UMIT NEWS

November 2015

UMITers celebrate Halloween 2015
MESSAGE FROM THE CIO

As the end of 2015 approaches, I would like to extend a sincere thank you to our extraordinary UMIT staff for all of your hard work and efforts throughout the year. I am proud to work with such a wonderful team who strives to make UMIT the best information technology organization in higher education and healthcare. 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.

In celebration of the holiday season, please join us for our annual UIMIT Holiday Party on Friday, Dec. 11 from 2-4 p.m. at the Donna Shalala Student Center Ballroom. Lunch will be served, and there will be a holiday photo booth for everyone to enjoy! We are also hosting our annual UIMIT Holiday Toy Drive, so please bring an unwrapped toy to the party and we will deliver it to the UM Department of Pediatrics.

I look forward to seeing you at this year’s holiday party!

Stay tuned for our December newsletter, where we will be sharing highlights and accomplishments for UIMIT throughout 2015.

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

DIVERSITY CALENDAR

PROFESSIONAL DEVELOPMENT

TECH BYTES

SECURITY FUN FACTS

UMIT IN THE KITCHEN

HUMANS OF UIMIT

ANNOUNCEMENTS & MILESTONES

UMIT NEWSLETTER NOVEMBER 2015

WHAT’S INSIDE

ON THE COVER
UMITers celebrate Halloween 2015

MESSAGE FROM THE CIO 2
PROJECT UPDATES 3
WELCOME NEW HIRES 4
UMIT JOB OPPORTUNITIES 4
MOVERS & SHAKERS 5

DIVERSITY CALENDAR

PROFESSIONAL DEVELOPMENT 6

TECH BYTES 6
SECURITY FUN FACTS 7

UMIT IN THE KITCHEN 8
HUMANS OF UIMIT 8-9

ANNOUNCEMENTS & MILESTONES 10-16

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RSVP by Friday, December 4 to Titanya Ramsingh-Pierce at: trpierce@miami.edu

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Donna Shalala Student Center Ballroom
1330 Miller Drive, Coral Gables, FL 33146

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In partnership,

Steve

JOIN US FOR A SPECIAL LUNCHEON AND AN AFTERNOON OF HOLIDAY FESTIVITIES!
Friday, December 11 from 2-4 p.m.

UNIT Holiday Toy Drive
Bring an unwrapped toy to the party, as we will be partnering with the UM Department of Pediatrics again this year!

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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.

October was a spook-tacular month in UMIT project-land. We experienced very few tricks and many treats, and in the spirit of the upcoming holiday season, we continue to give our constituents the gifts of excellence and teamwork.

Outlined below are the results of the efforts by our dedicated employees involved in the non-ERP and non-EMR/Clinical Applications projects within UMIT.

<table>
<thead>
<tr>
<th>Category</th>
<th>Total to thru October 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software/Hardware/Construction/Relocations</td>
<td>105</td>
</tr>
<tr>
<td>AA (Auto Attendant)</td>
<td>55</td>
</tr>
<tr>
<td>AA – UCCE</td>
<td>31</td>
</tr>
<tr>
<td>Application (voice/data)</td>
<td>87</td>
</tr>
<tr>
<td>MAC (Moves-Adds-Changes)</td>
<td>133</td>
</tr>
<tr>
<td>UCCE</td>
<td>114</td>
</tr>
<tr>
<td>VoIP Conversions</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total Projects Complete</strong></td>
<td><strong>545</strong></td>
</tr>
</tbody>
</table>

Visions of candy, turkey and sugarplums might be in other’s minds, but UMIT remains focused on delivering exceptional service.

**Kudos: A DIRECCT Approach**

**Teamwork and Creativity:**

When the AD Migration began, a total of 1,606 users were migrated from December 2013 through July 2014; roughly an average of 200 users per month. Continuing at this rate could have resulted in an 85 month completion timeline. The teams from Point Solutions, Helpdesk, Telecom Techs, Security, Clinical Applications, and the PMO saw an opportunity to improve on the process by which departments were being identified, scheduled, transitioned, and managed through the process of migration.

After a brief training and transition period, the project team scheduled, migrated and transitioned 13,786 users from August 2014 – September 2015. An average of 985 users per month.

This resulted in the completion timeline being reduced to 22 months.

Further, the lessons learned throughout this process have been put into practice for the RSMAS migrations, which are currently underway.

