UMIT NEWS

SEPTEMBER 2015
A MESSAGE FROM THE CIO

It’s the beginning of a new school year! Students have now returned to campus or just started at the U, and faculty are ready to start engaging their students in their academic pursuits. This is a lively time of year for the University – it feels like the annual rebirth of the academic enterprise. During this time, it is important for us to remember one of the key reasons that we are all here: to support our student community.

Back to School (BTS) is always an exciting time at UM. UMIT organized our annual Back to School event in August, where volunteers from a variety of UMIT’s units/teams help students with their devices at multiple support centers on campus. We help students get connected to wired and wireless networks, install McAfee Virus Protection and UPrint drivers, and more.

Our Back to School event is always fun, because our UMIT staff gets to participate and interact with students during a really exciting time of the school year.

This year, UMITers were able to assist approximately 1,000 students during BTS – a ticket was opened in ServiceNow for each incident, so we tracked and reviewed the data from the event, which is one of the great features of the system. The report from BTS shows that a total of 1,892 devices were configured: 52% of which were laptops, and 42% of which were smartphones. Not surprisingly, 74% of the laptops were Apple products, and 87% of the smartphones were iPhones, which shows an interesting trend for Apple products within the student population.

Finally, I would like to extend kudos to Bryan Vazquez, the BTS committee, and all of the volunteers who helped make Back to School 2015 a big success! We wouldn’t be able to do what we do without the effort and hard work of our UMIT team.

UMIT stands ready to support the University’s common purpose of transforming lives through teaching, research, and service. We recognize that faculty and students come back to campus with high expectations for technology services and support, so I have great confidence that we’ll continue to provide top-level service and support to the entire University community throughout the year as part of our ongoing effort to be the best information technology organization in higher education and healthcare.

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
PROJECT UPDATES

by Phil Leone & Alice Kerr

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

In the next couple of weeks, the Medical AD Consolidation project team will be completing their final migrations and wrapping up a major portion of one of our strategic initiatives, which is to consolidate all University of Miami users onto a single domain. For the past year and a half the team has migrated 16,735 users from the Medical Domain & E-mail Exchange to CGCENT and Umail.

The Umail migration portion of this project is the first step of a 2 step process to move all of our Medical Exchange users to our Office365 solution. Once this project is completed, the e-mail migration at RSMAS is up next.

Tips from the Project Management Office (PMO)

Over the years, we have learned that the saying “practice makes perfect” isn’t really true. Practice actually enables us to learn and be better at the task at hand. Maybe that is why Project Management is referred to as a practice and not perfection! So, with an aim towards bettering our project management practice in UMIT, we will occasionally take advantage of this newsletter space to offer tips for better project management outcomes. If anyone has tips they would like to share, please send them to projects.it@miami.edu and we will feature them too!

This month’s tip concerns effective project communication. As project managers, we sometimes get caught in the weeds of communicating about the timelines, resource needs, and overall status of our projects. While these are definitely items that people need to know about, they aren’t the only ones. Often we find that we are just about to “go-live” with project delivery when we must apply the brakes. Why? Because we overlooked the effects a “go-live” might have on another system or workgroup. More often than not, this occurs because we did not extend our communications outside of the project team and primary stakeholders.

So how do we reach that extended audience? Should we rent planes with banners to fly around the campuses with updates #projectisready #areU? As entertaining as that might be, UMIT doesn’t have the budget for that, and Risk Management would probably not allow it. But UMIT has a communications team, and a cornucopia of communication tools at our disposal. Email, phone, instant message, snail mail, post-it notes, bulletin boards, hall-way meetings, or carrier pigeons (ok, not likely), are just a few that come to mind. For the more social media savvy project manager, did you know that UMIT has Yammer, Facebook, and Twitter accounts?

Next time you are managing a project, or even just working on an operational task that might affect a larger contingent than usual, why not put a communication tool that you haven’t used before into your project communication plan? It can’t hurt to reach more people, and it probably will help to get the word out about the great work you are doing on behalf of UMIT.
WELCOME OUR NEW HIRES

