SALESFORCE FOUNDATION HIGHER ED SUMMIT
Student Activities Center, February 12-13
Community Reimagined: Salesforce Foundation Higher Ed Summit

All of us within UMIT are a small part of a large initiative. When we walk into our offices every morning, we have responsibilities that contribute to a larger purpose. For our team, the past few years of this “larger purpose” has been initiatives for the Enterprise Resource Planning (ERP).

With a cloud first strategy in mind, the University of Miami has invested in enterprise systems to improve the UM community experience. One of these systems, near and dear to our hearts, is Salesforce. Initially implemented in 2013, Salesforce provides a standardized toolset for recruitment across the undergraduate and graduate careers and is a key system for improving our relationships with potential students.

Many of us have heard the saying “it takes a village to raise a child,” and we’d apply a similar proverb to implementing a system. Throughout the discovery, requirements gathering, building, and deploying process, there are many groups of people who come together to make an implementation successful.

On February 12-13, 2015 we hosted the Salesforce Higher Ed Summit, and we had the opportunity to show all of the people who were instrumental in UM’s Salesforce implementation how they contributed to our overall success. We invited over 700 Higher Ed colleagues from across the United States to our campus to share their stories, experiences, and challenges with our Salesforce users. In the days following, we've been thrilled to hear that this event helped people realize how their work makes a system like Salesforce survive in a Higher Ed setting.

We were fortunate to have over 25 breakout sessions across six tracks (recruiting, student success, advancement, community engagement, general interest, and technical) presented by other Universities over the course of a day and a half. Our Salesforce users walked away feeling empowered in knowing exactly how their day to day work compares to their peers, and with ideas on how to improve their contribution to the system.

Tomorrow, when you walk into your office and put together your to-do list for the day, we’d like to encourage you to do one thing. Step back, and think about how what you do contributes to the overall goal. If you cannot, we challenge you to reach out to your community (system users, peers, and your internal and external colleagues) and ask them to help you with this challenge. We guarantee that even if at this time you cannot fit what you do with the overall strategic vision, there are others around you who have been in your shoes and can help provide an outside perspective. They will be able to prove that what you do not only matters, but also is an important part of our UMIT initiatives.

A special thank you to all of those in UMIT and within the University Community who continue to help us support our Salesforce implementation. You’ve helped remind all of us involved in this project that what we do contributes to a larger purpose.

As mentioned in last month’s newsletter, we are taking a fresh approach to the CIO Note in the newsletter this year and we’re putting YOU in the driver’s seat! 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. Please email your submissions and ideas to: umitnewsletter@miami.edu or directly to me.

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 has hit the ground running to start 2015. Our team of Project Specialists, Alba Weinman, Ana Ferreiro, Charmaine Stephenson, Kenny Bridges, Jenny Jusino, & Vicki Jugenheimer, completed a total of 33 projects in January and the CGCENT and UMail migration team has converted a total of 8,365 users as of February 4th.

**The Word on Workday:**
**An Important Project Announcement**

Earlier this month, we formally announced an important decision. As you know, a critical component of the Workday HR and Payroll implementation is payroll testing. It’s vital that payroll is accurate before we implement this system.

Additional issues emerged in subsequent testing phases which require further investigation and resolution as it relates to the payroll process associated with University of Miami Hospital (UMH). In order to ensure UMH payroll is accurate, the Workday Executive Steering Committee (ESC) has made the decision to split the Workday HR implementation into two phases.

The first phase, which will be implemented on March 26th, will include all faculty, staff, and student employees at the Gables and Rosenstiel School of Marine and Atmospheric Science (RSMAS) campuses, the Miller School of Medicine and UHealth specialty hospitals (UMHC and ABLEH), and our satellite facilities. Phase two will include the University of Miami Hospital (UMH) and will be implemented on June 18th.

We are getting close to the phase one implementation of Workday HR and Payroll, and are gearing up to migrate data, as well as provide training, checklists, and tips based on your system role. We are confident that phase one will be a great success, and that you will be as excited as we are about what we can achieve with Workday.