**Responsibility and Excellence:**

Kudos to the CISO team, especially Krista Theodore, for their efforts in coordinating, hosting and working behind the scenes to deliver a very successful CyberSecurity Conference.
WELCOME OUR NEW HIRES

Tariq Khalid
Desktop Support Technician

Lliliam Lamadrid
Desktop Support Technician

Zurailli Mantilla
Clinical Systems Trainer

Alexander Noguera
Supervisor, Desktop Support

Juan Quintero
Systems Engineer

Melissa Soto
Sr. Clinical Systems Analyst

Otto Tianga
ERP Technical Analyst

CURRENT UMIT JOB OPPORTUNITIES

Systems Analyst
Manager, Desktop Support
Sr. Clinical Systems Analyst
Sr. Clinical Systems Analyst
Sr. Systems Engineer
IT Manager
Manager, Applications System Development
Desktop Support Technician
ERP Business Analyst
Network Engineer
Programmer, Intermediate
Systems Analyst
Sr. Systems Administrator
Business Systems Analyst
Business Systems Analyst
Sr. Instructional Designer
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
Clinical Systems Analyst
Sr. Decision Support Analyst
Assistant Vice President
Sr. Instructional Designer
Business Systems Analyst
Project Manager, IT (Non Technical)
Sr. Decision Support Analyst
Desktop Support Technician (Casual)
DIVERSITY CALENDAR
by Titanya Ramsingh-Pierce

NOVEMBER-DECEMBER 2015

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

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

December 1
World AIDS Day

December 6
Saint Nicholas Day • Christian

December 6 (sunset) - December 14 (sunset)
Hanukkah • Jewish

December 7-11
Inclusive Schools Week

December 8
Feast of the Immaculate Conception • Roman Catholics

December 8
Bodhi Day • Buddhists

December 10
International Human Rights Day

December 16-24
Las Posadas • Mexico

December 21
Winter Solstice

December 25
Christmas • Christian

December 26-January 1
Kwanzaa • African-American

December 31
New Year’s Eve

MOVERS & SHAKERS

Ramon Garcia moved from Supervisor, Help Desk (Technical Support) to Systems Analyst (Infrastructure & Operations)

Pedro Sadovnik moved from Network Engineer to Network Engineer, Intermediate for the Telecommunications Team

John Crute moved from ERP Trainer (ERP Training) to ERP Business Analyst (ERP HRIS)

umitnewsletter@miami.edu
The 2016 Technical Professional Planning Guides were recently published! You may be asking yourself “What are planning guides for?” These documents provide guidance to planners regarding priorities for the coming year. They discuss trends that will impact IT next year, and provide guidance regarding how to respond to trends. They answer questions like: “What actions should I taking in light of current trends?,” “What technologies should I be investing in?,” “What projects or initiatives should I undertake in 2016?,” and “What should my priorities be for the coming year?”

IT Consolidation Makes Life Easier for Higher Education
Universities and colleges centralize IT resources to save money, gain efficiencies, and improve service. Visit Website >>

Microsoft to discontinue Windows 7 and 8.1 next November
After October 31 next year, the only version of the software that will come on new devices will be Windows 10. Visit Website >>

SteamVR: The room-scale VR world that feels like an “IMAX in your house”
“When I first arrived at Valve Software’s headquarters, all I wanted to do was take photos of things I could see in front of me, at which point I learned what I was not allowed to photograph.” Visit Website >>

Microsoft reverses course, downgrades OneDrive offerings
Score one for the annals of the strange: Microsoft has announced that it will be downgrading OneDrive storage for all plans across the board. Visit Website >>

AMD Announces Radeon Crimson Driver Branding & New Settings Control Panel
It was just under two months ago that AMD announced the major restructuring of their graphics division, which would see the graphics division made whole once again. Visit Website >>

Rijuven CardioSleeve for Pediatrics Brings ECG, Digital Auscultation to Any Stethoscope
Rijuven out of Wexford, Pennsylvania is releasing the CardioSleeve for Pediatrics, a 3-lead ECG attachment and digital auscultation system that snaps onto just about any stethoscope. Visit Website >>

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

For as long as there have been personal computers/devices, there have been passwords. Most of us deal with several devices and passwords every day, and may also deal with the frustrations of remembering increasingly complex and lengthy passwords. As the power of computers increases, so does the power of hackers. So, could biometrics touch on a solution to this cybersecurity arms race?

Biometrics, or biometric authentication, is the newest protection technology - most notably touted on recent smartphones. Biometrics include fingerprint, voice, retina, and face detection. Our smart phones are most likely to utilize fingerprint scanners. Some use a technology that uses light to essentially “take a picture” of your fingerprint; others are becoming more common as a hypersensitive sensor that maps the ridges of your finger. But is this method really secure?