Tiara Brewster
Communications Manager

Denise Cooper
ERP Trainer

Eric Gonzalez
Sr. Programmer

CURRENT UMIT JOB OPPORTUNITIES

- Computer Systems Validation Specialist (Casual)
- Security Analyst (Casual)
- Sr. Systems Administrator
- Sr. Network Architect
- Sr. Business Systems Analyst
- Desktop Support Technician
- Systems Analyst
- Sr. Clinical Systems Analyst
- Systems Administrator
- Sr. Clinical Systems Analyst
- Instructional Designer
- Systems Engineer
- Business Systems Analyst
- Sr. Systems Engineer
- Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- ERP Business Analyst
- ERP Trainer
- Executive Director, Revenue Cycle
- Sr. Business Analyst
- Clinical Systems Trainer
- Sr. Decision Support Analyst
- Assistant Vice President
- Supervisor, Desktop Support
- ERP Business Analyst
- Network Engineer, Intermediate
- Desktop Support Specialist
- Sr. Instructional Designer
- Business Systems Analyst
- Java/Oracle Sr. Database Analyst
- Systems Administrator
- Project Manager, IT (Non Technical)
- Business Systems Analyst
- Sr. Decision Support Analyst
- Desktop Support Technician (Casual)
DIVERSITY CALENDAR
by Titanya Ramsingh-Pierce

SEPTEMBER-OCTOBER 2015

September 15-October 15
Hispanic Heritage Month
National Hispanic Heritage Month is a national observance authorized by Public Law 100-402. The observation was initiated in 1968 as National Hispanic Heritage Week but was expanded in 1988 to include the entire 31-day period.

September 25
School Desegregation Comes to Little Rock
On this day in 1957, nine teenagers became the first African-Americans to attend all-White Central High School in Little Rock, Arkansas. The ensuing events riveted the nation and focused a spotlight on racism. President Eisenhower intervened and sent federal troops to protect the students and ensure compliance with the Supreme Court’s Brown v. Board of Education decision.

September 27-October 4
Sukkot (Jewish Feast of Tabernacles)
Beginning at sunset on the first day, this seven-day festival celebrates the harvest and commemorates the Jews’ passage through the wilderness.

October 20
Birth of the Bab
A holiday celebrated by the Baha’i recognizing the birth of the founder of the Baha’i faith. This celebration starts on October 19 and ends October 20.

October 22
Beginning of Dussehra (Dasera)
A ten day festival celebrated by Hindus to recognize Rama’s victory over evil.

September 28
Teacher’s Day
Taiwan uses this day to honor teachers’ contributions to their students and to society in general. People often express their gratitude to their teachers by paying them a visit or sending them a card. This date was chosen to commemorate the birth of Confucius.

October 11
National Coming Out Day
For those who identify as lesbian, gay, bisexual, or transgender, this day celebrates coming out and the recognition of the 1987 march on Washington for gay and lesbian equality.

October 12
National Indigenous People’s Day
On the second Monday in October, this day recognizes 500 years of resistance and the continued existence of North American Indigenous people. This is celebrated in lieu of Columbus Day.

October 2015
LGBT History Month
A U.S. observance started in 1994 to recognize lesbian, gay, bisexual, and transgender history and the history of the gay rights movement.

October 23
Ashura
A holiday recognized by Muslims to mark the martyrdom of Hussain. It also commemorates that day Noah left the ark and Moses was saved from the Egyptians by God.
Gartner Solutions

Gartner’s Solution Path provides a step-by-step guide for undertaking the transition from a virtual server environment to a private cloud environment. In our research, we examine how the cloud will change the major skills and responsibilities associated with many key IT roles, and offer guidance on how to manage and trim your public cloud expenditures:

• **Solution Path for Evolving From Server Virtualization to Private Cloud**
  Evolving existing virtualized infrastructure to an automated and service-oriented private cloud delivers many benefits. This Solution Path outlines the organizational and technical requirements as well as practical steps necessary to architect and build a private cloud solution.

• **The Cloud’s Impact on the Future of Your IT Job**
  As companies build more business capability using cloud options, the roles and skill sets of technical professionals will need to change. What can IT professionals expect, what options lie ahead, and what do these changes mean to their careers and their organizations?

• **How to Budget, Track and Reduce Public Cloud Spending**
  Organizations using public cloud IaaS, such as AWS or Azure, struggle to monitor cloud spending and often exceed cloud budget expectations. The cloud architect and finance team must establish financial management procedures to continuously monitor cloud budgets and spending.

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

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**TECH BYTES**

**The Solar Sunflower: Harnessing the power of 5,000 suns**

The Sunflower has a massive total efficiency of around 80%, thanks to very clever tech.

Visit Website >>

**Verizon to be first to field-test crazy-fast 5G wireless**

It expects “some level of commercial deployment” to begin by 2017 for next-generation wireless. That’s much earlier than the common industry belief that 2020 will mark the start.

