Backup and Data Protection group. YOU ARE AWESOME!”

Invite: Dress Up Party!
Submitted by: Irene V. Crespo

Last year, UMIT’s Clinical Application Team partnered up with alex’s place on Halloween to do some really fun activities. In true Halloween spirit, the team collected candy and goodies to give to alex’s place.

Out of the 120 employees on the team, about 30 dressed up and took turns visiting alex’s place to do some arts and crafts.

We would like to extend this invitation to the entire UMIT staff - the more the merrier!

If you’d like to take part in the annual dress up party, or have any questions, please contact Irene V. Crespo at: icrespo@med.miami.edu or: 305-243-4934.
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.

EMAIL YOUR CONTRIBUTIONS TO UMITNEWSLETTER@MIAMI.EDU