Workday is here!

workday.miami.edu

THANK YOU TO ALL UMITERS WHO MADE WORKDAY’S IMPLEMENTATION A SUCCESS!

Initial Implementation: March 26, 2015
CIO MESSAGE: GUEST CONTRIBUTION
by The Workday Team

Thank You, UMIT!

Thank you for your support of the Workday HR implementation project. On March 26, over 7500 unique users logged in to Workday. This was fantastic! Two weeks later, over 9,000 have logged in. We are looking forward to the phase two launch at the University of Miami Hospital (UMH) on June 18. Also, we’ve assembled the team to implement Workday Finance and will be excited to share the timeline for that phase in the next few weeks.

As with any system implementation, there is a learning curve – so we are grateful for your patience and feedback. During the first two weeks of implementation, the service desk only received about 1,800 calls, 60% of which were resolved at the first point of contact! Almost half of the inquiries were general questions, a quarter of them related to supervisory organization and security roles, and the rest were time tracking and miscellaneous items.

But most importantly - people have been extremely positive about the Workday system. Tess Stebbins, Executive Director of Medical Communications, writes: “The more I use it the more I like it! I can’t wait to see what else it can do as time progresses.”

Thanks to your support, we are one step closer to having an integrated, cloud-based solution that leverages next generation technology. With this implementation, UM joins other prestigious higher education institutions in leveraging Workday for Human Resources and Finance functions, including Brown University, Georgetown University, Carnegie Mellon University, the University of Southern California (USC), New York University (NYU), and Yale University, to name a few.

Once again, thank you! If you have Workday related questions, please email us at: workday@miami.edu.

Sincerely,
The Workday Team

As mentioned in January’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

WHAT’S INSIDE

ON THE COVER
Thanks to UMIT, the University now has Workday at it’s fingertips - our new HR and Payroll system. Congratulations, UMIT!

MESSAGE FROM THE CIO: 2
PROJECT UPDATES 3
RETIREMENT ANNOUNCEMENTS 3
MOVERS & SHAKERS 3
WELCOME NEW HIRES 4
MEET THE STAFF 4

UMIT JOB OPPORTUNITIES 5
DIVERSITY CALENDAR 5
PROFESSIONAL DEVELOPMENT 6
TECH BYTES 6
SECURITY FUN FACTS 7
UMIT IN THE COMMUNITY 8-9
UMIT IN THE KITCHEN 10
ANNOUNCEMENTS & MILESTONES 10-14

EDITOR
Cristina Sotolongo

CONTRIBUTORS
Juan Artigas
Steve Cawley
Alexander Hincapie
Alice Kerr
Titanya Ramsingh-Pierce
Jamil Porta
Krista M. Theodore
Walter Vargas

DESIGN & LAYOUT
Diamari Torres / Rafael Jadoo

umitnewsletter@miami.edu
PROJECT UPDATES
by Alice Kerr

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 teams have continued their awesome levels of project engagement and delivery. **We are currently managing or assisting with 92 active projects** that include applications, infrastructure, telecommunications services, facility design and construction, and full-scale line of business transitions. **To date, we have completed a total of 126 projects.**

As a reminder, our numbers do not include the projects that are directly related to ERP or Clinical Applications projects. It is safe to say that all of UMIT is directly involved in providing services and delivering projects that are transforming lives. **Thanks to all for your continued support!**

RETIREMENT ANNOUNCEMENTS

Please join us as we honor and thank the following UMIT employee who recently retired from the University of Miami:

Barbara Scalla
**Retired: March 12, 2015**

Barbara retired after 28 years of service. She was an integral part of this institution and UMIT. Her contributions will always be valued and remembered, and her hard work, commitment, and dedication are worthy of admiration. We wish her the very best in her new endeavors.

MOVERS & SHAKERS

Carlos Gonzalez Massuet

Carlos was promoted from Systems Administrator to Sr. Systems Administrator for the Systems Infrastructure team.
MEET THE STAFF
by Titanya Ramsingh-Pierce

Stella Uyeno is a Director in Research IT. She works with an amazing group of project managers, project specialists, and developers to support several enterprise-wide systems used for research at UM. She has been part of Research IT since 2012, and she has been at UM for 10 years. Stella studied sociology at UCLA, focusing on issues related to race and ethnicity, and earned her Master’s degree in Computer Information Systems from the University of Miami. She also has a Project Management Professional (PMP) certification.

