CELEBRATE
resolutions

HAPPY
NEW YEAR
Happy New Year! I hope that you all experienced a joyful and restful holiday season and that you are back feeling refreshed, renewed, and ready to take on this new year.

Facing something new, whether it is a new system, new technology, or even a personal change, is often a challenge. As we step into a new year, I encourage you all to embrace “the power of yes.”

Many of the values in our UMIT strategic plan, and even in the University’s cultural transformation initiative, support this bold direction. We are striving to uphold the values of Responsibility, Accountability, Professionalism, and more, but one value that underlies all of these is confidence. As professionals, we must learn to say yes first. It can be intimidating to say yes to a new challenge, but in doing so, you give yourself the opportunity to exceed expectations in your role and succeed in something unfamiliar. When you say “yes,” you can do more, create more, and live more.

This isn’t about feeling pressured to do things we don’t want to do, but more so about having the courage and conviction to do the things you know you really can do although they may scare you. It’s about trying new things and achieving more than you ever expected you could.

When faced with an opportunity to say yes or no, I would like to challenge you to resist the urge to say no, and resist the urge to think of all the reasons it won’t work. Instead, say yes, and then work hard to make it happen!

On that note, I’d like to take a fresh approach to the CIO Note in the newsletter this year and put YOU in the driver’s seat! The goal is for all of the CIO Notes in 2015 to be written, crafted, or shaped by you. I welcome you to either submit content and be featured as a guest writer for the month, or contribute ideas, questions, or topics that I can address and/or write about each month.

When have you had the confidence to say “yes” in a situation you would normally say “no” – and how did it work out? What do you want to learn more about? What updates are you interested in hearing about? What experiences or thoughts would you like to share with UMIT? I am open to your suggestions and ideas!

Please email your submissions and ideas to: umitnewsletter@miami.edu or directly to me.

I’m looking forward to making this a productive and successful year. Thank you for all you do to support UMIT and the University’s common purpose to transform lives through teaching, research, and service.

In partnership,
Steve
The Word on Workday: Workday Security Roles and Learning Opportunities

This month, we will continue highlighting key concepts with a focus on Security Roles in Workday, along with new information about Workday Learning Opportunities.

Security Roles in Workday

Security roles in Workday control what data an individual can view, define what actions an individual can perform, and determine where tasks are routed for review and/or approval.

All University Faculty, Staff, and Student Employees will have the security role of Employee as Self in Workday. The role of Employee as Self grants Faculty, Staff, and Student Employees access to their own personal information and payroll details, including the ability to:

- View payslips
- View and manage benefits
- View and manage contact information
- View time off balances and request time off
- Complete performance appraisals
- Change banking information for direct deposit
- Manage elections for tax purposes

Employees with one or more direct reports (including employees who supervise a Student Employee) will also have the security role of Manager. Managers in Workday will have the ability to view job-related information, initiate or approve various HR transactions, and conduct performance appraisals for their direct reports (except in the case of Student Employees and Faculty).

Role-Based vs. User-Based Security

The University’s legacy systems utilize user-based security models to provide access to data and to allow individuals to perform necessary actions. Access is granted to specific people (by name) and does not transfer to their successor if they leave their position. As a result, new forms requesting access must be completed each time someone leaves or someone new is hired.

Workday’s security model is different. Most roles are assigned to positions – not people. So when someone is hired into a position, they immediately have the system capabilities provided by the roles assigned to their new position. If they leave, those capabilities remain with the position and not the person. Positions may have more than one role assigned. However, we must be careful to assure that a combination of roles does not result in a person having “too much” capability.

Role-Based Workday Training to Begin in February

Instructor-led and computer-based training will be available starting in mid- to late February. Those who are assigned the security roles of HR Partner, Business Process Initiator, and Cost Center Manager should plan to attend instructor-led training prior to the implementation of the system.

An essential computer-based learning module will be available for those assigned the roles of Manager or Timekeeper. Online tutorials and tip sheets for employee self-service will be available to everyone starting in March.

For more information on Role-Based Workday Training, click here.

If you have any questions, please email us at: workday@miami.edu. We’d love to hear from you!

Also, visit the project website for additional information and updates.
The UM Project Management Office (PMO) provides project managers, project team members, and project stakeholders a common methodology and practice for managing projects.

2014 was a busy year for UMIT and the PMO! Our team of Project Specialists, Alba Weinman, Ana Ferreiro, Charmaine Stephenson, Kenny Bridges, Jenny Jusino, & Vicki Jugenheimer, completed a total of 454 projects in 2014. Plus our Project Management team at Medical, led by Jorge Fernandez, completed 62 additional projects. And if that doesn’t get your attention, our Project Managers under Mike Zucker’s direction assisted with the completion of another 67 non-clinical applications projects.

