SHARE YOUR DIRECT EXPERIENCES

UMIT: Enter for a chance to win either an iPad Mini (for individual entries), or a pizza party (for team/group entries).

More details inside...
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UMIT NEWSLETTER OCTOBER 2015
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.

As UMIT continues Building a Better U together, we would like to highlight an effort that truly exemplifies the value of teamwork. For the past 18 months, a cross-functional team of UMITers have been working on the Medical Active Directory migration. Their mission was to migrate users from the Medical domain and MS Exchange environments to CGCENT, UMail, and 365. The team devised a plan and created processes whereby 17,026 users were migrated with minimal disruption to the daily work flow and operational functions of the individuals and departments that were migrated. The success of this effort will enable UMIT and the “U” to better align and more efficiently provide technology services across our employee constituencies.

Accordingly, the UMIT PMO would like to congratulate the team for their successful completion of this project!

Special thanks to:

• Elizabeth Perez and Chris Riveron for their dedication to this project and all of their late nights migrating these users.

• Alba Weinman, Ana Ferreiro, Charmaine Stephenson, Jenny Jusino, Kenny Bridges, and Vicki Jugenheimer for meeting with all the departments, working out the logistics, and scheduling these migrations.

• Eddie Vidal, Rafael Vargas, and all of the members of our UMIT Service Desk who handled all the support calls associated with this project.

• Anthony Ray Rodriguez, Anibal Espinosa, Matias Troncoso, Clavel Castillo, and all of the members of our Desktop Support team who provided outstanding support to all of our users the morning after every migration.

THANK YOU! This project could not have succeeded without each and every one of U.

Next stop: RSMAS.

CURRENT UMIT JOB OPPORTUNITIES

ERP Business Analyst
Network Engineer
Programmer, Intermediate
Systems Analyst
Manager, Desktop Support
Sr. Systems Administrator
Business Systems Analyst
Business Systems Analyst
Sr. Instructional Designer
Systems Analyst
Sr. Systems Administrator
Senior IT Auditor
Java/Oracle Sr. Database Analyst
Computer Systems Validation Specialist (Casual)
Security Analyst (Casual)
Sr. Network Architect
Sr. Business Systems Analyst
Systems Administrator
Business Systems Analyst
Sr. Systems Engineer
Clinical Systems Analyst
Sr. Clinical Systems Analyst
Executive Director, Revenue Cycle
Sr. Business Analyst
Clinical Systems Trainer
Sr. Decision Support Analyst
Assistant Vice President
Sr. Instructional Designer
Business Systems Analyst
Systems Administrator
Project Manager, IT (Non Technical)
Business Systems Analyst
Sr. Decision Support Analyst
Desktop Support Technician (Casual)
WELCOME OUR NEW HIRES

Carlos De La Vega
Sr. Systems Analyst

Michael Lecuona
Systems Administrator

Anton Morenko
Sr. Business Systems Analyst

Daniel Pena
Database Administrator

Lucia Rodriguez
Programmer Intermediate

Mauricio Rodriguez
Technical Analyst

Carlos Saez
Desktop Support Technician

Carmen Santiago
Computer Systems Validation Specialist

Syed Shah
Desktop Support Technician
DIVERSITY CALENDAR
by Titanya Ramsingh-Pierce

OCTOBER-NOVEMBER 2015

October 22
Dussehra (Dasera) • Hindu

October 23
Ashura • Islamic

October 23-26
Eid al-Adha • Islamic

October 24
United Nations Day

October 28
Statue of Liberty Dedication • US

October 29
National Organization for Women (NOW) Founded

October 31
Halloween

October 31
Samhain • Gaelic

November 2015
National Native American Heritage Month
National Family Caregivers Month
Military Family Month