After college, Stella moved to San Francisco, with plans to get a teaching credential at San Francisco State University, but she realized halfway through that she was not up to the demanding job of being a teacher. She moved from job to job for a while, then landed at Macromedia, a software company in San Francisco, working for the CFO in investor relations, before joining the web team. Keep in mind, this was in the early days of the web, when learning HTML was the only thing you needed to build a website! She then worked at an Internet startup until the dot com bubble burst, which is when she moved to Seattle and began working for the University of Washington and an internet services company. Soon after, she got a job as an instructional designer/developer at Penn State University, and then she finally moved to sunny Miami and joined us at the University of Miami.

Stella has a small family, most of which live in Southern California. She is most proud of earning her master’s degree while working at UM, as it is very difficult to work full-time and study, but it was completely worthwhile. Her most challenging experience has been the death of her father a couple of years ago and seeing him deteriorate due to Parkinson’s and dementia. Stella enjoys cooking (she has been vegan since 2011); and while she claims she isn’t a great cook, she does enjoy cooking for friends and family. She also enjoy spending time outdoors – whether at the beach, in the Everglades, or even just strolling and taking photos at Fairchild Gardens. She also recently started 3D printing!

Her favorite holiday is New Year’s Day. In Japanese families, New Year’s Day means family gatherings with lots of food, and it involves special foods that are eaten generally only once a year; so growing up, New Year’s Day was always her favorite. And now that she’s older, it is still her favorite because it feels like a fresh start and a time when people are excited and hopeful about all the good things the new year may bring. Stella loves the blues: B.B. King, Buddy Guy, Eric Clapton, Etta James, and Jonny Lang. She is also stepping out of her comfort zone to share and be the employee spotlighted in this month’s newsletter article! Thank you, Stella!
## CURRENT UMIT JOB OPPORTUNITIES

**Senior Manager, Information Technology**
**Security Engineer (Casual)**
**Help Desk Technician**
**Systems Analyst**
**Manager, Information Technology**
**Project Manager, IT (Non Technical)**
**Sr. Network Engineer**
**Sr. Business Systems Analyst**
**Java/Oracle Sr. Database Analyst**
**Help Desk Technician**
**Programmer, Intermediate**

**Project Manager, IT Clinical Systems**
**Sr. Clinical Systems Analyst**
**Business Systems Analyst**
**Sr. Programmer**
**Sr. Decision Support Analyst**
**Instructional Designer**
**Program Coordinator**
**Clinical Systems Analyst**
**Business Systems Analyst**
**Instructional Designer**
**Systems Analyst (Casual)**

**Programmer, Intermediate**
**Manager, Desktop Support**
**Desktop Support Technician (Casual)**
**Desktop Support Technician (Casual)**
**Trainer IT (Casual)**
**Audio Visual Technician**
**Sr. Database Administrator**
**Security Engineer (Casual)**
**Manager, Communications**

## DIVERSITY CALENDAR

*by Titanya Ramsingh-Pierce*

**APRIL 2015**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 1</td>
<td>April Fool’s Day</td>
</tr>
<tr>
<td>April 2</td>
<td>World Autism Day</td>
</tr>
<tr>
<td>April 2</td>
<td>Holy Thursday • Christian</td>
</tr>
<tr>
<td>April 3</td>
<td>Good Friday • Christian</td>
</tr>
<tr>
<td>April 4-11</td>
<td>Passover/Pesach • Jewish</td>
</tr>
<tr>
<td>April 4</td>
<td>Theravada New Year • Buddhist</td>
</tr>
<tr>
<td>April 5</td>
<td>Easter • Christian</td>
</tr>
<tr>
<td>April 7</td>
<td>Day to Remember Rwanda Genocide Victims</td>
</tr>
<tr>
<td>April 7</td>
<td>United Nations’ World Health Day</td>
</tr>
<tr>
<td>April 12</td>
<td>International Day of Human Space Flight</td>
</tr>
<tr>
<td>April 14</td>
<td>Vaisakhi (also spelled Baisakhi) • Sikh</td>
</tr>
<tr>
<td>April 15</td>
<td>Tax Day</td>
</tr>
<tr>
<td>April 16</td>
<td>Yom Hashoah Holocaust Remembrance Day</td>
</tr>
<tr>
<td>April 17</td>
<td>Day of Silence/Global Youth Service Day</td>
</tr>
<tr>
<td>April 21 - May 2</td>
<td>Festival of Ridván • Bahá’í</td>
</tr>
<tr>
<td>April 22</td>
<td>Earth Day</td>
</tr>
<tr>
<td>April 22</td>
<td>Administrative Professionals Day</td>
</tr>
<tr>
<td>April 24</td>
<td>Armenian Martyrs’ Day</td>
</tr>
<tr>
<td>April 29</td>
<td>Day to remember Chemical Warfare Victims</td>
</tr>
<tr>
<td>April 29</td>
<td>Lord’s Supper • Jehovah’s Witnesses</td>
</tr>
<tr>
<td>April 30</td>
<td>International Jazz Day</td>
</tr>
</tbody>
</table>
To ensure that you receive the most up-to-date and applicable research relating to the IT industry, The Gartner for Technical Professionals (GTP) analysts are continually publishing new documents. In the month of February alone, 14 new documents were added to the GTP library of research.