It has been important to maintain open and transparent communications with you throughout the Workday implementation, and we will continue to do that. If you have any questions, please email us at: workday@miami.edu and we will get back to you as soon as possible. Please visit the project website for additional information and updates.

Thank you for your support of this important initiative, and for your efforts to uphold our common purpose to transform lives through teaching, research, and service.
Raquel Zamora works in the Research IT department under the Clinical Applications unit. She works with a resilient, dedicated, and committed team. Their responsibilities include, but are not limited to: system implementations, upgrades, enhancements and support. They work very closely with their vendors and stakeholders to ensure utilization of systems in the most optimized, efficient and effective manner to align with the institutions and UMIT’s objectives and goals. She has been with UM since 2011. Raquel graduated from Virginia Tech in 2000 with a double major in Management Information Systems and Business Management, and she obtained an MBA from Marymount University in Arlington, VA in July 2003. She recently earned her Masters in Management Information Systems in August 2014 from FIU. For Raquel, education is an ongoing journey; she says it’s enlightening, empowering, and enriching – which promotes growth, knowledge, and wisdom for not only oneself but something that can be shared with others. Raquel has always worked in Information Technology. She really enjoys the dynamics of working in teams and with people, and has been very fortunate to be in various positions that have allowed her to do this.

Raquel has a delightful, almost-6-year-old daughter, Chloe Francis. She is the apple of her eye and the one that really keeps her growing, learning, and pushing her to become a better individual every day. She says she is truly blessed to be her Mother. Her most challenging experience was overcoming a health scare she experienced a year ago. However, she firmly believes that what doesn’t kill you makes you stronger! She is thankful for every sunrise and sunset that she gets to witness alongside her family. Raquel loves to sing, and she loves to spend time working out. She also enjoys spending lots of time with her daughter and friends, as well as traveling and going to museums! Raquel is from Nicaragua and she loves the beaches from her country – but she also just loves beaches in general. She enjoys visiting Dominican Republic, Mexico, and Bahamas beaches. Her favorite holiday is Christmas because there are family gatherings, decorations, lighting, and the warmth of the holiday which fills her heart with joy. She currently enjoys listening to “Que Bonita es Esta Vida,” which in English means “What a Beautiful Life!” Rachel is a firm believer of never giving up, staying positive, and making the most of the opportunities that are given to her. She is humbled by all that life has given her and she is looking forward to what else the journey has to offer, in her career and personal life!
CURRENT UMIT JOB OPPORTUNITIES

Desktop Support Technician
Desktop Support Technician
Project Manager, IT Clinical Systems
Clinical Systems Trainer
Sr. Clinical Systems Analyst
Sr. Clinical Systems Analyst
Executive Assistant
Business Systems Analyst
Sr. Programmer
Sr. Decision Support Analyst
Sr. Systems Engineer
Technical Analyst
ERP Developer IT
Instructional Designer
Program Coordinator
Instructional Designer
Programmer, Intermediate
Sr. ETL Developer
Sr. Database Analyst
Administrative Assistant (Casual)
Sr. Systems Administrator
Clinical Systems Analyst
Desktop Support Technician
Systems Analyst
Business Systems Analyst
Instructional Designer
Systems Analyst (Casual)
Programmer, Intermediate

DIVERSITY CALENDAR
by Titanya Ramsingh-Pierce

FEBRUARY 2015

February is Black History Month
Begun in 1926 by Black scholar and historian Carter G. Woodson, Black History Month was originally celebrated as a weeklong event. In 1976, Congress expanded the observance to the entire month of February.

February 12
Abraham Lincoln’s Birthday
Abraham Lincoln served as the 16th president of the United States from March 1861 until his assassination in April 1865. He is remembered for leading the Union through the Civil War and freeing Confederate slaves with the 1863 Emancipation Proclamation and for delivering the Gettysburg Address.