One of our major initiatives in 2014 was the CGCENT and UMail migration, which is the first step that must be taken in order to get our Medical users to Office365. The project team scheduled and converted 6,149 users in the final six months of 2014 for a year-end total of 7,669 users.

2015 is already shaping up to be a year of tremendous opportunities. There are several major projects coming our way: an integration with Jackson Health System, School of Music upgrades, the launch of a 100% on-line learning program, the completion of AD migrations, construction, moves, etc. We have an overflowing project plate - and that is awesome!

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 Strategy & Partnerships team has been busy working on launching a revised UMIT Governance process. Over the next few weeks, we will be unveiling the details of the launch. All the affected groups and stakeholders will have a chance to learn the workings of the revised process and Governance Standard Operation Procedure (SOP). We will also be launching our new SharePoint site where all the pertinent information about the Governance process will be housed.

The UMIT Governance Team uses a phased approach to manage the intake and governance of requests for UMIT services (RFS). UMIT governance consists of tasks that assess a service request’s strategic fit, value, risks, and decisions that need to be made in order to authorize the project and the allocation of resources.

Various UMIT functional areas collaborate to achieve UMIT Governance. The diagram above describes the governance process in general, with specific focus on the UMIT Governance Team’s role. During the last quarter, our team received and processed 60 requests for service using this approach.

If you have any questions, please send an email to: umitgovernance@miami.edu.
Alba Weinman is an IT Project Specialist. Alba, and the other project specialist like her, provides customer service, up close and personal. When a new facility opens or a department moves, they are there to ensure that it goes smoothly. They lead project management activities by defining, analyzing, developing, installing, and maintaining voice communications systems to meet corporate needs and objectives. They also design call centers and automated attendants, evaluate and implement new technology, and train and support our stakeholders. Alba has been with the University for seven years and graduated from Fort Lee High School (NJ) in 1974. She has also taken countless job-related courses throughout the last 40 years. She began her business career at Southeast Bank and has worked her way up the corporate ladder from the lowest paid position (Expediter/Dispatcher) to the head of Telecommunications and Vice President of Network Services. She has also worked as a Telecommunications Analyst for Challenge Air Cargo and OASIS and as a Telecommunications Technician for the City of Miami. In between technical jobs, she has spread her labor of love as an Executive Assistant at the Children’s Home Society and Assistant Director at the Coconut Grove Arts Festival.

Alba has one sister, is divorced, and has a 24-year-old son whom she is most proud of. Her most challenging experience was in 2009, when she had to keep her cool when her son made international news after he was wrongfully accused and arrested for crimes he didn’t do. All charges were dropped and he was exonerated! She says that situation put into perspective what is really important in life. People would be surprised to know that Alba is Cuban, she speaks fluent Spanish, and doesn’t watch TV. When Alba isn’t at work, she is reading books about Metaphysics, is a Personal Empowerment Coach, a Practitioner of Quantum Healing Hypnosis Therapy (QHHT), she reads Egyptian Tarot Cards, and she sews. She has a a 16 ½ year old Keeshond dog named Fergus. She loves to travel anywhere out of Miami-Dade, but her recent Amtrak trip to New York was a lot of fun. She can see more train trips in her future. Her favorite Holiday is Thanksgiving, family time, and one of her favorite movies is “The Truman Show.”
### CURRENT UMIT JOB OPPORTUNITIES

<table>
<thead>
<tr>
<th>Sr. Systems Administrator</th>
<th>Network Engineer</th>
<th>Audio Visual Technician</th>
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<tbody>
<tr>
<td>Director, Information Technology</td>
<td>Sr. Network Engineer</td>
<td>Sr. Programmer</td>
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<tr>
<td>Clinical Systems Analyst</td>
<td>Desktop Support Technician</td>
<td>Sr. Security Engineer</td>
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<td>Data Entry Clerks (Casual)</td>
<td>Desktop Support Technician</td>
<td>Project Manager, IT Clinical Systems</td>
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<td>Desktop Support Technician</td>
<td>Desktop Support Technician (Casual)</td>
<td>Sr. Database Administrator</td>
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<tr>
<td>Clinical Systems Trainer</td>
<td>Project Manager, IT Clinical Systems</td>
<td>Sr. Database Analyst</td>
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<td>Systems Analyst</td>
<td>Sr. Business Systems Analyst</td>
<td>Security Engineer (Casual)</td>
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<td>Business Systems Analyst</td>
<td>Network Engineer</td>
<td>Manager, Communications</td>
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<td>Instructional Designer</td>
<td>Sr. Trainer, IT</td>
<td>Programmer, Intermediate</td>
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<td>Systems Analyst (Casual)</td>
<td>Systems Analyst</td>
<td>Sr. ETL Developer</td>
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<td>IT Project Specialist (Casual)</td>
<td>Sr. Decision Support Analyst</td>
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<tr>
<td>Programmer, Intermediate</td>
<td>Trainer IT (Casual)</td>
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### DIVERSITY CALENDAR

