A MESSAGE FROM THE CIO

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

Remember to RSVP for the UMIT all-staff meeting, taking place on Wednesday, September 16, 2015 at the BankUnited Fieldhouse from 2-4 p.m. Please RSVP by Wednesday, September 2, 2015 to Titanya R. Pierce: trpierce@miami.edu.

SAVE the DATE
ALL-STAFF MEETING
Wednesday, September 16, 2015
2-4 p.m. at BankUnited Center Fieldhouse
RSVP by Wednesday, September 2, 2015
Email Titanya R. Pierce: trpierce@miami.edu
PROJECT UPDATES
by Alice Kerr

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

With half of 2015 behind us, UMITers have completed a considerable amount of project work. As of July 30, we have 331 completed projects. We are currently tracking 93 projects in the PMO office.

We would like to thank all UMITers for the continued support!

WELCOME OUR NEW HIRES

Roberto Gonzalez
Sr. Manager, IT

Farhad Hemmati
Programmer, Intermediate

Juan Rodriguez
Security Systems Technician

Daniel Suarez
Desktop Support Technician

Denny Ulpierre
Desktop Support Technician

MOVERS & SHAKERS

Juan Artigas
Juan was promoted from Project Manager, IT, Clinical Applications Strategic Operations to Project Manager, IT Clinical Systems.

Enrique “Rico” Iribarren
Enrique was promoted from Network Engineer, Intermediate, Telecommunications to Sr. Network Engineer, Telecommunications.

Sam Shunk
Sam was promoted from Systems Analyst, ERP Student System to Sr. Business Systems Analyst, ERP Student System.

Nicholas Barbella
Nicholas was promoted from Desktop Support Technician, Technical Support to Desktop Support Specialist, Clinical Applications.

Gloria Sanjur
Gloria was promoted from Clinical Systems Trainer, Clinical and Business Informatics to Director, IT Training, Clinical and Business Informatics.

Matias Troncoso
Matias was promoted from Supervisor, Desktop Support for Computer Support Services to Sr. Systems Analyst, Clinical Applications.
DIVERSITY CALENDAR
by Titanya Ramsingh-Pierce

AUGUST 2015

August 1
Lughnasadh

August 4-5
Tisha B’Av

August 6
Transfiguration

August 9
International Day of the World’s Indigenous People

August 10
Raksha Bandhan

August 10
Victory Day

August 10
Assumption of the Virgin Mary

August 18
Krishna Janmashtami

August 26
Women’s Equality Day

August 29
Raksha Bandhan

August 30
Paryushana
Gartner Solutions

To gain optimal benefits from modern web applications, developers and architects must learn new patterns that treat the web browser as a full-blown application runtime - the subject of the first selection in our latest set of picks for you from Gartner.

Gartner also provides guidance on how to select the right web application architecture to meet an organization’s needs, and how to select the best application services architecture based on critical nonfunctional criteria. Take a look at the resources below:

- **Modern Web App Architecture**
- **Decision Point for Choosing a Web Application Architecture**
- **Decision Point for Choosing an Application Services Implementation Architecture**

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

There’s a new bug that leaves 95% of Android smartphones and tablets vulnerable for attack - it’s called Stagefright. The flaw affects phones or tablets running Android version 2.2 or later. According to Zimperium zLabs, this means over 950 million smartphones and tablets are currently vulnerable to Stagefright attacks, a media playback tool in Android. It causes Android phones to be open to an attack by a simple text.

How Can It Be Hacked?
Attackers only need your mobile number and can use it to install malware on a victim’s machine without any interaction with the user. Stagefright automatically pre-loads video snippets attached to text messages, and malicious codes can be hidden in the video files even if you never open or read the message. The bug could give hackers access to a variety of applications on your Android device, such as the phone’s apps, audio, and camera. Hackers could potentially listen to conversations or watch the device’s surroundings. The scariest part about Stagefright is that anyone can be at risk, and may never even know they’ve been attacked.