February 13-19
Random Acts of Kindness Week
This week can be a springboard for action, a time to focus on goodness and act upon thoughts of generosity that arise spontaneously from the heart. For classroom ideas, go to the Random Acts of Kindness Foundation website and the Kids Activities website.

February 17
Maha Shivaratri (Hindu)

February 18
Ash Wednesday (Christian)

February 20
Frederick Douglass Day
On this day in 1895, the famed African-American abolitionist, editor, orator, author, statesman, and reformer died of a heart attack in his adopted hometown of Washington, D.C.

February 20
Presidents’ Day
On the third Monday in February Americans remember the achievements of two of the nation’s greatest presidents. Students across the country learn about the achievements and contributions of George Washington and Abraham Lincoln, whose birthdays both were in February. Learn more about this Federal holiday at the Presidents’ Day page.

February 21
Mardi Gras
Mardi Gras, also known as Fat Tuesday (Mardi Gras is French for “Fat Tuesday”) or Shrovetide Tuesday, is the last day of feasting before Lent begins on Ash Wednesday.

February 22
George Washington’s Birthday
On April 30, 1789, George Washington, standing on the balcony of Federal Hall on Wall Street in New York, took his oath of office as the first President of the United States.

February 22-April 7
Western Christianity Lent
Lent is period of fasting and prayer before Easter. The forty days (Sundays are not included in the count) represents the time Jesus spent in the desert overcoming temptation by Satan. The period of Lent is preparation for the annual commemoration of the death and resurrection of Jesus, celebrated during Holy Week.

February 22-April 15
Orthodox Lent
Eastern Orthodox and Greek Orthodox Lent mark a period of fasting and penitence before Easter. During this period, members of the Eastern Orthodox and Greek Orthodox churches fast and do penance prior to Easter Sunday. Western Easter is April 8.

February 23
W.E.B. DuBois Birthday
American civil rights activist, sociologist, educator, historian, writer, editor, poet, and scholar, William Edward Burghardt Du Bois was born this day in 1868. He was the first African-American to hold a Doctorate.
Looking for IT Training Courses?
Take courses online using the University’s online training resources – Lynda and Skillport.

- Both online training resources are convenient to use, flexible, and free to UMIT employees.
- Between Skillsoft and lynda.com you have 24x7 access to any course you desire.


Gartner Solutions

Today, many third parties need access to business systems, requiring identity management and governance. In order to help this, Gartner provides best practices; one of which is building an IAM program that is specific to third parties. This month, we also cover how to use information classification to enhance data governance and protection. Lastly, we explore identity proofing services, looking at everything from the related vendors to the integration considerations for the technology.

- Best Practices for Managing and Governing Third-Party Identities, Including Contractors and Business Partners
- Implement Information Classification to Enhance Data Governance and Protection
- Applying Identity Proofing to Reduce Fraud and Improve Customer Experience

TECH BYTES

All US carriers now required to unlock off-contract cell phones
As of today, all of the major wireless companies in the US have promised to abide by policy agreements laid down by the Cellular Telecommunications Industry Association (CTIA) regarding device unlocking. Visit Website >>

NoFlyZone database will tell drones not to fly over your house
Combining two of our favorite things: flying computers and personal privacy. Visit Website >>

Google And Mattel Revive The View-Master
Mattel’s venerable View-Master, the stereoscopic photo viewer so familiar to kids, is now using Google Cardboard Virtual Reality technology to bring life to those old 3D images. Visit Website >>

Making Makerspaces Work on Campus
The USC Jimmy Iovine and Andre Young Academy for Arts, Technology and the Business of Innovation serves as a model for kickstarting campus imagination. Visit Website >>

New smartphone battery recharges in less than two minutes
Your next smartphone could charge in less than two minutes. Since first showing off the lab-based prototype of its ultra-fast battery charger, the company behind the device has moved much closer to making it a reality. Visit Website >>

$149 Phorm iPad Mini case gives users physical keyboard that only appears when needed
At first glance, it looks like any another case. But if you push its large toggle switch on the back, you’ll quickly see certain areas of the Phorm’s protective screen bubble up with fluid. Visit Website >>
Our lives are becoming increasingly portable, electronic, and rechargeable. When USB (Universal Serial Bus) was originally conceived, it was in the context of computer and peripherals, such as mice, keyboards, printers, and other external storage devices. However, current trends show that USB can be used on all sorts of devices, including cameras, tablets, digital frames, etc.