**by Titanya Ramsingh-Pierce**

#### JANUARY 2015

**Jan. 1**  
*New Year’s Day (International)*: the first day of the year in the Gregorian calendar, commonly used for civil dating purposes.

*Temple Day (Buddhist)*: many Buddhists of all traditions pay their respects and pray for good fortune for the new year at the temple.

**Jan. 3**  
*Mawlid Al-Nabi (Islamic/Sunni)*: the observance of the birthday of Islam founder Prophet Muhammad which occurs in Rabi’ al-awwal, the third month in the Islamic calendar. Shi’a Muslims celebrate it five days later than Sunni Muslims.

**Jan. 5**  
*Mahayana New Year (Buddhist)*: in Mahayana countries the New Year starts on the first full moon day in January.

**Jan. 6**  
*Epiphany (Christian)*: known as Theophany in Eastern Christianity, it celebrates the manifestation of Jesus as Christ. In addition, the Western Church associates Epiphany with the journey of the Magi to the infant Jesus, and the Eastern Church with the baptism of Jesus by John.

*Christmas (Armenian Orthodox Christian)*: Armenian Christians celebrate the birth of Jesus on Epiphany, except for Armenians living in Israel, who celebrate Christmas on January 19th.

**Jan. 6 (continued)**

*Christmas (Eastern Christian)*: most Orthodox churches celebrate Christmas 13 days later than other Christian churches based on their use of the Julian rather than the Gregorian version of the Western calendar.

**Jan. 7**  
*Mawlid Al-Nabi (Islamic/Shi’a)*: celebrates the birthday of the Prophet Muhammad, founder of Islam, five days later than Sunni Muslims.

**Jan. 8**  
*Makar Sankranti (Hindu)*: seasonal celebration recognizing the increasing length of days.

**Jan. 14**  
*World Religion Day (Baha’i)*: observance to proclaim the oneness of religion and the belief that world religion will unify the peoples of the earth.

**Jan. 19**  
*Dr. Martin Luther King Jr.’s Birthday (USA)*: the birthday of civil rights activist Dr. Martin Luther King Jr. is celebrated on the third Monday in January.

*No Name-Calling Week (USA)*: annual week of educational activities aimed at ending name-calling and bullying of all kinds.

**Jan. 27**  
*UN Holocaust Memorial Day (International)*: annual International Day of Commemoration in memory of the victims of the Holocaust coinciding with the anniversary of the liberation of the Auschwitz death camp in 1945.
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Click here or on the image above for more information.

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

PROFESSIONAL DEVELOPMENT
by Karen D. Harris & Allison Dupler

Gartner Solutions: Professional Effectiveness

Did you know that in addition to technical research, Gartner also offers research on Professional Effectiveness? With 2015 just beginning, this is a great time to look into the ways Gartner can help you plan to be effective professionally this year. You can also explore the ways the IT field is evolving, allowing you to stay current in your field of expertise. Get your year started off strong with Gartner’s Professional Effectiveness Research!

• The New Realities for IT Careers
• Managing Your Career: Transitioning From IT Practitioner to IT Manager
• Removing Engagement Obstacles to Reshape IT
• Effective Risk Communication for the IT Professional

TECH BYTES
by Jamil Porta

Why DNS in OS X 10.10 is broken, and what you can do to fix it
Here’s how to squash this bug yourself, if you can’t afford to wait on Apple. Visit Website >>

USB 3.1 and Type-C: The only stuff at CES that everyone is going to use
The new specifications are almost here – we actually have a cable! Visit Website >>

AMD’s Carrizo and Carrizo-L are both 28nm, mobile-only processors
As CES winds down for another year, one of the companies we want to touch on is AMD and its own plans for the laptop and tablet market through 2015. Visit Website >>

Facebook Will Start Showing Mobile AMBER Alerts To Help Find Missing Kids
Facebook will begin sending AMBER Alerts about missing children to the newsfeeds of mobile Facebook users in the area. Visit Website >>

Leoht’s tech handbag will charge your gadgets and help you find them
Leoht’s “tech” handbag is one of those things you won’t necessarily need, but may really (really) want. Visit Website >>

The top 11 tech trends of the Consumer Electronics Show
The Internet of Things was an obvious trend, but there were a lot of subthemes at CES 2015. Visit Website >>
You’ve probably heard about the massive payment card breaches that occurred at numerous retailers ranging from Target to Home Depot. With all these breaches occurring, it’s easy to throw your hands up in the air and accept your fate. But never fear, help is near!