November 1
All Saints Day

November 11
Veterans Day

November 11-15
Diwali (the festival of lights) • Sikh, Hindu, and Jain

November 12
Birth of Baha’u’llah • Baha’i

November 13
Dedication of Vietnam Memorial

November 16-20
American Education Week

November 20
Transgender Day of Remembrance

November 22
Feast of Christ the King • Christian

November 25
International Day for the Elimination of Violence Against Women

November 25-December 10
16 Days of Activism Against Gender Violence Campaign

November 26
Thanksgiving Day

November 26
Day of the Covenant • Bahá’í

November 29-December 24
Advent • Christian
Gartner Solutions

To help you stay ahead in the ever changing field of IT, our Gartner for Technical Professionals (GTP) Analysts are continually publishing new information. Click the following links to review the most recently published GTP documents:

- Solution Comparison for Public IaaS Cloud Providers
- Blueprint for Architecting a Hybrid Mobile App
- Solution Path: How to Create a Mobile Architecture
- Technical Professionals Must Learn How to Effectively Communicate Business Opportunities
- Enterprise Adaptive Access: Are We There Yet?
- Blueprint for Architecting a DevOps Continuous Delivery Pipeline
- Protecting PII and PHI With Data Masking, Format-Preserving Encryption and Tokenization
- Building Modern Web Applications With AngularJS
- Eventual Consistency and Its Implications: Can You Trust Your DBMS?
- Evaluation Criteria for Identity Governance and Administration

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

PROFESSIONAL DEVELOPMENT
by Allison Dupler

TECH BYTES
by Jamil Porta

Android 6.0 Marshmallow, thoroughly reviewed
Marshmallow brings a lot of user-requested features but still has no update solution. [Visit Website]

How our attachment to tech is downgrading our conversations: A word with Sherry Turkle
Technology critic, psychologist, and author Sherry Turkle explains why she’s worried about how our digital connections are impacting face-to-face conversations. [Visit Website]

Twitter wants to be the main place you get news with a new feature called Moments
Twitter is trying to make it easier for you to discover interesting tweets from people you don’t follow. [Visit Website]

The Latest Trend: Technology for People Who Hate Technology
At the London Design Festival this week, Swiss company Punkt launched its new “anti-smartphone” called the MP01. [Visit Website]

IA map shows human-intelligence tech is surging
In the five years since Apple introduced iPhone owners to the mobile personal assistant called Siri, we humans have grown much more comfortable using our own words to take command of devices. [Visit Website]

3 Reasons to Start School Year Paperless with Adobe Document Cloud
Adobe’s latest update to its Document Cloud can ease the stress of entering a world of paper. [Visit Website]
October is National Cybersecurity Awareness Month (NCSAM), an initiative created twelve years ago as a joint effort between the U.S. Department of Homeland Security and the National Cyber Security Alliance. Cybersecurity encompasses everything from your social media account to your credit card number and identity; so, NCSAM is part of an ongoing effort to educate and encourage safe cyber habits in an increasingly digital world. Every October the government, businesses large and small, and educational institutions commit to promoting awareness by holding events for their employees and consumers. The University of Miami’s IT Security team is hosting a fun and free event to help our faculty, staff, and students keep their data safe:

**October 22: Cybersecurity Conference**
This free, all day cybersecurity event features a variety of talks and panel discussions with industry leaders. Guest enjoy breakfast and lunch while connecting with and learning from speakers in government, healthcare, and commercial enterprises. Keynote speakers include:

*Morning Keynote:*
**Joe Sullivan**  
Chief Security Officer  
Uber

*Afternoon Keynote:*
**Pete Nicoletti**  
Chief Information Security Officer  
Hertz

In addition, we hope you have been able to read the NSCAM articles in e-Veritas and eUpdate every week this month - covering the themes like: cybersecurity at work, mobile devices, new technology, and upcoming opportunities in the cybersecurity field.

