Enterprise Content Management: The Possibilities are Endless

In an effort to modernize University data storage and empower employees with the information they need at a moment’s notice, UMIT has implemented a new ECM (Enterprise Content Management) system that is truly transforming lives at the University. (ECM is a means of electronically organizing and storing documents and other media files.) Strategically, we would like to streamline operations and become as close to paperless as possible within the next two years.

For over 20 years, the University has relied on the Document Management System (DMS) and Report Distribution System (RDS) to conduct the capture and storage of organizational documents and reports. When the DMS and RDS were reaching end-of-life support, UMIT started searching for a solution. The new solution needed to integrate with UM’s existing technology, including the PeopleSoft student (enterprise resource planning) system and EPIC EMR (electronic medical record), plus it had to be capable of expanding and growing along with the University and UHealth.

Ultimately, UM chose to deploy OnBase by Hyland, a cloud-based ECM solution. Hyland was the best solution provider that would host the University’s content and who had a mature partnership with both PeopleSoft and Epic. The new ECM solution aims to aid UM and UHealth in better serving patients, faculty, staff, and students.

Instead of shuffling paper from one department to the next, departments can content into systems that ECM integrates with, which enables the content to be shared across the organization, as needed. This – in combination with workflow processes developed by staff – results in money and hours of work saved every day: “The lockbox enhancement has allowed us to eliminate the old process, which is cost effective in eliminating the use of paper. It also saves about a day of work a month on clerical work. This allows us to focus on more pressing matters such as identifying payments,” said Marcia Quinta, Manager of Office of Research Administration.

ECM goes beyond storing text documents and PDFs, to include content that encompasses any file format (e.g. emails, photos, spreadsheets, etc.) and/or structured collections of data (such as eForms that can be shared using automated workflow processes).

“OnBase has automated the check listing process by creating an instant notification when a document (such as a transcript, letter of recommendation) is received. Applicants are now better informed of their application status and what items are missing to complete their application. The end result has been reduced calls and quicker turnaround time on admission decisions thus making UM more competitive in the marketplace,” said Patty Keesling, Admission Operations Record Manager.

Once the word was out about the success of the new cloud ECM solution in Admissions and at the medical center, additional departments around campus requested to move to OnBase. For instance, Financial Aid was one of the earliest departments to be deployed because it is vital to student recruitment and retention: “The optical character recognition (OCR) process built by the ECM team for the Financial Need Analysis Reports (eFNAR) works phenomenally. It has provided real-time information to students so that they know when documents are received, i.e. reducing the bottleneck for students as well as staff processing time,” said Ray Nault-Hix, Associate Dean of Enrollment Management & Financial Assistance.

Currently, UM is working on the budget and roadmap for OnBase from June 2017 through June 2022. In doing so, UM is looking at one core issue – what changes can be made to enhance the University?

A few of the upcoming projects include integrating with Workday (the Human Resources and Finance ERP solution) and deploying OnBase in HR, Purchasing, Accounts Payable, Advancement, and Payroll. With new departments lined up, work processes waiting to be transformed, and integration opportunities waiting to be implemented… the road is long but the possibilities are endless; and the ECM team is leading the way.

The ECM Point Solutions Team – led by James Balter, Director – includes five certified OnBase Systems Administrators: Brett Booz, Gilbert Serein, Ty Taylor, Vanessa Valdes, and Lourdes Wolf-Marenus. Each member of the team brings unique skills and legacy experience that has proven invaluable during the University’s implementations. With the ECM Point Solutions Team’s support, the cloud-based solution OnBase is replacing legacy systems such as DMS, RDS, Cane Care, iManage, and CMIS throughout the academic and medical campuses.
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.

It is amazing to think that we are nearing the end of the first quarter of calendar year 2016. Major projects completed to date include: Compliance 360 Claims Auditor Gateway; Domain Controllers Upgrade; ECM for Ariba and DMAS, Financial Aid, Frost School of Music; OIM PS3 Upgrade; PakEdge Barcode Labeling Server; Pathology Lab at Metropolitan Hospital; Phillips IntelliBridge; Virtual Desktop Infrastructure Pilot; FastPass Server Upgrade; MCSL Database Server Upgrade; Payment Navigator Instamed (Pilot); Sunquest PowerPath; Teletracking Server Upgrade 2015; Topaz Production & Sandbox Servers; and Windows Upgrade for the Medical Campus.

