MESSAGE FROM THE CIO

As you all know, the University of Miami has been undergoing a culture shaping transformation to make UM a great place to work. As part of this transformation, our culture is now defined by our Common Purpose: At the U, we transform lives through teaching, research, and service. This summer, UMIT wanted to take an opportunity to support the University of Miami’s cultural transformation mission by asking UMITers to express their experiences with DIRECCT, the set of values and behaviors we have embraced as a University.

UMITers are encouraged to enter for a chance to win either an iPad Mini (for individual entries), or a pizza party (for team/group entries) by sharing their DIRECCT experiences. To enter the raffle, you should submit either a photo, video, and/or brief article (include as much information as possible) to UMIT Communications (itcomms@miami.edu) about what you and/or your work groups are doing to support the University’s DIRECCT values and behaviors:

- **Diversity:** Valuing and including people from all cultures and backgrounds in the pursuit of our common goals.
- **Integrity:** Demonstrating honesty and fairness in our words and actions.
- **Responsibility:** Exhibiting pride and accountability in the performance of duties and ensuring the long-term success of our University.
- **Excellence:** Striving to accomplish our goals with quality, rigor, passion, and distinction.
- **Compassion:** Behaving in a caring, humane, and empathic way.
- **Teamwork:** Engaging and working well together to achieve optimal results.

I encourage you all to take part in this opportunity, as it supports personal growth and positively changes the set of attitudes, behaviors, values, and beliefs that make us who we are. Also, I will be announcing the winners of the raffle at the next UMIT all-staff meeting, so please save the date: Wednesday, September 16, 2015 at the BankUnited Fieldhouse from 2-4 p.m.

No matter what your role is in UMIT, every one of us creates experiences, environments, or opportunities that transform the lives of students, patients, research collaborators, and those who work here every day. I look forward to seeing and reading all of your raffles entries!

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

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UMIT NEWSLETTER JULY 2015

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PROJECT UPDATES
by Alice Kerr

There has been no summer slow-down for our project activities! In fact, June saw the completion of some very high-visibility projects. Some of the notable efforts were: Cornerstone/Ulearn Upgrades; ECM Student Employment; Frost School of Music – Infrastructure Modernization; Parking – Medical Addition to T2 System; Tissue Bank Transition to Vivex; UMH Micros Common Cents Server Upgrade; Bascom Palmer Naples Clinic Expansion.

We would like to thank all UMITers for the continued support and efforts towards Building a Better “U” Together.

WELCOME OUR NEW HIRES

MOVERS & SHAKERS

CURRENT UMIT JOB OPPORTUNITIES
Daniel “Dan” Thomas, an esteemed member of the University of Miami family for 38 years, will be retiring this month and he will be greatly missed by his colleagues. Dan has worked with the University since September 1977, when he first joined the Advancement department as a Director of Gift Processing. Throughout his years of service in the Advancement Department, Dan held multiple titles including: Director of Annual Funds, Director of Alumni Relations, User Representative, and Director of Major Gifts. He finally joined UMIT in September 1992 as a Project Manager. Since then, Dan has progressed to his current title of Executive Director of Information Technology. While at UMIT, Dan’s fondest memory was “teaching CULPRIT to the programming staff as a group in the moot court room at the School of Law. The support and camaraderie was amazing and it was so much fun. I also remember fondly all of the kids from Canterbury coming over to trick or treat in the Ungar Building.” We know you all join us in wishing Dan well as he starts a new chapter in his life, as we know he is eager to do some things he loves like substitute teaching, fundraising consulting, and traveling to Tuscany with friends for Thanksgiving.

Before he goes, Dan wanted to pass along a message to his fellow UMITers: “The support and kindness of my colleagues in IT has been a great source of joy to me over the years. Continue to take care of, and care for, each other. Remember that for every problem, there is someone on the floor that can provide at least a partial solution, and that the person may be you.”

We hope you will be able to join us as we express our appreciation to Dan – we invite you to attend a celebration in his honor on Tuesday, July 28 from 4-6 p.m. at the Student Activities Center (SAC) in the East Ballroom.

Stay in touch with Dan – He can be reached via email at: danman502000@yahoo.com.