U.S. Banks have heard the public’s outcry and are switching up the inside of your credit/debit cards. They are implementing a new technology called “EMV,” which stands for Europay, MasterCard and Visa. Also known as “Chip and Pin,” “IC Card,” “E-Chip,” “Smart Chip,” or “Chip and Signature.” EMV is a global standard for cards equipped with computer chips and the technology used to authenticate chip-card transactions. Translation: A super-small computer chip in your credit/debit card that’s extremely hard to counterfeit.

Why should I use EMV?
There are several reasons why you should use EMV. It will:
• Ensure that only the rightful owner is using the card, protecting against loss or stolen card fraud.
• Protect data on the chip against unauthorized changes, protecting against counterfeit fraud.
• Enables U.S. cardholders to use their secure chip payment cards anywhere in the world.

How does EMV work?
EMV cards are embedded with a chip that is encrypted with data. Once the EMV card is inserted in an EMV-enabled device, the payment goes through a process called dynamic authentication. In dynamic authentication, the chip inside the card generates a one-time use unique transaction code that changes with each transaction, which can only be deciphered by the party that needs to receive the information, such as a bank. So even if the transaction data is intercepted, it can’t be used to make new transactions.

Why is it better that the magnetic stripe card?
Old-style magnetic cards are making fraud too pervasive, while EMV cards are proven as a defense against criminals. While EMV is dynamic, data stored in magnetic stripe is static, meaning that the card can be easily copied.

Will the EMV card swipe the same way as magnetic stripe cards?
Consumers with chip cards will have to adopt a new process for processing cards. Many call it the “Chip-and-Dip.”

When you approach the register, instead of swiping your card as many typically do, you will have to insert your card into a terminal slot and wait for it to process. A bit of patience will be involved, as the process isn’t as quick as a magnetic-stripe swipe. If you stick and then pull your card out immediately, the transaction will be denied. If you find yourself scratching your head trying to figure out whether to swipe or “Chip-and-Dip,” don’t fret as the terminals are equipped to walk you through the process.

Will I be able to use my EMV card at a retailer that doesn’t accept EMV technology yet?
Yes. The first round of EMV cards will be equipped with both chip and magnetic stripe technology to allow merchants to adjust and prevent any disruption in consumer spending. You will still be able to process the card; you will just lose that added layer of security.

Am I completely protected against fraud?
Unfortunately, no. EMV cards will only add a layer of security in card-present transactions. There is still online fraud. In fact, security experts predict that the incidence of online fraud will increase, as EMV becomes the standard for secure card processing. In addition, as the industry develops new ways to protect consumers, perpetrators will continue to research new methods to commit fraud. Don’t get a false sense of security after your credit/debit cards go EMV. You will still need to monitor your accounts and bills diligently. That’s the best way to detect fraud in the early stages.

When will I get my EMV card?
Since chip technology will soon be the security standard in the U.S. (October 2015, and October 2017 for gas stations), many card brands and banks have already begun rolling out batches of new EMV cards to consumers. If you want to get one sooner, call your card issuer and ask to be sent a new card with an EMV chip. Upon request, many issuers will ship you your new card the very next day!

For more information about EMV and your account, please contact your card issuer using the phone number located on the back of your card.

If you have any security related questions, please contact UMIT Security at: ciso@miami.edu
UMIT IN THE KITCHEN
by Mariano Estrada & Walter Vargas

Chicken, Sausage, and Shrimp Gumbo

**Ingredients:**
- 2 lbs vegetable oil
- 2 cubed chicken breasts (can use left over roasted chicken)
- 1 lb of shrimp
- 8 oz. precooked andouille sausage sliced
- 4 cups of chicken broth
- ½ cup all-purpose flour
- 2 cups chopped onion
- 1 ½ cups chopped red or green bell pepper
- ½ cup chopped parsley
- sliced green onions for topping

**Seasoning Mix:**
- 1 ½ teaspoons each:
  - smoked paprika,
  - Old Bay seasoning,
  - dry mustard
- ¾ teaspoon each:
  - salt,
  - pepper,
  - onion powder