USB provides us with several key things:
• Any USB-enabled device can be connected to any USB port on the computer.
• The same USB device can be connected to different computers (PCs, Macs...).
• If this is a new device for which a driver has not yet been installed, then the host system will locate and install the driver without the user having to reboot the system.
• The host system automatically configures itself and the USB device without forcing the user to play around with esoteric settings like numbers of bits and bit rates.
• USB provides “hot swap” capabilities, which means it isn’t necessary to power-down the computer before connecting or disconnecting a USB device.
• If you have more devices than you have USB ports on your computer, all you have to do is plug in a cheap-and-cheerful USB hub into one of the ports on the computer and then plug other devices into the hub.

While USB is extremely useful and incredibly easy for end users, it poses a significant threat to information security. A major vulnerability found in USB is “BadUSB,” where an attacker can insert software into the computer chips of USB enabled devices. BadUSB works by acting as a keyboard and executing commands. Once a USB device is reprogrammed, hackers can install malware and steal files. When malware is successfully inserted into the system, it can then transfer itself into the controller chips of other USB devices that are connected to the same computer. Aside from disguising itself as a keyboard, BadUSB can also imitate a computer’s network card to redirect traffic through changes in its DNS settings. If a user attempts to reboot the system, the infected computer or USB drive would insert a virus into the OS before booting. The usual tactic of rehabilitating compromised computers, such as reinstalling its operating system, does not patch the vulnerability at its roots. At that point, the security flaw may have already inserted itself into USB drives and other parts – such as computer webcams.

One recent incident of BadUSB was found in an electronic cigarette. An employee at a large enterprise had recently quit smoking and opted to use an electronic cigarette. Upon investigation of a large data breach, the report revealed that the employee used his company computer to charge the e-cigarette via USB, where malware had been hard-coded. Click here to read more about this incident.

Manufacturers are working on producing secure firmware for USB. Many companies, such as IronKey, offer trade in programs that allow users to opt for the newer firmware. However, there are still several companies that have not upgraded as of yet. Until then, the best way to avoid BadUSB is to not connect your USB device to computers you don’t own or don’t have good reason to trust – and don’t plug untrusted USB devices into your own computer. While your device may be seemingly harmless, it is important to “think before you connect.”

Anything you plug into your computer should come from a legitimate source. If you need to charge your device, consider using wall charger with a USB port.

When in doubt, contact the Chief Information Security Office. If you would like more information, please contact UMIT Security at ciso@miami.edu or visit www.miami.edu/it/security. In addition, please read our IT policies.

If you are experiencing any technical issues, please contact UMIT Service Desk at:
• Coral Gables/RSMAS Campuses: (305) 284-6565, itsupportcenter@miami.edu
• Medical Campus: (305) 243-5999, help@med.miami.edu
Mari Lovo, in the Systems Infrastructure Unit, is involved with the charitable organization St. Jude’s Children’s Research Hospital. She would like to inform UMITers about the organization, and how you all can get involved and help!

Why is the St. Jude’s Children’s Research Hospital organization so important to you?:

- The reason I fundraise for St. Jude’s is that the money goes towards helping the patients and their families. Families are not charged for the treatment, housing, travel, or food. Another reason I feel St. Jude’s is a worthy cause to support is that they freely share the medical breakthroughs they make to doctors, scientists, and hospitals worldwide. This means that their treatments can be applied by other facilities and help even more children that are afflicted with cancer and other life threatening diseases.