Below are a few of the most viewed articles. You can view all of the recently published GTP documents under the Explore tab in your Gartner Portal.

- An Emerging IT Role: The Cloud Architect
- How to Use TCO and ROI Effectively to Justify Projects and Technologies
- How to Use Tai Chi to Find and Act on Business Intelligence and Analytics Opportunities That Are Hidden in Plain Sight
- Is the Cloud Right for Your Database?
- Blueprint for Implementing Exchange Online (Office 365) with Support for Managed Mobile Devices

Having trouble logging in? Have questions about Gartner? Please contact Allison Dupler, our Gartner Research Assistant, at: allison.dupler@gartner.com

---

**Gartner Solutions**

**PROFESSIONAL DEVELOPMENT**

by Allison Dupler

**TECH BYTES**

by Jamil Porta

**To digitize a brain, first slice 2,000 times with a very sharp blade**

The Digital Brain Library is part open science, part art project. Visit Website >>

**Samsung Galaxy S6 review:**

The first great smartphone of 2015. Visit Website >>

**IBM Power Systems Academy Takes Charge at 300 Institutions**

Courses powered by IBM’s hardware give students hands-on experience with Big Data and cloud technologies. Visit Website >>

**Apple ResearchKit Turns iPhones Into Medical Diagnostic Devices**

Apple is stepping up to help health innovation with Research Kit, a new iOS software framework that lets people volunteer to join medical research studies. Visit Website >>

**Fashion Meets Technology With Stylish Updates For Wearable Gadgets**

Multi-functional fashion is being taken to a whole new level with the advent of wearable technology – and I’m not just talking about your average pedometer. Visit Website >>

**Let’s Have More Psych-Positive Technology**

Arguably the concerns that are emerging over the impact of technology on our brains are because of the tech industry’s focus on narrow metrics. Hopefully in 2015 we will start to see this change. Visit Website >>
Cryptocurrency

Cryptocurrency – an encrypted, decentralized form of alternative currency – is becoming increasingly popular in a digital age. Bitcoin is easily the most popular cryptocurrency, at a volume of 31 million dollars a day, but there are several others including Ripple, Litecoin, and Peercoin. Cryptocurrencies aim to put currency control in the hands of the people using it, as opposed to a centralized banking system. These types of currency work by using specific encrypted codes that stand for money units (bitcoins, for example). Currency requests and transactions are processed using individual computers rather than a main system. Users who process cryptocurrency with their computers are rewarded with more currency as an incentive. The idea is innovative, but when delving into using cryptocurrency it is important to know the risks in addition to the rewards.

Pros:
- There is no middleman and the process is as quick and simplistic as an e-mail
- Additional layer of anonymity – unlike with credit card transactions, which hold potential for stored cardholder data
- As of now the encryption has been impervious to hackers
- Lower fees than bank transfers and credit cards

Cons:
- All currency is localized, so if you lose the computer or drive you have stored your bitcoin or other currency on, it is not retrievable
- Worth is volatile. There is no standard for maintaining value, so it often fluctuates to a great degree
- Currency exchange sites are vulnerable to attacks, such as DDoS, which when it occurs, can greatly devalue currency
- Untraceability and anonymity means cryptocurrency is often used for nefarious purposes
- Users are not protected by refund rights or chargebacks, like bank accounts or credit cards

Cryptocurrency is a new and exciting technology; however, it is always important to consider the safety of your data in all endeavors. Money in any form is a prime target for attackers.

If you'd like more information about how to keep your information safe, please contact UMIT Security at: ciso@miami.edu or visit: http://miami.edu/it/security.
Alexander Hincapie, Desktop Support Technician for the Coral Gables and Medical Campus, is involved with the charitable organization Organic Children Foundation. He would like to inform UMITers about the organization, and how you all can get involved and help!