**Advantages**

- Scanning your fingerprint is quick and can be done without looking too closely at your phone.
- Every person’s fingerprint is unique, so there’s not a concern with it being more or less complex.
- You can’t forget a fingerprint.

**Disadvantages**

- If someone is able to replicate your biometrics, you can’t replace it with a new one.
- Sensors are still imperfect or can become damaged over time, making scanning difficult or impossible.
- Fingerprints are not protected the same way passwords are. No one can ask for your password, but companies and the government can access your fingerprints.

Though fingerprint and other biometric scanners are adding another layer to protect your data, they may not be the ultimate solution to security. **Two-factor identification** is a very secure way to protect your device. A pin or password that changes every few months and your personal biometrics can make your data exponentially more secure than using either alone. However, for those who do not keep pins or passwords, a biometric scanner may be the answer to their security needs.

If you have any questions about smart phone security or keeping your data safe, reach out to UMIT Security at ciso@miami.edu or visit miami.edu/it/security.
UMIT IN THE KITCHEN
by Walter Vargas

Everything but the Kitchen Sink Smoothie

**Ingredients:**
- 1 tsp. of coconut oil
- 2 tbsp. greek yogurt
- 1 tbsp. peanut butter
- 2 cups almond milk
- 3-4 tbsp. plant-based protein
- 1 cup of mixed berries
- 3 tbsp. ground flax seeds
- ½ cup of old fashioned rolled oats
- 1 tsp. brewer’s yeast (optional)
- 1 banana (optional)

**Directions:**
Blend coconut oil, yogurt, and peanut butter with almond milk first; then blend the rest of ingredients until smooth texture.

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!

HUMANS OF UMIT

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, please email a quick narrative to umitnewsletter@miami.edu — as if you were causally speaking about your story. We will be requesting a 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?
A number of years ago I was working with a faculty member, helping him get materials for a web site he was creating. He said he wouldn’t be in town the next week because of a conference. I asked whether he was presenting a paper or just attending. He, very humbly, said that he was the keynote speaker. I later learned that he was the primary authority in his field. That incident, reinforced by similar interactions with many other faculty members, taught me the incredible academic excellence of the University of Miami. We work side-by-side and often don’t realize the honors that others have earned. Also, one fall semester UM had to shut down three times for hurricanes that approached or hit the campus. We missed so many classes we changed the calendar to hold classes to the day before fall graduation. UM announced that students who had already purchased airline tickets home, based upon the original final exam schedule, should try to get the reservations changed. If there was a problem, or a charge to change flights, students were directed to an office on campus to get reimbursed by UM. I have never been prouder of UM than I was when that happened. UM did the right thing for the right reason, going beyond our minimum responsibility. It’s great - to be - a Miami Hurricane.

Bill Vilberg
Asst. Director, App Sys Development

If you’re with an organization for any length of time, you experience highs and lows, and as an employee of the university for over 28 years, I know this to be true. However, the UM’s commitment to the enhancement of not only the lives of the patients we serve through UHealth, but also to the employee experience has been a major factor in my decision to stay here for as long as I have. I remember during the early years of my employment, I was assigned to medical collections. In the months following this assignment, the university’s revenue increased over $2 million dollars. That showed me how much one employee can make a difference. Some years later, my immediate supervisor realized I had potential for growth in other areas, and provided me with the opportunity to transfer to information systems. This was an area in which I had no prior experience. But that was 19 years ago, and since then I have excelled, and I enjoy my current role as a Senior Systems Analyst with the Clinical Applications Systems team. The compassion the CAS team has for volunteering with organizations such as The Sylvester Comprehensive Cancer Center’s Alex’s Pace, and the Salvation Army also makes me proud to be part of this university and the department. It shows the generous hearts of the employees here at UM.

Collette Outler
Senior Systems Analyst
ANNOUNCEMENTS & MILESTONES

Kudos: Tim Vothang

“I want to personally thank you for your help at the Cybersecurity Conference. I can’t imagine how strenuous it must have been to record, live stream, and photograph our event. You stood up the whole day and never left your post. Even when we experienced technically difficulties, you continued to troubleshoot to get the issues resolved so that our remote guests can enjoy the conference as well.

I know we asked a lot of you and on behalf of all of UMIT Security and SF ISSA, so I thank you for volunteering and for all your hard work. I hope to work with you again on future projects.

UMIT is so very lucky to have you as a team member.”

- Krista Mikaële Theodore, UMIT Security Engineer

Kudos: Diamari Torres

“Thank you again for all your help with the SecureCanes wireless initiative. You have been awesome in helping us throughout the project, especially yesterday getting the messages out to our students so quickly. You helped us achieve our goal. Couldn’t have done it without you. You’re the best! Thanks a million.”