How can UMITers learn more about St. Jude’s Children’s Research Hospital and get involved?:

- Learn more about St. Jude’s at their website: http://stjude.org/
- Donate! Go to http://heroes.stjude.org/marilovo to donate for my fundraising effort through April 2015.
- Join our fundraising team and race the April 19th triathlon, or create a relay team and choose whether you would like swim, bike, or run with two other friends doing the other disciplines. http://southbeachtri.stjude.org and Join the Alien Endurance/Mack Cycle team.
UMIT IN THE KITCHEN
by Thabo Nyathi & Walter Vargas

Summer Christmas Trifle

Trifle is a dessert typically consisting of plain or sponge cake soaked in sherry, rum, or brandy and topped with layers of jam or jelly, custard, and whipped cream.

In South Africa it is typically popular over the Christmas season, but is also a great anytime treat.

Directions:
1. Make the jelly and allow to set
2. Make custard and allow to cool
3. Slice the Swiss Roll or sponge cake and place at the bottom of a glass bowl (round and deep is normally the best)
4. Moisten with alcohol
5. Chop up the jelly and cover cake
6. Add fruit and then custard
7. Sprinkle nuts on top
8. Cover with whipped cream
9. Decorate with the flake, nuts, or grated chocolate
10. Refrigerate and serve cold
11. Enjoy!

Ingredients:
• 1 large jam Swiss Roll
• Trifle sponge cake
• 75ml sweet or medium sherry, rum, or brandy liquor
• Any type of fruit, peeled and sliced
• Home-made custard (or you can use any off the shelf custard)
• Chopped nuts
• Whipped cream
• Flake or grated chocolate

*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!

Juices of the Month

ALLERGY REDUCER
• 1 medium sized carrot
• 2 large oranges
• 1/2 cucumber
• handful of mint leaves
• 1/2-inch ginger root

THYROID TONIC
• 6 carrots
• 1 cucumber
• 1/2 lemon
• 10 radishes

IMMUNE SYSTEM BOOSTER
• 1 apple
• 3 stalks of celery
• 4 stalks of kale
• 1/2 a lemon
• 1/2-inch ginger root

REDUCE BLOOD PRESSURE
• 1/2 grapefruit
• 2 celery stalks
• 1/2 cucumber
• 1 clove of garlic
• 1/4 fennel bulb
ANNOUNCEMENTS & MILESTONES

Kudos: Dyana Alvarez, Anthony Senita, and Mike Zucker

“Beyond the core group who is always wonderful to work with, we just wanted to say what great partners Dyana and Tony have been through this SSO and BB work. They have been extremely knowledgeable and responsive, and overall very easy to work with. Thank you for assigning such great individuals as our points of contact.”

- Matt Schaefer, Laureate Education Inc.

“I absolutely concur and I would add Mike to the list as well. We have been immensely appreciative of the collaboration and solid work ethic in helping to form a solid base for our partnerships. Thank you!!”

- Ken Neimo, Laureate Education Inc.

Kudos: Alexander Hincapie

“Congratulations Alex! He recently earned his CompTIA Healthcare IT Technician certification. The CompTIA Healthcare IT Technician certification covers the knowledge and skills required to implement, deploy, and support healthcare IT systems in U.S. clinical settings.”

- Eddie Vidal, Manager, Service Desk

Kudos: Corey Riley

“Beginning last Friday and lasting over the weekend, I had real issues with my login to the UM system regarding my emails. Yesterday, Mr. Corey Riley helped me tremendously. He was able to assess the situation, communicate the problem and solve it. He was most professional and extremely easy to communicate with.

The issue was totally resolved and I am one ‘happy puppy!’ Mr. Riley’s attention to detail and skills were greatly appreciated. I know your guys solve hundreds of problems on a daily basis; however, in this instance, he went far above and beyond in helping me and I think you should know it.”

- AJ Furst, M.D.

Kudos: Cynthia Collier

“I am writing to tell you what a great job Cynthia Collier did in helping me solve a problem in obtaining a retired faculty Cane card. In over a week of back and forth between the Benefits Office, Parking and Transportation and IT, I had become very frustrated. Apparently because of incompatible systems, Parking and Transportation said it was unable to issue me a card because they couldn’t find me in their system, even though Benefits had found me in theirs. An email I had sent to UMIT had gone unanswered for three days.