Why is the Organic Children Foundation organization so important to you?:

The organization is incredibly important, mostly because of the community we serve: children that are struggling or that have struggled or are growing up during their whole lives with hunger, lack of medical support, and/or other things that many take for granted or usually have ready for disposal. I’m also the proud founder and president of this organization. The organization distributes food to people in the communities that have struggled practically their entire lives. We specifically try our best to target children, kids, and teenagers. We believe that it is not fair for children to be suffering from the start of their lives. They have not made any decisions or done anything to put them in difficult circumstances from the beginning. We believe their choices should not be which dumpster they should eat from or what they will have to do to able to survive in a difficult world. Aside from our main objectives, we promote good health, protecting the the environment, education for youth, and organic foods. We absolutely love food, nature, and exercise.

How can UMITers learn more about Organic Children Foundation and get involved?:

We need help spreading the word. As a non-profit, we depend entirely on donations to reach children all across the globe. UMITers and others can help by spreading the word via various vehicles: spreading the message throughout UMIT, sharing Organiz Children Foundation information on social media, and other means as they see fit. The more donations and support we receive the more people we can reach. This is an organization determined to help the weakest and the ones who can’t fend for themselves – the children a.k.a the future!

· Go to http://organicchildrenfoundation.org/ to join the team and/or donate!
· Visit our Facebook page for important updates: https://facebook.com/OrganicChildrenFoundation

Are you involved in community service or a charitable organization? If so, we'd love to share your stories with UMIT! We'll be publishing stories every month in UMIT News. Send your stories to: umitnewsletter@miami.edu.
Juan Artigas, Project Manager for Clinical Applications Systems (CAS), is involved with the charitable organization Dolphins Cycling Challenge (DCC). He would like to inform UMIITers about the organization, and how you all can get involved and help!

**Why is the Dolphins Cycling Challenge (DCC) organization so important to you?**
My sister fought and beat skin cancer and my godfather passed away from cancer when I was young. For the past two years I have ridden in the Dolphins Cycling Challenge (DCC). The DCC is an organization that raises money for cancer research and 100% of the collected funds are sent to our Sylvester Cancer Center.

**How can UMIITers learn more about Dolphins Cycling Challenge (DCC) and get involved?**
Every year, thousands of cyclists, runners, walkers and virtual riders raise money for cancer research. Each individual has a fund raising goal that they need to meet and the community is incredibly supportive raising millions of dollars. You can ride, run, walk, volunteer, or donate money to help out.

- Go to [http://ridedcc.com](http://ridedcc.com) to join the 2016 DCC and/or donate!

Are you involved in community service or a charitable organization? If so, we’d love to share your stories!

We’ll be publishing stories every month in UMIT News.

Send your stories to: umitnewsletter@miami.edu.
UMIT IN THE KITCHEN
by Walter Vargas

Juice
of the Month

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!

ANNOUNCEMENTS & MILESTONES

Kudos: Savannah Roland

“I am writing to tell you about your hard working and efficient employee Ms. Savannah Roland, she was very professional and handled my case thoroughly while keeping me calm. I am a remote agent and have been having issues for some time now and I admit was a little frustrated when I called this morning. Ms. Roland was able to assist me in a manner that actually helped me with staying calm throughout the process. She took her time and did everything she could to get the problem fixed. I appreciate her assistance in resolving not one but many problems that I was having. Thank you for hiring such a great employee to assist us.”

- Claire Estopinan, Sr. Patient Access Representative
Kudos: Jackie Ryan

“I wanted to send a quick note your way, in recognition of Jackie’s efforts to support and assist my team. Today I had to respond to a situation that although was simple in nature, had some employees a bit frustrated and triggered emotions. I asked Jackie to track a few items that she had recently processed. Not only did Jackie provide the information without hesitation or question, it was done really, really fast!!

I truly appreciate the partnership she demonstrated. Thanks to the timely response, I was able to address the matter quickly and help the employees better understand the scenario. My intent is never to interrupt the work of your team members because I know their plates are full, but Jackie stopped what she was doing and made the simple request a priority. I couldn’t have asked for a better response! Great example of D.I.R.E.C.C.T. behaviors!”

- Veronica Maristany, Director of Human Resources

Kudos: Kenny Bridges

“Kenny, You are worth your weight in GOLD! I saw it when I came back from the clinic – however – we are still working on the speech but will keep you posted.”

- Marcia Vidal, Practice Manager for Infectious Diseases

Baby Announcement: Luis Rivera

Luis Rivera welcomed his daughter, Melanie Nicole Rivera, on February 27, 2015.

Melanie’s Birth Weight: 4lbs. 10oz.

Baby and mother are doing great!

Congrats to Luis!

Kudos: PMO Team

“MAJOR KUDOS to Elizabeth Perez and Chris Riveron for all of their hard work on migrating 10,339 users from the Medical domain & Exchange to CGCENT & Umail to date. Also, kudos to all of the members of our Service Desk and Desktop Support teams for providing outstanding support the morning after migrations.