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DIVERSITY CALENDAR
by Titanya Ramsingh-Pierce

JULY 2015

**July is: American Heritage Month**

**July 4**
*Independence Day • USA*

**July 8-9**
*Martyrdom of the Bab • Baha’i*

**July 11**
*World Population Day • United Nations*

**July 12**
*Asala–Dharma Day • Buddhist*

**July 13**
*Lailat al-Qadr • Islamic*

**July 17**
*Eid al-Fitr (End of Ramadan) • Islamic*

**July 18**
*Nelson Mandela International Day*

**July 25-26**
*Tisha B’Av • Jewish*

**July 26**
*Americans with Disabilities Act Day*

**July 27**
*Korean War Veterans’ Day • USA*
Gartner Solutions

Having a plan for how your organization will recover from an IT disaster is of utmost importance! The following links are just a sampling of the many documents on Disaster Recovery available to you through Gartner for Technical Professionals (GTP):

- Best Practices for IT Disaster Recovery: Reducing Risks On-Site and in the Cloud
- Comparing Active/Passive With Five Active/Active IT Services Approaches for HA/DR
- Assessing the Top Use Cases and Provider Types for Cloud-Based Disaster Recovery
- 2015 Planning Guide for Data Center Modernization and Consolidation
- Decision Point for Data Center Availability

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

TECH BYTES
by Jamil Porta

Latest Windows 10 preview spruces up Cortana, Edge browser
New features and enhancements and no significant bugs in the new build are good signs ahead of the official July 29 release of Windows 10. Visit Website >>

Google Earth turns 10, celebrates with Voyager and expanded Earth View features
Its been a decade-long journey for the Google Earth! Visit Website >>

Jaunt Unveils First Pro 360-Degree VR Camera Built From The Ground Up
Most VR cameras have been made using commodity components. Jaunt wants to mix high design and an end-to-end production pipeline. Visit Website >>

Artificial Neurons That Work Like Real Ones to Treat Neurological Conditions, Paralysis
Researchers at the Karolinska Institutet in Sweden have reportedly created an artificial neuron that apparently works just like our own living neurons do. Visit Website >>

Finding Relevant Data Gets Easier With New Microsoft Research Graph
Microsoft Research has released the Microsoft Academic Graph to help researchers quickly identify academic papers that are most relevant to their own work. Visit Website >>

MS-DOS is getting a new game in the form of Retro City Rampage 486
Steep system requirements include an Intel 486, 3.7 MB of HD space, and 4MB of RAM. Visit Website >>
Ransom. The concept is simple: The exchange of payment for someone held captive. In our tech-reliant society, criminals have access to some of our most important assets, our computers. And they are trying to take our files hostage.

Ransomware is malicious software (malware) that a criminal will attempt to install on your computer, typically through an email attachment or an unsecured website download. Once installed, the program will take over your computer, locking it from use, or in extreme cases, encrypting all your files. In order to regain access, you will have to pay certain sum of money to the ransomware author. The program is accompanied by a timer, which will either increase the ransom amount as time passes, or permanently lock all files when time expires.

One of the most well known cases of ransomware was Cryptolocker. First observed in September 2013, once infected, all files on a computer were encrypted with a complex and unique key. The only way to access each computer’s personal key was to pay the equivalent of $300 in 72 hours. After that time, the unique key was deleted and the files would remain locked forever. Experts were unable to decipher the encryption, meaning the only way to salvage the files, was to pay.

As of August 2014, the authors of Cryptolocker have been found and their files have been salvaged to unlock victims’ encrypted files. However, this ransomware was devastating, infecting personal and work networks and causing people to lose large amounts of data and pay absorbent sums. Because technology is ever evolving, we are not immune from the emergence of new ransomware.

The best, and sometimes only, way to protect against ransomware is to take precautions and remain vigilant for suspicious e-mails and websites.

- **Back up your data.** A regularly scheduled backup of all your data can solve almost any issue. However, it is important to remember that malware, including ransomware, can still infect any drive connected to the infected computer. If using an external hard drive, always disconnect after backing up your files. Cloud-based backup services, especially those that scan before uploading, are particularly useful.