Visit Website >>

**Apple’s 3D Touch Will Change the Way You Interact With Your iPhone**

It could be much more revolutionary than a better camera.

Visit Website >>

**When the Only Seat Is in Front of a Screen**

Students at the University of Central Florida are fighting for seats in the institution’s crowded lecture halls. Those who can’t find a spot have to tune in online.

Visit Website >>

**“Molecular Tweeting” Could Hold the Key to Busting Superbugs**

A broader understanding of bacterial social networks might help scientists combat antibiotic resistance.

Visit Website >>

**Satellite Turla: APT Command and Control in the Sky**

How the Turla operators hijack satellite Internet links.

Visit Website >>
Hackers are always looking for a new target; recently, their targets are users upgrading to Windows 10. Since Microsoft released Windows 10, hackers found a way to trick potential upgraders into downloading ransomware onto their computer. Using email templates from last year, hackers can adjust the emails to adhere to their phishing campaign.

If you are interested in upgrading to Windows 10, you should be aware of these suspicious emails that have recently surfaced. They instruct users to download a tool that will start the Windows 10 upgrade process. These emails trick you into downloading malicious software onto your computer. Once the software is installed, your personal files can be encrypted and held for ransom, using the files to illicit money in return for your information – such as photos and documents. If you do not adhere to the ransom, the software will self-destruct, preventing the future release of blocked files. This software can even bypass anti-virus software.

Unfortunately, ransomware is difficult to remove. There are two options to get rid of the software. You can restore your files from your recent backup, or pay the fee in hopes that the hijackers will release the encryption key.

If you have already clicked on the link and downloaded the software, here are a few things you should do.

- Shut down your computer.
- Disconnect it from any Internet connections.
- Immediately contact your local computer specialist for technical support.
- Be sure to check your backups and set one up for now.

Overall, here are some tips to protect yourself from phishing scams:

- Never reply to an email that asks for your personal information or account information.
- Do not respond to these email, even to taunt the sender.
- In suspicious-looking email, do not click the link that is supposed to take you to a company website.
- Never open the link attached to the email. It might contain virus or other malware.
UMIT IN THE COMMUNITY
by Leah Bamford

UMITers Support: We Are Nature (WAN) - Conserving Our Oceans

Preserving our beaches and oceans is critical to the health of our sea life and our environment. Last November, I submitted an article highlighting the Ocean Conservancy Organization, and said that I would coordinate a beach cleanup. I am happy to announce, that I coordinated the beach cleanup through an organization called “We Are Nature,” also known as WAN, which is a non-profit organization started by a student at Mast Academy.

Several of us from the UMIT Clinical Applications team participated in the cleanup on August 29 at Virginia Key from 9 a.m.-12 noon, along with 88 other volunteers from the Miami area. Based on prior cleanups, by the same organization, August’s cleanup collected a record of 2,050 pounds of trash! Among the items we collected were: cigarette butts, Styrofoam cups, straws, toothbrushes, cast nets, plastic bottles, cans, glass, plastic fuel containers, buckets, tires, chairs, rafts, foam padding, etc. Not only did we build camaraderie and get exercise, we met new people and had fun while doing it! In fact we are still talking about it and are planning the next event.

Please feel free to email me directly at: lbamford@med.miami.edu if you are interested in participating in the next beach cleanup. You can also read more about the “We Are Nature” organization at http://www.wearenature.net/.

From left to right: Henry Manfrediz, Juan Artigas, Craig Scott, Leah Bamford and Danny Leal.

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

Double C Smoothie

Ingredients:
- 1 small (9-ounce) papaya (preferably strawberry variety), peeled and chopped
- 1/4 cup vanilla low-fat frozen yogurt or kefir
- 1 1/2 tablespoons light agave nectar, divided
- 1 tablespoon fresh lime juice
- 1 chopped peeled kiwifruit, divided

Directions:
Purée papaya in a blender with frozen yogurt, 1 tablespoon agave nectar, and lime juice. Pour into a chilled serving glass.

Rinse blender, and purée kiwifruit, reserving 1 slice, with remaining 1/2 tablespoon agave until smooth. Spoon on top of papaya mixture, and garnish with kiwifruit slice; serve.

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: Gretel Royce

“I always believe that when someone does a great job they should be recognized; that is why I am writing to you all. I just wanted to let you know that your employee Gretel Royce is outstanding. She is always willing to go out of her way to help you, no matter how long it takes. She makes sure that if she is not able to figure it out, she will find someone that will be able to help her – rather than opening a ticket.”

