ENJOY THE SUMMER HOLIDAYS
MESSAGE FROM THE CIO

Each month, we receive numerous kudos notes and calls about our UMIT staff. It is so encouraging to receive these notes because it means that we are one step closer to fulfilling our UMIT mission: to provide innovative, secure, and reliable solutions in collaboration with our stakeholders that enhance teaching and learning, enable cutting-edge research, advance the clinical enterprise, and enrich the core business infrastructure. We operate as a knowledgeable, professional, and responsive team, and promote a culture of trust, transparency, and respect. We are committed to achieving the goals set forth in the IT strategic plan through the utilization of models of measurable and continuous improvement, best practices, and proven methodologies.

Our mission aligns perfectly with the University’s Cultural Transformation Common Purpose: A at the U, we transform lives through teaching, research, advance the clinical enterprise, and enrich the core business infrastructure. We operate as a knowledgeable, professional, and responsive team, and promote a culture of trust, transparency, and respect. We are committed to achieving the goals set forth in the IT strategic plan through the utilization of models of measurable and continuous improvement, best practices, and proven methodologies.

Here are a few examples we’ve received over the last few weeks:

“I am writing to inform you that Ms. Dianne Rubin has provided outstanding IT service for me over the past several months. Her professional demeanor, competence, and attention to detail are noteworthy and reflect her commitment to her profession. She is an asset to our institution and I am very appreciative of her help.” - M. Beatriz Currier, MD

“I want to inform you of the incredible patience and persistence of Alexander Achon in helping me to access my blocked email. I have Windows 8 on my computer and he ‘magically’ worked his way through the glitches and enabled me to resume work. He is exceptionally polite and resourceful and I thought you should know how much I appreciated his very positive attitude. He is the ultimate professional and indeed exemplifies the concept of customer support and satisfaction.” - Mimi Sutherland, RN BSN MS CNRN

“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

“Kudos to Jorge Fernandez, who is currently managing 11 projects and led the teams that completed the following projects: McKesson Point of Use Supply, McKesson Supply Chain Management, MMS-SCCC System Installation, and Pyxis ES System. Kudos to Jackie Ryan, Ana Ferreiro, Javier Garcia, Omar Alonso, Jose Alfonso, and Carlos Trujillo for their work in relocating the Service Desk, Point Solutions, and the PMO from the 11FL to the 10FL of Gables One. Kudos to Alba Weinman for volunteering to work UM’s Commencement Ceremonies and braving the rain for our students. MAJOR KUDOS’ to Elizabeth Perez and Chris Rivera for their continual work in migrating another 782 users from the Medical domain & E-mail exchange to CGCENT & Umail this past reporting period. Also, kudos to our Service Desk and Desktop Support teams for providing outstanding support the morning after migrations. Thank you, everyone!” - Alice Kerr

If you receive a kudos message about yourself, your peers, or one of your direct reports, I urge you to submit them to umitnewsletter@miami.edu so that UMITers that go the extra mile can be recognized in our newsletter.

I applaud each and every one of you for supporting our mission, and the Common Purpose at the U. Thanks to your dedication, hard work, and commitment to this department and the University, we are well on our way to becoming the best IT organization in higher education, and healthcare.

Thank you.

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

WELCOME NEW HIRES

DIVERSITY CALENDAR

PROFESSIONAL DEVELOPMENT

TECH BYTES

SECURITY FUN FACTS

UMIT IN THE COMMUNITY

UMIT IN THE KITCHEN

ANNOUNCEMENTS & MILESTONES
The UM Project Management Office (PMO) provides project managers, team members, and stakeholders a common methodology and practice for managing projects.

The only thing hotter than the outside temperatures right now is the amazing work being done by all of our UMITers! As of the end of May, UMITers are engaged in 106 projects. So far this year, we have completed 210 projects. If those numbers get your attention, remember that they do not include the projects that are directly related to the Canelink, Workday, and EPIC initiatives.

We are transforming lives by delivering projects that enable faculty to teach, doctors to conduct research, and all of us to better serve the U and our community.

Well done everyone!

MOVERS & SHAKERS

Dickson Lam
Dickson was promoted to Sr. Database Administrator in the Shared Application Services unit.