On behalf of the PMO, I want acknowledge the outstanding work being carried out by our UMITers across the organization. The projects and services we provide underpin and extend the academic and healthcare enterprises, enable new opportunities for communication and teamwork, allow for process efficiencies, and provide needed metrics. Our collective “heads-down” and focused efforts enable UMIT to not only support our common purpose of transforming lives through teaching, research and service, but to directly impact President Frenk’s goal of achieving Administrative Excellence.

WELCOME OUR NEW HIRES

Deana Cochran
Sr. Business Systems Analyst

Naecovia Davis
ERP Business Analyst

Lior Flum
Sr. Instructional Designer

Lauren Rodriguez
Business Systems Analyst
MOVERS & SHAKERS

Andrea Byrd
Andrea was promoted from Billing Analyst, Business Operations to Sr. Financial Assistant, Business Operations

Congratulations

CURRENT UMIT JOB OPPORTUNITIES

Sr. Clinical Systems Analyst
Software Engineer
Network Engineer
Business Systems Analyst
Data Entry Clerk (Casual)
Security Engineer
IT Project Specialist
Network Engineer
Systems Administrator
Sr. Business Systems Analyst
Sr. Clinical Systems Analyst
Desktop Support Tech
Sr. Systems Analyst
Sr. Systems Engineer
Help Desk Technician
Sr. Clinical Systems Analyst
Desktop Support Technician
Sr. Database Analyst (BI)
Sr. Systems Administrator (BI)
Business Systems Analyst
Sr. Decision Support Analyst
Assistant Vice President
Sr. Network Architect
Security Analyst (Casual)
Programmer, Intermediate
Sr. Clinical Systems Analyst
Sr. Programmer
Technical Analyst
ERP Developer
Computer Systems Validation Specialist (Casual)
DIVERSITY CALENDAR: MARCH-APRIL 2016
by Titanya Ramsingh-Pierce

March 2016 (All Month)
NATIONAL WOMEN’S HISTORY MONTH
Honors women as significant agents of historical change.

March 23
HOLI • Hindu
Also called Holakaar Phagwa, this festival celebrates spring and commemorates various events in Hindu mythology.

March 23
MAGHA PUJA • Buddhist
Also known as Sangha Day, it commemorates the spontaneous assembly of 1,250 arahants, completely enlightened monks, in the historical Buddha’s presence.

March 24
PURIM • Jewish
The “Feast of Lots” marks the salvation of the Jews of ancient Persia from extermination.

March 24
HOLY THURSDAY • Christian
Also known as Maundy Thursday, it is celebrated on the Thursday before Easter commemorating the Last Supper, at which Jesus and the Apostles were together for the last time before the Crucifixion.

March 24
HOLLA MOHALLA • Sikh
An annual event which is a martial arts parade historically coinciding with Holi, the Hindu festival of colors. Celebrations related to Holla Mohalla may be held in various locations over several weekends preceding the actual date of the holiday.

March 25
GOOD FRIDAY • Christian
Known as Holy Friday in Eastern Christianity, it commemorates the Crucifixion of Jesus on the Friday before Easter/Pascha.

March 27
EASTER • Christian
Known as Pascha in Eastern Christianity, it celebrates the resurrection of Jesus.

March 31
CESAR CHAVEZ DAY
Honors Mexican American farm worker, labor leader and activist Cesar Chavez (1927-1993) who was a nationally respected voice for social justice.

April 14
VAISAKHI (also spelled Baisakhi) • Sikh
The festival which celebrates the founding of the Sikh community as the Khalsa (community of the initiated). On this day, Sikhs gather and celebrate Vaisakhi at their local Gurdwaras (Sikh house of worship) by remembering this day as the birth of the Khalsa.

April 15
RAMA NAVAMI • Hindu
Celebrates the birthday of Rama, king of ancient India, hero of the epic Ramayana, and seventh incarnation of Vishnu.

April 15
DAY OF SILENCE
Students take a day-long vow of silence to protest the actual silencing of lesbian, gay, bisexual and transgender (LGBT) students and their straight allies due to bias and harassment.

April 21-May 2
FESTIVAL OF RIDVÁN • Bahá’í
Annual festival commemorating the 12 days when Bahá’u’lláh, the prophet-founder of the Bahá’í Faith, resided in a garden called Ridván (Paradise) and publicly proclaimed His mission as God’s messenger for this age. The first (April 21), ninth (April 29), and twelfth (May 2) days are celebrated as holy days when Bahá’í suspend work.