- Veronica Morales-Garcia, UM/Sylvester Peri-Operative Services

Kudos: Jeffery Perez

“I just wanted to tell you about Jeffrey Perez and how wonderful he is. He took the time after hours to help me connect to my desktop remotely. He went above and beyond and provided stellar customer service.”

- Natalie Francis, MPH, CIP, Sr. IRB Regulatory Analyst
ANNOUNCEMENTS & MILESTONES

Announcement: UM Receives 2015 Merge Healthcare Acute Visionary Award

The University of Miami was selected as the sole recipient of Merge Healthcare’s 2015 Visionary Award for the Acute Care Market. This award recognizes the industry-changing innovations UMIT Clinical Applications Systems Enterprise Imaging Team is working on with Merge and their device/camera vendors to enhance Enterprise Imaging workflows and functionality associated with Ul imaging (VNA) go-lives.

Of Merge Healthcare’s 7500+ customers, the University of Miami and 3 other organizations (Johns Hopkins, Beverly Hospital – a member of Lahey Health, and Kaiser Permanente) were nominated for the 2015 Visionary Award for the Acute Care Market.

Click here to read more about Merge Healthcare’s 2015 Awards.

Kudos: Rodger Barnes

“Rodger Barnes successfully completed his Continual Service Improvement (CSI) certification! Congratulations, Rodger. This is a tremendous accomplishment! I look forward to seeing your professional development continue.”

- Rocky Pedroso, Director, IT

Kudos: PMO Team

“MAJOR KUDOS to Elizabeth Perez and Chris Riveron for their continual work in migrating another 2,703 users from the Medical domain & E-mail exchange to CGCENT & UMail. Their grand total is now up to 16,735 users migrated. Also, kudos to our Service Desk and Desktop Support teams for providing outstanding support the morning after migrations.

Kudos to Charmaine Stephenson, Alberto Alonso, Jorge Alonso, Charles Boisvert, Nilda Vazquez, Hernando Vargas, Tahir Haq, Juan Chediak, Robert Agullo, and Andrea Byrd for their work in preparing and ensuring the successful August 3 go-live for the new Sylvester Breast Center Clinic at UHealth Plantation.”

- Phil Leone, Director, IT
Kudos: Tony Sellers

**Tony Sellers: Storage and UNIX – Systems Infrastructure**
A quick note to thank you for your help and support in resolving the AS/400 (iSeries) DMAS problem. As you know, this Level 1 issue had enterprise wide implications as we have hundreds of users that use DMAS, so I truly appreciated your expertise and ideas as we brainstormed to find a solution. Thank you for working late and staying tuned over the week-end. You are truly a team player!

- Lourdes Wolf-Marenus, Senior Business Systems Analyst, IT

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Team Kudos!

**Alejandro Schmidt, Damian Ortega and Michael Trogman: Storage and UNIX – Systems Infrastructure**
For coordinating, assisting and executing the successful operating system (OS) version upgrade of UMIT’s main storage area network environment which holds over 340TB of the University’s locally hosted virtual servers and unstructured data. The new OS release brings more stability to this storage network coupled with additional enhanced features needed for data redundancy.

**Steve Machuca, Anibal Irumluig, Michael Hampton, Juan Ruiz, Manny Pena, Jorell Hernandez, Elizabeth Perez, Chris Slanker, Mari Lovo, William Bartow, Rudy Marin, Luis Necuze, Paul Tanner, Michael Trogman and Damian Ortega.**
For graciously working with the Storage and UNIX team to move over 80TB of production clinical and non-clinical data from a failing IBM legacy storage equipment. To Steve, Anibal, Paul, Damian, and Michael for facilitating, monitoring and executing data migration efforts during long and after hour’s routines. Thanks to that much appreciated effort, all this customer data now safely resides in modern and healthy storage systems.

**Michael Trogman: Storage and UNIX – Systems Infrastructure**
For coordinating and executing the successful code upgrade of the production and disaster recovery network storage infrastructure running on EMC Isilon equipment. This environment hosts over 45TB of the University's EMR, Ophthalmology and Cardiology-PAC's systems combined. The new update brings this storage ecosystem to a more stable version thus addressing several of the previous software flaws.