If you want to know more about keeping your data safe, contact UMIT Security at: ciso@miami.edu or visit miami.edu/it/security.
UMIT IN THE KITCHEN

Pumpkin-Ginger Smoothie

Ingredients:
- 1/2 cup pure pumpkin puree
- 1/2 cup lowfat plain yogurt
- 3/4 cup ice cubes
- 2 tablespoons pure maple syrup
- 1 tablespoon apple cider vinegar
- 1/2-inch piece fresh ginger, peeled and grated
- Pinch ground cinnamon, plus more for garnish

Directions:
Put the pumpkin puree, yogurt, ice cubes, maple syrup, vinegar, ginger and cinnamon into a blender.
Blend until very smooth. Add 1 to 2 tablespoons of water if needed to adjust consistency.
Pour into a glass and dust with cinnamon.
Enjoy!

ANNOUNCEMENTS & MILESTONES

Kudos: Stacy Ramos
“Congratulations to Stacy Ramos, Help Desk Technician, who earned her 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.”
- Rafael Vargas, Service Desk Supervisor

Kudos: Daniel Ulpierre and Lillian LaMadrid
“I just want to say THANK YOU for the help provided by Daniel and Lillian. Daniel was exceptional in setting up my new computer and setting up things more or less as I had them and was used to. Lillian finished the little things that I could not ask Daniel, because he needed to help other users. She was exceptional because although the words could not come out of my mouth, she still knew exactly what I was trying to say. All of this with a lot of patience and a smile - because whether we have a person in front of us or on the phone, we can feel their smiles. Again, thanks!”
- Lina G. Perez-Daple, Office Manager and Assistant

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!
Kudos: Paul DiPrima

“Paul recently became our IT person on-site. He has been great in problem-solving our computer problems. Even though the UMIT department is able to solve most problems remotely, having Paul here to be able to describe and show him the problem has been a huge asset. He responds promptly and is always willing to help. We are lucky to have him!”

- Martha McKay, Sr. Ophthalmic Technician

“I would like to recognize Paul, He goes above and beyond for us in Palm Beach Gardens. He is always available to help in any situation. Most recently I had a scanner issue that was delaying my report that was needed for a very important meeting and my deadline was nearing Paul never gave up and continued working on it until he figured out the software and scanner issues and I made my deadline. He is a hard worker and very dedicated.

- Stacy M. Weinman, Senior Surgical Coordinator

“Our IT member Paul has been a blessing since he came in to our site. Any issue we have with our computer system he tackles right away. He has made great recommendations and continues to make our clinic a better place. Thank you Paul! We are glad to have you in our team!”

- Rose River, Sr. Patient Access Representative

Share Your Stories: Humans of UM - Your Employee Experiences

We are joining the University’s culture transformation communications group in a new venture: sharing stories about our UMIT staff members and their unique experiences. These stories will be featured in our UMIT newsletter, and submitted to e-Veritas and eUpdate. These stories are similar to the Humans of New York project style of reporting.

The goal is to share positive stories told in the voice of front-line employees about the UM experience. We aim to share the stories and connect everyone to the University’s common purpose and values.

If you’re interested in taking part of this new initiative, please email a quick narrative to umitnewsletter@miami.edu – as if you were causally speaking about your story. We will be taking a candid-photo of you as well. Below are some questions to get you started. You can answer from one to all of the following questions:

1. Share with us a story about a moment in your career where you realized the reach and impact of the University?
2. Share with us a story of a moment during your career where you felt the most proud of working for UM?
3. Share with us a story of a patient, student, colleague, or a leader that had a positive impact on your life either personally or professionally?
4. Share with us a story about a positive experience you had as a University client? Student, patient, employee, fan, member of the community?
5. Most people will ask why you chose to come to the University of Miami? My question is why do you choose to stay? What keeps you here?