WELCOME TO OUR NEW HIRES & PROMOTIONS

Shawn Clark
Systems Analyst

Peter Martinez
Director, IT

Justine Phillips
Help Desk Technician

Pete Trapani
Sr. Manager, IT
CURRENT UMIT JOB OPPORTUNITIES

- Director, IT Training Clinical and Business Informatics
- Sr. Instructional Designer
- Security Systems Technician
- Business Systems Analyst
- Systems Administrator
- ERP Trainer
- Computer Systems Validation Specialist
- Manager, Desktop Support
- Sr. Systems Analyst
- Desktop Support Specialist
- Executive Director, Revenue Cycle
- Java/Oracle Sr. Database Analyst
- Systems Administrator
- Systems Analyst
- Technical Analyst
- Senior Manager, IT
- Security Engineer (Casual)
- Help Desk Technician
- Systems Analyst
- Project Manager, IT (Non Technical)
- Sr. Network Engineer
- Sr. Business Systems Analyst
- Programmer, Intermediate
- Project Manager, IT Clinical Systems
- Business Systems Analyst
- Sr. Programmer
- Sr. Decision Support Analyst
- Clinical Systems Analyst
- Business Systems Analyst
- Instructional Designer
- Systems Analyst (Casual)
- Programmer, Intermediate
- Desktop Support Technician (Casual)
- Desktop Support Technician (Casual)
- Security Engineer (Casual)
- Manager, Communications

DIVERSITY CALENDAR
by Titanya Ramsingh-Pierce

JUNE 2015

June is: Lesbian, Gay, Bisexual, and Transgender Pride Month; Caribbean Heritage Month; and African-American Music Appreciation Month

June 1
International Children’s day
Lailat al Bara’ah • Islamic
Vesak • Buddhist

June 4
Corpus Christi • Catholic Christian

June 5
World Environment Day • United Nations

June 6
D-Day • USA

June 7
All Saints • Orthodox Christian

June 12
The Feast of the Sacred Heart of Jesus • Catholic Christian

June 14
Flag Day • USA
Race Unity Day • Bahá’í

June 15
Native American Citizenship Day • USA

June 18
Ramadan begins • Islamic

June 19
Juneteenth • USA

June 20
World Refugee Day • United Nations

June 21
Father’s Day • USA

June 28
Lesbian, Gay, Bisexual, Transgender (LGBT) Pride Day • USA

June 16
Martyrdom of Guru Arjan Dev • Sikh

June 29
The Feast of St. Peter and St. Paul • Catholic Christian
Gartner Solutions

Our Gartner analysts have said this is a pivotal year for Cloud computing: “Many organizations have used cloud services for low-hanging fruit and obvious use cases, but this early phase is coming to an end... The time is ripe for transition because customers and providers are both evolving, and patterns for hybrid cloud, applications, and risk management are taking shape.”

Take a look at some of the documents that Gartner for Technical Professionals (GTP) has on Cloud. This is only a sample of the many Cloud research documents Gartner has to offer. If you’d like to read more, please contact Allison Dupler (contact information below).

- Blueprint for Architecting a Hybrid Cloud Network
- Blueprint for Implementing Server Backup to the Cloud
- Solution Path: Implementing a Hybrid Strategy for Cloud Integration
- Decision Point for Application Placement: Cloud, Managed, Colocation, or Do It Yourself

Having trouble logging in? Have questions about Gartner? Please contact Allison Dupler, your Gartner Research Assistant, at: allison.dupler@gartner.com
Do you know what’s bugging the minds of the IT experts and tech gurus all over the world?

It’s a simple text message. YES! A text message on your iPhone that could shut down your phone and reboot it. A bug has been detected in the recently updated iOS which can obstruct your iPhone just by a text message. The message contains a few strings of characters that cause the phone to shut down. Once received, the message instantly shuts down the iPhone and disconnects the Apple watch. The shut down appears to be a result of a glitch in the iOS operating systems of iPhone and iPad. This message appears as a very distinct string of characters in Arabic, Marathi, or Chinese.

After being discovered on social media, many have used this glitch as a prank. The only known consequence of this hack is denial of service, which in itself is not great. Long term effects are still unknown. Apple is working to fix the issue, divulging the fact that they can make the fix available in the next software update.

In the meantime, this is what you can do to protect your iPhone from the glitch:

- Go to your Settings app, then to the Notifications app, select Messages, and then switch off the “Show on lock screen” option. Below that, select “none” in the “Alert style when unlocked” section. By doing this you can prevent the troublesome message from switching off your phone and sending it to reboot.

If you don’t remember to disable the settings and you receive this pesky message, there are still steps you can take to correct the bug:

- You can send yourself a message through Siri, or from your laptop.
- Ask the person who sent you the spiteful message to send you another message to cancel the effect of the former message.
- You can send a photo to the contact through the photos app which can give you access to the message history and help you delete the conversation.
- Receiving a notification on your Apple watch before the text can prevent it.