Ellen Greenfield and Andrea Tejera managed to get me in touch with Cynthia, who in just a few minutes was able to resolve the situation. Cynthia was very professional, friendly, respectful and efficient. She walked me through the process, and stayed with the situation until I was able to verify that Parking and Transportation could now indeed find me and issue me a card. I can’t thank her enough, and I wanted you to know how much I appreciated her efforts on my behalf.”

- Westwell R. Daniels, Faculty, School of Law
ANNOUNCEMENTS & MILESTONES

Collaborative UMIT Teams Kudos!

“I’d like to send a special thanks to Phil Leone’s team and the entire PMO team under Alice Kerr for the exceptional job they do every day. They have been instrumental in meeting with Departments and scheduling the AD Consolidation project migrations. We wouldn’t be able to do it without them! I’d also like to send a special thanks to Ray Rodriguez, Andy Espinosa, Matias Troncoso, and the entire Desktop Team. They always find a way to say yes. Finally, I’d also like to send a very special thank you to Chris Riveron. You are an incredible asset to this organization and I thank you for all of your hard work on this project. Your help is truly appreciated!”

- Elizabeth Perez, Middleware and Identity Services

Kudos: Diamari Torres

“Diamari Torres went above and beyond expectations the week of February 9th through the 13th. While she was away in Orlando for the Disney training/workshop, Diamari provided timely responses to emails during business hours and made significant changes to our UMIT CAS Interns page after business hours. Diamari’s prompt response and actions allowed our team to have the website ready for UM’s career fair where we were able to recruit over 30 highly qualified candidates. Her extra efforts are a testament to her work effort and your leadership.”

- Juan Artigas, Project Manager, Strategic Operations

Kudos: Luis Rivera

“I just wanted to let you know that in all the years I’ve been at UM I have never had such a responsive and knowledgeable IT support technician. Mr. Luis Rivera spent quite a bit of time helping me work with Outlook following the migration. His concern, patience, and knowledge are second to none. Every once in a while there’s somebody that needs a pat on the back and from my point of view Mr. Rivera is at the top of the list.”

- AJ Furst, M.D.

Kudos: Rob Sevilla

“Martha and I can’t thank you enough for all the time and effort you gave regarding our meeting room calendar shared access problem. We cannot tell you how absolutely WONDERFUL it is to be able to have shared access to the calendar! We are able to operate so much more efficiently since we both now have access. I know in the grand scheme of things, access to a calendar is really insignificant. But on our end, this was a major inconvenience and your continued follow up with us to try to find a solution could not be more appreciated! Even when we had to decline/reschedule your help on a few occasions due to deadlines we had, your commitment to find a solution did not waiver, and you were gracious enough to continue to reach out to us.”

- Barbara Gardner, Office of Medical Finance
Kudos: Savannah Roland

“Savannah Roland assisted me with an incident, essentially I needed to gain access to a certain webpage for my daily duties – I have literally been trying to gain access for upwards of three months. It was a pleasure working with Savannah to try and get this resolved. She is the only person who has been able to help me track down the administrator of the page I require access too. Savannah was courteous, knowledgeable and went above and beyond to make sure this was taken care of in a timely and professional manner. Savannah’s phone etiquette was superb, she even apologized for having to put me on hold. She also contacted me the same day to make sure that she had steered me in the right direction. All in all, it was a pleasant experience to deal with a professional and I just feel that she deserves commendation for a job well done.”

- Michael De La Nuez, Shipping and Receiving, UMHC/SCCC

PMO Team Kudos!

“MAJOR KUDOS to Elizabeth Perez and Chris Riveron for all of their hard work migrating 896 users from the Medical domain & Exchange to CGCENT & Umail this past reporting period, 1/1 – 2/4. Also, kudos to our Service Desk and Desktop Support teams for providing outstanding support the morning after migrations.