**Directions:**
1. Combine the seasoning mix ingredients
2. Heat 2 tablespoons of oil in a pan at medium temperature. Add the sliced andouille sausage and sauté until browned on both sides.
3. Add the chicken cubes to the pan reserving the drippings from the sausage.
4. When the chicken has turned golden/brown, add the shrimp and continue sautéing until the shrimp changes color.
5. Add the onions, peppers, parsley and the seasoning mix and combine everything, sauté for another 3-4 minutes.
6. Add the flour and mix well to coat everything then add the chicken broth. Turn the heat to medium low and mix slowly until the gravy thickens (about 10 more minutes).
7. Serve over white rice and sprinkle with green onions.

Optional: Adjust the heat by adding hot sauce!

*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
Reboot your year with the “Reboot” juice!

**Ingredients:**
- 1 Cucumber
- 4 Celery Stalks
- 2 Green Apples
- 6-8 Kale Leaves
- 1/2 Lemon
- 1 inch Ginger root

**Directions:**
Blend all ingredients. Enjoy!
ANNOUNCEMENTS & MILESTONES

Kudos: Kelvin O. Medina

“I’d like to give kudos to my co-worker, Kelvin O. Medina! His article, “Your biggest cyber threat? Naïve end-users”, will be published in the upcoming issue of United States Cybersecurity Magazine. The article discusses the important of Security Awareness within an organization. GO KELVIN!”

- Krista M. Theodore, Security Engineer

Birth Announcement

Name: Jacob Duran
DOB: 12/27/2014

Congratulations, Enrique Duran!

Register for Higher Ed Summit, Feb. 12-13 at UM’s SAC

Click here or on image below for more info.

Celebrating: UMIT Newsletter Team

In December, the UMIT Newsletter Team got together for a team luncheon. We would like thank you once again for delivering engaging content, and constantly supporting the UMIT Newsletter! We’re looking forward to 2015!

- UMIT Communications
Kudos: PMO Team

MAJOR KUDOS to Elizabeth Perez and Chris Riveron for all of their hard work migrating 7,669 users in 2014, and kudos to our Project Specialists, Service Desk, and Desktop Support teams for providing outstanding support to our users before and after their migrations.

Julio Marini received the following kudos from Roberto Estrada, Business Manager for the Department of Medicine:

“Mr. Julio Marini, one the techs assigned to us was wonderful. He was here early in the morning and divided the floor with the other tech and they checked everybody’s computer. Both techs were very good. Thank them please”.

Ana Ferreiro received the following kudos from Patricia Malinowski, Office of the Chairman for the Department of Pathology:

“Hi Ana, Thank you very much for all of your help! I really appreciate everything that you do for the Department of Pathology. You are the best!!!”

- Alice Kerr & Phil Leone, PMO

UMIT Team Member Kudos - Share Your Stories!

Would you like to recognize a team member for outstanding work, and share with UMIT? This can include congratulating individuals, colleagues, or staff for a job well done on a project, implementation, or anything else! We’ll be publishing team member kudos every month in UMIT News. Please answer the following questions and send photos to submit your story:

- What is your name and which UMIT unit do you work in?
- What is the name and UMIT unit of the team member(s)* you are recognizing? *If this team member kudos includes more than one person, please send us all of the names and work information for those that should be recognized.
- Describe this kudos in detail. The more detail, the better!
- Send us photos, if available.

Also, please feel free to send us staff photos, community involvement, personal milestones, delicious recipes, and/or any other announcements you’d like to share with UMITers. Send your submissions to: umitnewsletter@miami.edu.

- UMIT Communications
Thank You: UMIT Clinical Applications Team for your Alex’s Place participation

When people think of “Healthcare workers,” they automatically think of a nurse, doctors, front desk personnel, and never realize that there is a HUGE crew behind them giving them the tools to be able to do what they do in the most efficient way. And every so often, those same people peek their heads into that world but never stay long enough to be recognized. Yesterday was one of those days where that same group of people had the chance to make a huge difference. We were able to take some Holiday cheer to a group of kids that only know what it is to have constant pain. And even if only one child would have been in attendance, that would have been all that mattered. Thank you for your generosity in brighten up a child’s Holiday Season. Thank you for coming out of your comfort zone to sing your hearts out with a group of co-workers in order to bring the Holiday magic. Thank you because that day will mark those kids life forever.

We’d like to share a picture of our tree, and a video of the Christmas Caroling that took place when we went to Alex’s Place. Thank you to everyone who was involved!
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