Take a look at some of this month’s stories on the next page...
ANNOUNCEMENTS & MILESTONES

Share Your Stories: Humans of UM - Your Employee Experiences

"I have been employed here at UM for 20 years, and I still get chill bumps when speaking to the new incoming students and their parents. I can't help it, I think of the students as my own children, and I put myself in the shoes of the parents being separated from their children for – maybe – the first time. I know that these are stressful times for the parents, and they are often passed from department to department. If they are upset when they call, it is my goal to make sure that they are feeling better before the end of our conversation. If I can't solve the problem myself, I have contacts and phone numbers for every area and the parents can always contact me again if needed. The human touch is vital for our students and parents. It is super important that students feel that they are coming to a school that cares and it is equally important that parents feel that their children are in a school that puts the students first. It is so wonderful and fulfilling to have parents feel at peace knowing that their children are well provided for and safe here at UM."

Cynthia Collier

"I recently attended a UMIT all-staff meeting and found the meeting so interesting – not only in terms of its format and content, but also in terms of its human value. We work closely with many of our UMIT colleagues, sometimes for years, and while we may have a general idea of the work they do, we may not always be familiar with all aspects of their work. The new format for our staff meeting allowed employees from several areas within the department to provide the rest of UMIT with great detail about the work they do by means of PowerPoint presentations. Watching my fellow co-workers present details about their work with such enthusiasm and excitement about the work they do for the University really brought home the fact that our employees are indeed our greatest resource. This is why it’s so important to create a work environment that fosters and nurtures creativity, where employees feel that the work they are doing is important, and where they feel truly valued within the organization. The presentations were terrific, and I felt such a sense of pride in the work my colleagues do for the University. Their presentations made me reflect on just how valuable our employees are in ensuring that University processes run smoothly, and how ultimately they make our University shine."

Maggie Ortiz

"This is my second year, this October, working for UM. While I don’t have many years here, I have experienced so many moments were I truly felt the University was ‘transforming lives.’ One moment in particular was actually during an entire month, National Cybersecurity Month. Last year, we joined HR’s Open Enrollment Benefit’s fair and traveled to the University’s three major campuses to celebrate this national initiative. Not only did we provide giveaways, but we were able to share important information about securing your data and, more importantly, introduce our team and services to the University community. We received an overwhelming positive response. The majority of the community was so happy to see our team out in the field, teaching people about IT security best practices and recommending the best tools. Our booth wasn’t a grand showcase, but if we prevented just one account or system from being compromised then the booth served its purpose. Ultimately, we equipped people with the right tools to win the fight against cyberattacks. Once you explain the risks and how to prevent attacks from occurring, many jump at the opportunity to do so. People want to protect themselves."

Krista Theodore
ANNOUNCEMENTS & MILESTONES

UMIT Throwbacks: Guess Who?

Top left: Alba Weinman
1984: Checking features of a phone after being programmed and installed. It was the first time that PBXs and phones could be purchased by a company, so customers became responsible for doing the station design. Since there were no PCs back then, the details and features for each phone were hand-written and given to our Telecommunications secretary to be typed on a Displaywriter in order to provide programming sheets to our vendor.

Top right: Titanya Ramsingh-Pierce

Bottom left: Daniel A. Cohen
ANNOUNCEMENTS & MILESTONES

UMIT at the Open Enrollment Benefits Fair

Workday, IT Security, and MyUHealthChart were on site to answer questions and give away goodies at this year’s Open Enrollment Benefits Fair from Monday, Oct. 12 - Friday, Oct. 16.
ANNOUNCEMENTS & MILESTONES

Workday Superheros: Costume Fun during Workday Training

We completed a 3-Day Workday training course for HR Partners and Business Process Initiators (BPIs) at the Coral Gables campus. All of my classes have been productive, fun, and interactive – but this class takes the cake!

The participants decided to dress up in costumes for their “graduation” day. I decided to play along, and I surprised them by arriving in a Super Woman shirt. This was a small class, but definitely one of the best. Our class picture is evidence that our colleagues are enjoying Workday Training Classes!

- Karen D. Harris, Senior Trainer

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.
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

umitnewsletter@miami.edu