- Haydee Sol, UMIT Project Manager

Course Offering by One of Our UMITers: Software Engineering and Architecture

“Fellow UMITers: I am teaching a course in the College of Engineering during Spring 2016. The course is ECE 512 - Software Engineering and Architecture. This course is a great opportunity to learn about the latest trends and future potential of effective software engineering. If you’re interested in joining, please contact me at: lokeshr@miami.edu.”

- Lokesh Ramamoorthi, Security Assurance and Compliance

‘Canes in the Community: Alice Kerr and Lucy Montoya

“On Sunday, November 8, Lucy Montoya and myself volunteered at a Girl Scouts Tech Camp hosted by faculty from UM’s Computational Science Department. We assisted with activities that introduced the “cool factor” of information technology (coding, gaming, virtual reality, 3D visualization) and general talks about various careers. It was great to get the group of 54 mostly middle-schoolers excited about the various fields of interest within the greater field of technology.”

- Alice Kerr, Executive Director, Project Management
CAS Throws Halloween Dance Party at Alex’s Place

This year, the Clinical Applications Systems (CAS) team continued the tradition of bringing the spirit of Halloween to children currently receiving treatment for cancer and blood diseases at Alex’s Place, an outpatient care facility at the University of Miami Health System’s Sylvester Comprehensive Cancer Center.

Led by the CAS Social Events Committee, 24 CAS employees, dressed in costumes ranging from Dr. Seuss characters, the Ninja Turtles, Snow White, and other children’s favorites, spent the morning entertaining and interacting with the children and their families. During the Halloween celebrations, employees and children alike, played games, painted, colored, and indulged in Halloween candy. A highlight of the morning was a Spooktacular Dance Party — it was the perfect opportunity for everyone to dance, be silly, and be reminded of the joy of simply being a kid again.

The CAS Social Events Committee would like to thank everyone who donated toys, candy, and their time, for this very special event.
ANNOUNCEMENTS & MILESTONES

Cybersecurity Conference 2015

The University of Miami and the South Florida chapter of Information Systems Security Association hosted the inaugural Cybersecurity Conference on October 22, 2015 at the BankUnited Center.

The primary goal of this conference was to bring together Information Security (InfoSec) professionals from various trades – as well as those interested in cybersecurity – in an open dialogue to discuss issues facing the InfoSec industry. As you may know, the InfoSec industry has been through a lot of change recently, so it is critical for industry professionals to have the opportunity to come together to discuss these changes and prepare for the future.

We invite you to download the following materials from our fantastic keynote speakers:

- Joe Sullivan, Uber CSO: [click here to view his presentation]
- Pete Nicoletti, Hertz CISO: [click here to view his presentation]

Click here to see all of the photos on Facebook
ANNOUNCEMENTS & MILESTONES

UMIT Halloween 2015

Click here to see all of the photos on Facebook

Medical Migration Celebration

Click here to see all of the photos on Facebook
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.

UMITer Alice Kerr at the 2015 Veteran’s Fair

November 11, 2015

Thank you to all our our veterans for your service!
FYI: Important Fire Drill and Evacuation Information

Recently, the fire alarms sounded in Gables One Tower (GOT) and UMITers had to evacuate the building. We wanted to remind all UMITers how important it is to adhere to the correct fire drill and evacuation procedures:

1. Don’t sit around and ask “is this real?”
2. Grab your keys, wallets, and/or purses and head to the nearest exit and/or stairwell
3. Proceed to your designated fire drill evacuation location
4. Let your supervisor know you are in the evacuation area
5. If other UMITers are unaware of where to go, encourage them to head to the evacuation area
6. Wait for an all clear; do not re-enter the building until it has been determined as safe

Fire drill evacuation locations vary by location:

• At GOT in the Coral Gables campus, the evacuation location is Jaycee Park (in back of Holiday Inn)
• At Ungar in the Coral Gables campus, the evacuation location is the Arboretum Lot, 102
• At Dominion Parking Garage (DPG) in the Medical campus, the evacuation location is at the northwest corner of 14th street and NW 11th Ave (by the valet lot)
• At Dominion Tower (DT) in the Medical campus, the evacuation location is at the Research Quadrangle (south end)
• At Professional Arts Center (PAC) in the Medical campus, the evacuation location is at the Sylvester Comprehensive Cancer Center (SCCC) courtyard
• At Center for Family Studies (CFS) in the Medical campus, the evacuation location is at the parking lot on the north side of the CFS building

If your work location is not listed above, please ask your supervisor for more information regarding fire drill and evacuation procedures.
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