**Ignacio Gonzalez: Storage and UNIX – Systems Infrastructure**
For successfully implementing the latest model of the Azure cloud storage appliance. This setup complements our existing cloud storage environment by adding more internal capacity to the new appliance and increasing its internal network bandwidth from 1 to 10 gigabit. Today, we have over 40TB of data in the Azure cloud. Currently, Media-Relations, Physiology, Pathology, Blackboard, Cardiology PACs, Telecommunications, Client Infrastructure are some of largest groups benefiting from this service.

- Emmanuel Kalemakis, Director, IT
Announcement: New IT Babies!

The ECM Team was blessed twice with births in the Booz and Taylor families:

**Brett and Christy Booz** welcomed their 6th child, Levi Emmanuel, born on July 12, 2015. Happy to welcome their little brother were siblings; Moriah, Noah, Josiah, Gideon and Ezra. Congratulations to the Booz family!

**Ty and Tiffany Taylor** welcomed their 3rd child, Tianna Elizabeth Taylor, born on July 26, 2015. Happy to welcome their little sister are; big brother Tristan and big sister Tori. Congratulations to the Taylor family!

UMIT Mention: Class of 2019 Moves In

“Of course technology has changed considerably, so a team of UMIT technicians were on hand to help students set up wireless connections and virus protections on their laptops, cell phones, tablets, and, as Terry Helmers, senior technical analyst, put it, ‘whatever other electronic gizmos they have today that we didn’t have when we went to school.’ As he noted, ‘slide rules didn’t need adjusting.’”

Read the full article here.
Back to School 2015: Highlights

This year’s Back to School event was a lot of fun. It was great to see all of the students and their nervous parents moving in. They were very grateful to have UMITers help them set up their laptops, phones, and tablets.

Here are some event statistics:
• 977 students were helped
• 1,892 devices were handled
• 74% of laptops were Apple
• 87% of phones were Apple
• The Hecht location handled the most devices, largely due to visibility and Terry Helmers’s amazing recruitment skills
Back to School 2015: Top Techs

With a grand total of **981 laptops, 798 smartphones, and 113 tablets**, UMIT Technicians were working hard every day to get students connected. It was no easy task, but they got it done! Thank you to our volunteers who made this possible.

Here are some of our UMIT Technicians who configured the most devices for students:

- **Carlos Gonzalez Massuet**: 138 devices
- **Roland Dieguez**: 134 devices
- **Julio Marini**: 122 devices
- **Wai “Ronald” Ming Tsang**: 119 devices
- **Rene Valencia**: 115 devices
- **Emily Galvez**: 110 devices
Save the Date: Cybersecurity Conference

Join us for a full day of interesting talks and panel discussions with industry leaders from Government, Healthcare, and Commercial Enterprise focusing on the issues that affect most of us today...

- “How is new Technology Changing the Business Landscape?”
- “Protecting ourselves in this new brave world, does the traditional Security mindset work?” >>> With all of new technologies IE: IOT, BYOD, social media, cloud computing, etc, How are today’s CIO/ CISO dealing with it?
- “Latest Advances in Hosting, Protecting, and Optimizing Security in the Cloud”
- “Trusting the Cloud” >>> Cloud computing has security and privacy risks, how do you really know that your data and identity are safe?
- “The New Assassins – Murder by Keyboard” >>> Is this really only in the movies? How real is the threat of hackers gaining access to medical devices?
- And more...

Register Now: Click Here!

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

CYBERSECURITY CONFERENCE
EXPLORING THE BRAVE NEW WORLD: REAL PROBLEMS... REAL ANSWERS
OCTOBER 22, 2015 | BANK UNITED CENTER

KEYNOTES

JOE SULLIVAN
Chief Security Officer at Uber

PETE NICOLETTI
Chief Information Security Officer at Hertz

PANELISTS

AKAMAI
AVMED
CAMPUSGUARD
CITRIX
ENTERPRISE RISK MANAGEMENT
GRANT THORNTON
HIPAA-HITECH-SOLUTIONS

JACKSON HEALTH SYSTEMS SECURED WORLDWIDE
STATE OF FLORIDA
TENABLE SECURITY
TRAPEZOID TECHNOLOGIES
UNIVERSITY OF MIAMI VA SOUTH FLORIDA

REGISTER NOW: EXPLORESECURITY.EVENTBRITE.COM
FREE OF CHARGE | ALL DAY EVENT | BREAKFAST & LUNCH SERVED

SPONSORSHIP OPPORTUNITIES STILL AVAILABLE:
CISO@MIAMI.EDU OR NORMAN@SFissa.ORG FOR MORE INFO
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