When Will It Be Fixed?
Zimperium zLabs states that they have informed Google and provided them with patches to prevent breaches. Google acted promptly to apply these patches to internal code branches within 48 hours, but this is only the beginning of a lengthy update deployment process.

How to Currently Protect Your Device
In the meantime, you can protect device from Stagefright by disabling automatic downloading of media files sent via MMS. To disable Auto Retrieve MMS in the default SMS client, please complete the following steps:
• Go to the Messages app
• Select More
• Select Settings
• Select More settings
• Select Multimedia messages
• Select Auto retrieve
• Set Auto retrieve to Off

Stay safe and keep your phones safe!
For more information or questions, please contact UMIT Security at: ciso@miami.edu or visit: http://miami.edu/it/security.
UMIT IN THE COMMUNITY
by Thabo Nyathi

UMITers Support: The Marc Jaiden Project

The Marc Jaiden Project is a community movement about transforming lives by engaging eye specialists, companies, and individuals to aid in restoring sight and preventing vision loss. The operating philosophy of the project is that a person’s life should never be limited by poor vision.

My name is Thabo and my association with the Marc Jaiden Project began by a certain level of happenstance, as most beautiful things do in life. In 2013, a friend of mine told me about the circumstances surrounding a group of students she was teaching at a school in Allapattah. She told me about their eagerness to learn and the brilliance of their minds. Most of these students had limiting situations that were affecting their educational experience, and some of them were not even aware of it. They had vision challenges and had no access to eye care services due to economic reasons. Their experience of school was a negative one, with expressions of “there is something wrong with me, why I don’t I understand this concept that is being taught.” The kids blamed themselves, which is truly a sad situation.

I took it upon myself to help students who were in this kind of situation – inner city students who might not have access to or be able to afford eye care services. I initially teamed up with Big Brother and Big Sister, with a request that they should identify 100 pupils who fit this profile within organization and we would find a way to get free eye glasses. Sure enough, Big Brother Big Sister Miami, found the pupils! I had no idea or knowledge of where I was going to find 100 pairs of glasses (with the corresponding eye care service), but I was determined to make it happen, somehow.

In the process of this journey, I came across the Marc Jaiden Project. We agreed to work together on this undertaking. It took over six months of coordinating, locating sponsors, etc. All in all, every single one of the children that Big Brother Big Sister identified received free special eye care services and glasses with the assistance of a number of local sponsors. The most beautiful part was that this all happened just a few weeks before Christmas; Santa must have answered some prayers that holiday season.

I have worked with the Marc Jaiden Project in Haiti and Jamaica. This past June, we came back from another of those aid trips, in Kingston Jamaica, were we tended to 600 students (Allman Town Primary School) and another 400 from the Kingston Community. Regardless of how many times you do a mission trip, there is usually that one case of someone who has never had glasses before – and nothing beats the experience of being there to observing someone seeing clearly for the first time, seeing all of life possibilities. It is always a joyous and emotional moment that warms the heart.

If you’d like to get involved or just learn more, you can find more information about the Marc Jaiden Project at their Facebook page: https://www.facebook.com/marcjaidencares

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

Hulk Juice

Ingredients:
- 2 ribs celery
- 1 cucumber
- 1 apple
- 3-5 kale leaves
- 1 cup spinach
- ½ peeled lemon
- a nob of ginger
- ½ green chard leaf
- Handful of cilantro

Directions:
Wash all ingredients well
Juice and Enjoy!

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: Jeffery Perez
“Congratulations to Jeffrey Perez, Desktop Support Technician on the 3rd shift, who earned his HDI Support Center Analyst Certification. This certification verifies that front-line technical support professionals possess the knowledge and skills required to provide quality service and support. It ensures they understand service management processes and best practices, while providing a competitive edge for career advancement.”