- **Keep your operating system and antivirus software up-to-date.** Patches and fixes, including protection against the newest malware threats are often included in updates. Most programs can be set to automatically update.

- **Do not open unfamiliar email attachments or links.** Even emails from a trusted source may have become unintentionally infected. Always make sure you know exactly what the file is and who it is from. Most email clients have the option of scanning an attachment before it is opened, but even a simple website address may lead to a malware download.

If you feel your computer has been compromised or if you would like more information about ransomware and how to protect your computer, please contact UMIT Security at: ciso@miami.edu or visit: http://miami.edu/it/security.

SECURITY FUN FACTS
by Krista M. Theodore

Ransomware: Taking Your Computer Hostage

SECURITY FUN FACTS
by Krista M. Theodore

Ransomware: Taking Your Computer Hostage
UMIT IN THE KITCHEN
by Walter Vargas

Juice of the Month

Protein Shake

1 cup of almond milk
1 banana
½ cup of mixed berries (strawberry, blueberry, blackberry)
2 scoops of powder protein (hemp protein is recommended)
1 tbsp of grounded flax seed
1 tbsp of coconut oil

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: Ari Moreno

“I would like to give Kudos to my co-worker Ari Moreno for going beyond and above his role as a user during the implementation of the Splunk project!”

- Kelvin O. Medina, CISSP, SEC+, ITIL

Kudos: David Cotos

David Cotos passed the Information Technology Infrastructure Library (ITIL) Foundation exam, and he is now ITIL certified. Congratulations, David!
Kudos: Debbie Duran

“It’s official, we have a Salesforce #AwesomeAdmin (aka Superhero) in the house. Congratulations to Debbie Duran on passing your Salesforce.com Certified Administrator exam. We are so proud of you!”

- Florence L. Parodi, ERP Business Analyst

Kudos: Jean Wong and Taumel Vega

“On Friday night, June 20, 2015, I had to replace a bad power supply on the direct-attached storage (DAS) array for one of my contact center reporting servers. What I thought would be a routine hot-swap replace ended up in near disaster. I thought the replacement went fine until I realized that two of the three logical drives on that array disappeared on me! This Windows 2008 server is the database back-end for a high profile contact center reporting system (Exony) that our UCCE call centers use, particularly our revenue-generating UHealth Connect Patient Access Center. This system is a set of three HP servers sold as an appliance, and now the database is completely offline.

I was a server admin back in the day, but I worked mostly on Dell servers. Thankfully Jean Wong (from the UMIT Server Team) and Taumel Vega (from the UMIT Backup Team) were able to help me. Jean was on-call and came onsite at Centrex on late Friday night and then stayed with me at RMSB (the location of the server) until early Saturday morning (around 3 a.m.). Taumel was responding back and forth via e-mails assuring me that we had good backups in case things went really south. It turns out that HP disk arrays have a safety mechanism where the logical drives switch to a “fail state” during a power fluctuation in order to avoid data corruption. We just had to re-enable the logical drives to get them back online. Of course, this took three different HP tech support people and hours of troubleshooting to finally realize this. Having Jean and Taumel as wingmen during this stressful period was re-assuring, as I had the extra pairs of eyes and ideas.

As being part of the infrastructure teams, we tend to have the thankless and unappreciated tasks of keeping the complex and demanding ecosystem of networks, servers, applications and disaster recovery backups running 24x7x365, all while being flexible, cost-effective, dynamic and efficient for the multiple verticals at UM. We are all cogs in the ever whirling wheel of applications, systems, vendors, and partners that support the multiple missions at UM. Sometimes, the customers are not aware of all of the buzzing happening at night so that they can do their jobs during the day. I just want to extend my thanks and gratitude to those who are not seen or heard (until Murphy decides to tap them), but always needed.”

- Giuliano Speziani, Sr. Network Architect
Kudos: Sergio Fernandez

“I would like to take this opportunity to acknowledge Mr. Sergio Fernandez! Mr. Fernandez did an amazing job today assisting me with some of my IT questions. This morning, I placed a ticket for IT service on my Outlook email and I followed up by calling the 8-6565 number to make sure that someone was scheduled to come in and help. I was connected to Mr. Fernandez and was amazed at how patient and knowledgeable he was!