Also, Vicki Jugenheimer, Judith Hernandez, and Alberto Alonso received the following kudos from Alexandra Faueras, Sr. Manager for the Dept of Pathology, for their assistance with a major Pathology project that integrated calls from Leon Medical Center: ‘Thank you!!!! So much for dealing with our craziness during this project. Phones ALL GOOD TO GO!!! Thanks again.’”

- Phil Leone, Director, Information Technology

Kudos: Workday Enhancement Suggestion Selected

“We submitted an enhancement suggestion to Workday and they selected it with 198 other customer ideas for implementation. I think it’s a very cool thing that Workday the company takes its customer suggestions so seriously.”

- Theresa Ashman, Executive Director, ERP-Financial Systems

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 umitnewsletter@miami.edu 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.

- UMIT Communications
ANNOUNCEMENTS & MILESTONES

UMIT Throwbacks: Guess Who?

High School Graduation, Circa 1980’s  “Guitar Hero,” Circa 1970’s

Answers - From left to right: Trinaya Ramsingh Pierce & Eddie Vidal

Building a Better U: Disney Institute Visit

UMITers Dennis Golbourne and Diamari Torres took part in a three-day culture shaping training with the Disney Institute from February 9-11, 2015.

On one of their field excursions, the entire group represented the “U” in front of Cinderella’s castle at Magic Kingdom. Can you spot your fellow UMITers?
The University of Miami in “Building a Better U together” had its first graduation of the Essential of Leadership program. The Essentials of Leadership program is designed to advance the development of the University’s leaders through interactive modules, leadership discussions, individual assessments, experiential learning activities, and coaching. The graduation was held at the Newman Alumni Center and in attendance was full Senior Leadership including Donna Shalala, Provost Thomas Leblanc, Dean Pascal Goldschmidt, Joe Natoli, Nerissa Morris, Steve Cawley, Pat Whitely, Rudy Green, Elaine Van der Put, and Mark Diaz.

We UMITers can be proud in that we had great representation with five teammates being in this pilot graduating class. They are Hannah Inzko, Dominique Okonkwo, Dimas Cardoza, Raquel Zamora Alfonso, and Titanya Ramsingh-Pierce supported by their supervisors Allan Gyorke, Maria Pugliese, Ryan Whidby, Stella Uyeno, and Steve Cawley. Our Senior Leadership has taken this program to heart and has been championing its success – their visible commitment is evident with the support being provided to the program with two EOL Facilitators Eddie Vidal and Dennis Golbourne. A big “Thank You” to the department leaders - Rocky Pedroso, Karen Lilly Castle, Angel Rios, and Dr. David Seo for allowing them to be actively involved.

- Dennis Golbourne
ANNOUNCEMENTS & MILESTONES

Essentials of Leadership: “First” Graduating Class
ANNOUNCEMENTS & MILESTONES

Lindsay & Jack George’s Baby Shower
Salesforce Foundation Higher Ed Summit: Fun Facts

We made the decision to co-host as our opportunity to give back to the higher education community, that continues to grow stronger as institutions collaborate and share ideas.

- Florence Parodi & Debbie Duran

Our sincerest appreciation goes to those who addressed our attendees and publicly supported the project:

- Steve Cawley (CIO) – welcomed attendees to our campus
- Jack George (Deputy CIO) and Carmen Perez (Assoc. Director of Admission) – showcased our story in a Salesforce video
- John Haller (VP of Enrollment Management) – shared how we are using Salesforce for student recruitment and where we are going with it to become a better connected campus
- Donna Shalala (President) – focused our attention to engaging with the community and managing relationships around the world.

Fun Facts:

- 700+ Attendees
- 60+ Universities in attendance
- 26 Sessions
- 12 Sponsors
- Over 600 bags stuffed with hygiene items for Miami Rescue Mission
- #hesummit15
- Over 1.3K social mentions

Higher Ed Summit Website // Pictures of the Event // Salesforce Blog
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.