- Eddie Vidal, Service Desk Manager

Kudos: John Crute
Congratulations to John Crute, who graduated on August 4, 2015 from FIU with a Master in Information Systems.

umitnewsletter@miami.edu
Announcement: UMIT featured in BOMGAR Case Study

Using BOMGAR & ServiceNow, the University of Miami securely enhanced and streamlined support for over 36,000 faculty, staff, and students. Congratulations to Rocky Pedroso and the Client Support team on successfully consolidating remote end-user support!

Read the full case study here: http://goo.gl/jRxccv

Kudos: Alba Weinman

“Just wanted to let you know that the AA system works great, and it is so helpful. Thanks again for your help!”

- Sebastian Echarren, School of Business Administration

Kudos: Vicki Jugenheimer

“I wanted to take a moment to personally thank you for going out of your way to help my department and I become familiar with the new Engage upgrade, and furthermore, to provide tips and tricks on how to leverage technology to drive customer service. Your partnership and collaboration is one that exemplifies the TEAM WORK in DIRECCT. Thanks for helping us transform lives! I look forward to continued partnerships in the future!”

- Eli Stephan, Senior Manager, Facilities & Operations - Real Estate & Facilities Management
ANNOUNCEMENTS & MILESTONES

Kudos: Terry Moneo

“I successfully migrated my email box to office 365 last night. Surprisingly, it was a very easy procedure. I deleted the old account and created a new exchange account by simply entering my alias and password in my computer email client and mobile devices. The server automatically and instantaneously configured the account. In addition the first synchronization of my computer mailbox (usually a very lengthy procedure) was fast despite the fact that I have close to 140,000 emails (12 GB). In conclusion: smoothest Email transition EVER! Once again, many thanks for your guidance.”

- Albert J. Varon, MD, MHPE, FCCM, Professor and Vice Chair for Education, Department of Anesthesiology

Kudos: IT Information Security

“I would like to take this opportunity to thank my team. I am a new team member of IT Information Security (Security Assurance and Compliance). Thank you team for giving a wonderful support in the onboarding process. Special thanks to Huntson, Ari, Kelvin and Krista for guiding me with the initial tasks and knowledge sharing. I am very happy for being a part of the team.”

- Lokesh Ramamoorthi, Security Assurance and Compliance

Announcement: New IT Baby!

Sr. Instructional Designer within Academic Technologies Katie Goedderz, and her husband Eddie, welcomed a healthy baby girl on Sunday, July 19, 2015.

Baby Giovanna was born at 6 lbs 10 oz, and both baby and family are doing well.

Congratulations!
Kudos: Clinical Applications

**Epic Good Install**
We were able to achieve GOOD INSTALL for both the Bascom Kaleidoscope and Sylvester Clin Doc and Beacon implementation. We received a $10,000 check for Bascom Kaleidoscope and $63,400 for Sylvester Clin Doc/Beacon. Receiving a GOOD INSTALL means that we were able to achieve all the milestones in the projects successfully, and followed all of the Epic Best Practices of a build and implementation. We were also required to have specific staff members within the team to take several of the application and system administration classes at Epic and attain certification.

**Stage 6 HIMSS Analytics**
The University of Miami School of Medicine Health System was awarded STAGE 6 of the Healthcare Information and Management Systems Society (HIMSS) Analytics Ambulatory Electronic Medical Record Adoption Model. This distinction honors our organization’s accomplishment of the implementation of technology solutions that have the ability to improve patient safety and quality of care and continuity of care across the care spectrum. Currently, only 3,462 ambulatory sites in the United States carry a Stage 6 designation. It takes executive commitment, support, and a great team of health care professionals to achieve this advanced level of information technology adoption. It is also believed that Stage 6 ambulatory facilities are well positioned to be successful with achieving the American Recovery and Reinvestment Act goals, measurements, and funding for Meaningful Use.

- Pat Ivory, Assistant Vice President, IT Clinical Applications

---

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.
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.
ANNOUNCEMENTS & MILESTONES

ALL-STAFF MEETING

Wednesday, September 16, 2015
2-4 p.m. at BankUnited Center Fieldhouse

RSVP by Wednesday, September 2, 2015
Email Titanya R. Pierce: trpierce@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