Kudos to Ana Ferreiro, Alberto Alonso, Jorge Alonso, Matias Troncoso and his desktop support team who completed the ‘RUSH’ project to configure and set-up of 45 phones and PC’s for the EPIC Command Center at Dominion Tower.”

- Phil Leone, Director, Information Technology
ANNOUNCEMENTS & MILESTONES

Kudos: Jeffrey Perez

“Tonight I had another super experience, with Jeffrey Perez, who spent an hour debugging a very curious remote email access problem**. He was patient, knowledgeable and solved the problem. This is just a shout out to you to say so.

**At midnight, I lost the ability to connect using Outlook as configured on my home computer, and in the manner that has worked for years. Jeffrey figured out I now need to log on separately/ additionally through secure gateway.”

- Kenneth W. Goodman, Ph.D., FACMI
  Professor of Medicine and Director

Kudos: Terry Moore & Ravi Singh

“I’d like to give kudos to my team members Terry Moore Butcher and Ravi Singh! Both worked very hard and passed their certification exams. Terry is now a CIPP/US (Certified Information Privacy Professional) and Ravi is now a CISA (Certified Information Systems Auditor). GO TERRY! GO RAVI!! *

- Krista Mikaële Theodore, Security Engineer

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 Participates in UM Day of Service

Submitted by Lourdes Wolf Marenus

On March 6, 2015, over 100 University of Miami employees partnered with the Miami Children’s Initiative (a non-profit organization focused on transforming Liberty City) in a Day of Service at Charles R. Drew K-8 Center for the Visual and Performing Arts.

Sebastian was on hand at as the day began and help to set a tone of enthusiasm. UM employees then took off building benches, gazebos, trash bins, and painting murals. Collaboratively UM teams demonstrated their dedication and resourcefulness as they executed projects to beautify the campus. Gilbert Serein described the process of creating a tree bench with his team, “we had to improvise and think outside of the box to build the bench without the proper wood measurements, but it was challenging and fun and I enjoyed collaborating with employees from different departments.”

Vanessa Valdes highlighted the twofold benefits of the Day of Service, “the best part was meeting people from different departments in a non-work environment and working towards the greater good.” On Sunday, students continued the initiative which culminated with their participation in the Clinton Global Initiative University Day of Service.

The experience at Charles R. Drew served as an opportunity for all involved to continue the commitment to incorporate service into the values of the work environment. Previous volunteer opportunities, such as the Solutions Day of Service held at His House Children’s Orphanage in 2013, pattern a heart-warming environment in which “Service” is at it’s core. A commitment we can all be proud of.
The University of Miami Information Technology (UMIT) department recently embarked in a pilot program with Year Up, an apprenticeship program focused on providing student interns with access to education, experiences, and guidance required to realize his or her true potential. Year Up’s mission is to provide students with the skills, experience, and support that will empower them to reach their potential through professional careers and higher education. They achieve this mission through a one-year intensive training program that provides students, ages 18-24, with a combination of hands-on skill development, college credits, and corporate internships. During the first six months of the program, students attend Miami Dade College on a full-time basis, taking courses in Information Technology, Financial Operations, Project Management, Business Communications, and professional skills. During the final six months of the program, students are placed in an internship with a corporate partner working 34 hours per week.

Prior to initiating the pilot program at our institution, UMIT reached out to various organizations who are actively involved in providing internship opportunities to Year Up students, including Harvard University’s IT department, MIT Sloan School of Management, Johns Hopkins University, and Baptist Health Systems. Other national corporate partners include American Express, Google, AT&T, Morgan Stanley, Time Warner, Brown University, Dell Systems, and many others. At a local level, South Florida partners include JP Morgan Chase, Mount Sinai Medical Center, Baptist Health South Florida, Memorial Healthcare Systems, DHL, World Fuel Services, Bacardi, and several other organizations throughout the community.

Initially, UMIT selected two Year Up students, Isabella Hainlin and Jonathan Morales, to work as Help Desk Technicians. The interns and department staff shared many positive experiences throughout the six month pilot. Although Isabella and Jonathan were both nervous when they first came onboard, they quickly acclimated to the department, formed a strong partnership with department mentors and peers, developed professional skills, and learned more about technology than they anticipated! Last month the UMIT department proudly celebrated Isabella and Jonathan’s graduation from the Year Up program. As a result of the program’s success within our organization, UMIT has now welcomed two new Year Up interns to join the department, Jedidah Murray and Andre Williams. UMIT looks forward to continuing its efforts in support of our community through professional development initiatives.

Visit the Year Up website at yearup.org for additional details about their local program and corporate partnership.
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.