He is truly an exemplary employee. I would truly like to thank him and praise all of his efforts he has rendered in making sure that our departments needs were met! He even said at one point in the conversation ‘No worries, that’s what we are here for,’ after my many questions and ‘many thank you’s.’”

- Armando S. Cuervo, Manager, Auxiliary Services

Kudos: PMO Team

“For the Bascom Palmer Naples Clinic expansion: Ana Ferreiro, Judith Hernandez, Jorge Alonso, Andrea Byrd, Fernando Hernandez, Ozzie Salazar, Carlos Perez, George Costa, Hernando Vargas, Tahir Haq, Juan Chediak, Alberto Alonso, Kamran Mohammad, Paul Tanner, Franco Pelfort, Oscar Mayorga, and Paul Diprima, for their contributions to the new Bascom Palmer Naples Clinic. From the initial building design and construction, to the Network, Server, Phone & PC designs and installations, the user relocations, the inventory and billing, thank you all for your hard work and dedication to this projects and Bascom Palmer’s success.

For the UM Tissue Bank transition: Lindsay George, Tim Ramsay, Stewart Seruya, Mike Hampton, Sanjeet Koppikar, Ray Ramirez, Ray Rodriguez, Frank Rodriguez, Jose Ruano, Chris Slanker and Matias Troncoso. The team adeptly handled the challenges of multiple last-minute scope changes while building a ground-up infrastructure to support the transition of the UM Tissue Bank to a private owner.

Kudos to Titanya Ramsingh-Pierce for planning/arranging/scheduling the combined Employee Resource Group happy hour/information session. This enabled employees to learn more about the ERG initiatives being started at UM.”

- Alice Kerr, Executive Director, Project Management

Kudos: Jackie Ryan

“It is always challenging to move offices around, especially when major reconfiguration is involved. This is to tell you that Jackie Ryan did an excellent job of keeping on top of everything, keeping us informed, managing all the details and getting us moved in smoothly to our new office space on GOT 10th floor.

Our staff left the office on Friday night and were fully operational by soon after 9 a.m. Monday morning. They said their move was smooth, and they were happy with their new accommodations.

Obviously, that made me happy and showed how professionally Jackie had performed. She had great assistance from the Telecommunications and Desktop Support staff who gave up weekend hours to make sure Point Solutions’ staff had optimal up-time during business hours.

This was a great team effort, and Jackie did a stellar job. Please extend our thanks to her and her team.”

- Walter Bechtel, Assistant VP, Point Solutions
Kudos: Alice Kerr

One of our own UMITers, Alice Kerr, was featured in the latest edition of Distraction Magazine. [Click here to read the article](#).

Alice Kerr also completed the I Believe in Solidarity (IBIS) Ally Network training and has volunteered to serve as a resource and advocate for the LGBTQ community and members at the University of Miami. IBIS stands for and the network aims to promote a positive campus community that is inclusive, supportive, and equitable for community members of all gender and sexual identities.

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Kudos: Jean-Max Davis

Jean-Max Davis passed the Bomgar System Administrator Essentials Certified exam and he is now a Bomgar Certified System Administrator. Congratulations, Jean-Max!

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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.
ANNOUNCEMENTS & MILESTONES

UMIT Throwbacks

Right: Cory Hall (~1979, while Cory was in the US Air Force)

Bottom: Krista Mikaële Theodore
Reminder: UMIT Recognition Buttons

The Goals:
To recognize employees who exhibit UMIT core values, and to create a culture where personal gratitude is expressed.

The Idea:
Recognition from anyone to anyone

How It Works:
Get buttons from one of these people...

Maggie Ortiz:
1050 Gables One Tower
Coral Gables Campus

Lourdes Naya:
150 Dominion Parking Garage
Medical Campus

Tania Rodriguez:
148 Ungar
Coral Gables Campus

We will not be tracking who gets buttons. Receive a button. Pass it on.

Have questions? Contact UMIT Communications: itcomms@miami.edu
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