Keep your phones safe! If you have any questions, please contact UMIT Security at: ciso@miami.edu or visit: http://miami.edu/it/security.
UMIT IN THE COMMUNITY
by Lourdes Wolf Marenus

The Road to Fitness in honor of St. Jude Children’s Research Hospital

Terry Moneo started on her road to fitness four years ago when she began spinning and circuit classes at UM’s Wellness Center. Little did she know where this road would take her…

This past April, Terry reached the pinnacle of fitness and a high point on her journey by participating in the South Beach Triathlon; swimming, biking, and running for St. Jude Children’s Research Hospital. Terry described her journey, “I’ve been getting myself in shape for the last few years and then a friend suggested joining a team to compete in the South Beach Triathlon as a goal for motivation.” Terry took her advice to heart, joined a team, and started training last December. Training involved months of dedication, building strength, endurance, and learning how to properly swim in open waters. The comraderie and support of the team made all the difference for Terry. They focused on coming in first place and raising as much money for St. Jude as possible by organizing garage sales, fundraisers, and “harassing friends and families for donations.”

Competition day arrived and Terry succeeded in completing the race which included: 1/2-mile swim, 21-mile bike and a 4-mile run… “in retrospect a tall order for a novice,” but Terry feels “it was worth it because I wanted to raise funds for St. Jude.”

Congratulations Terry on your wonderful journey to fitness and for completing something that most do not think possible. Your inspiration to support St. Jude Children’s Research Hospital is a reminder to all that we can have fun, get fit, and help others at the same time!

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
The World’s Healthiest Energy Drink
(For Sports, Colds & Flu)
1 cup of green tea (or water/coconut water)
   Juice from ½ lemon
   Juice from ½ lime
   Juice from 1 orange
   1 tbsp raw honey
   1/8 tsp sea salt
   ½ tsp coconut oil
   ½ tsp apple cider vinegar

Optional Ingredients:
   ½ tsp vanilla
   Pinch of nutmeg
   2 drops of lemon essential oil
   2 drops of lime essential oil
   2 drops of orange essential oil
   1 drop of peppermint essential oil

Recommendation: make the green tea first, then mix the ingredients into tea and reheat after.

ANNOUNCEMENTS & MILESTONES

Kudos: Dianne Rubin

“Just a short note to let you know how wonderful Dianne Rubin is. I have been having issues with Outlook on my new desktop and Dianne has gone above and beyond to help me get back on track. She’s very knowledgeable, very patient, and very kind. You are lucky to have her in your organization. Many thanks for her for the great support!”
- Ada Valdes, Project Manager IT

“I am writing to inform you that Ms. Dianne Rubin has provided outstanding IT service for me over the past several months. Her professional demeanor, competence, and attention to detail are noteworthy and reflect her commitment to her profession. She is an asset to our institution and I am very appreciative of her help.”
- M. Beatriz Currier, M.D.

“Several weeks ago I e-mailed asking for help to customize the Word 2013 for my needs. I was impressed that you responded so promptly with offers of help. Dianne Rubin e-mailed me the steps needed to make some of the fixes, and today she also spend considerable online time helping me with additional requests. Your efforts have made my interactions with Word 2013 much friendlier!”
- Ellen Barrett

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: Alexander Achon

“I want to inform you of the incredible patience and persistence of Alexander Achon in helping me to access my blocked email. I have Windows 8 on my computer and he ‘magically’ worked his way through the glitches and enabled me to resume work. He is exceptionally polite and resourceful, and I thought you should know how much I appreciated his very positive attitude. He is the ultimate professional and indeed exemplifies the concept of customer support and satisfaction.”

- Mimi Sutherland, RN BSN MS CNRN

Kudos: PMO Team

“Kudos to Jorge Fernandez, who is currently managing 11 projects and led the teams that completed the following projects: McKesson Point of Use Supply, McKesson Supply Chain Management, MMS-SCCC System Installation, and Pyxis ES System.

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Thank you, everyone!”

- Alice Kerr, Executive Director, Project Management

Congratulations: Rachel Vital

Congratulations to Rachel, who won the “HR Pro Bono Corps Volunteer of the Year” award at this year’s Client Rave Awards!

Click here to see the video.
ANNOUNCEMENTS & MILESTONES

Higher Ed Summit: Recordings Now Available!

Click here to fill out the sign-up form and watch this year's Salesforce Higher Ed Summit recordings!

Kudos: Academic Technologies

Click here to read Academic Technologies' entry: *FLC member meets Digital World*. The project titled “Dialogue with a Painting” was represented by 391 poems, stories, plays, interviews and photos all centered from a field trip visit to the Lowe Art Museum. In Judy’s FLC, she was introduced to Google Drive, more specifically Google Docs. Using Google documents, students were able to collaborate and share each of their projects with one another. These projects were then added to a master document created by Judy herself, which can be viewed here – Dialogue with a Painting.

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.
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
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