April 22-23
THERAVADA NEW YEAR • Buddhist
In Theravada countries the New Year is celebrated on the first full moon day in April.

April 23-30
PASSOVER/PESACH • Jewish
The eight-day “Feast of Unleavened Bread” celebrates Israel’s deliverance from Egyptian bondage.

April 24
ARMENIAN MARTYRS’ DAY
Memorializes the genocide of some 1.5 million Armenians between 1915 and 1923 in Turkey.
Gartner Solutions

Gartner for Technical Professionals (GTP) analysts are continually publishing new documents. Below is some of the latest research from February and March:

- **The Continuing Evolution of Office 365: The Emergence of a Unified Platform**
- **IAM Risk-Based Planning Model and Toolkit for Reducing Operational Risk**
- **Comparing Endpoint Technologies for Malware Protection**
- **Decision Point for Selecting a Multifactor Authentication Solution for Azure AD and Office 365**
- **Making the Right Identity Choices for Azure AD and Office 365**
- **How to Build the Technical Foundation for a Digital Workplace**
- **Evaluation Criteria for Hyperconverged Integrated Systems Appliances**

Having trouble logging in? Have questions about Gartner? Please contact David Sunderland, our Gartner Research Assistant, at: david.sunderland@gartner.com

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**PROFESSIONAL DEVELOPMENT**
by David Sunderland

**TECH BYTES**
by Jamil Porta

**Surprise! The Android N Developer Preview is out right now**
Android N brings split-screen, redesigned notifications, and more power savings. Visit Website >>

**DROWN attack sinks security for millions of websites**
Security researchers reveal new technique to break TLS using SSLv2 server. Visit Website >>

**Quantum Computer Developed by MIT Ushers in New Era of Encryption**
Those invested in protecting secrets may soon find their encryption defenses vulnerable to new methods of attacks. Visit Website >>

**Silicon Valley engineer: ‘We’re in a really precarious moment with race relations’**
The lack of diversity is a deep-rooted, painful problem in Silicon Valley. Visit Website >>

**Poor Americans will get $9 a month to buy broadband or mobile data**
Lifeline program shifting from phone subsidies to Internet service. Visit Website >>

**Can MedNexus, A Tech Startup, Help Patients Find Online Medical Information?**
Finding reliable health information might be getting a bit easier. Visit Website >>
SECURITY FUN FACTS
by Krista M. Theodore

2016’s Biggest Security Threats

Now that the new year is well underway, it’s time to look at some of the biggest security threats to our data and how to avoid them.

Extortion Hacks
Extortion hacks are the opposite of ransomware attacks. Instead of encrypting data and requiring money, an attacker will obtain sensitive information and threaten to release it if the victim doesn’t pay. These types of hacks are more often targeted at large companies than at individuals. Notable examples include the “Sony hack” and the “Ashley Madison hack.” Essentially a form of blackmail, this type of cyber-attack is a growing concern for companies and executives. Experts expect these types of attacks to become much more prevalent in the coming year.

Attacks That Change or Manipulate Data
Identified by the head of the NSA as the “next nightmare,” this type of cyber-crime compromises the integrity of digital data. Most likely targeting financial and stock-trading systems, an attack doesn’t destroy data but alters it in small, potentially unrecognizable ways. On a small scale, these alterations could lead to accounting miscalculations. On a larger scale, the corruption of data, loss of money, or even forcing stock prices to spike or drop. A particularly worrisome aspect proposed by US military officials is the potential for foreign powers to alter or sabotage the integrity of US weapons systems.

Chip-and-PIN Innovations
Starting in October of last year, credit card companies were required to include a “chip” in all cards. The card chip, already widely used internationally, sends a new transaction code every time the card is used. This prevents hackers from putting your card number on a cloned card and using it in person. In countries that already have chip cards, card-present fraud has fallen drastically. However, hackers are nothing if not persistent and phone and online card fraud has skyrocketed. Online, a pin nor signature is required, making the theft of just a card number more efficient. The US should expect online card fraud to increase. It is important to make sure you are prepared by removing public personal data from social media, beefing up password strength, and adding 2-factor online authorization when available.

The Rise of the IoT Zombie Botnet
2015 saw the rise of the Internet of Things, including smart devices, such as cars, thermostats, lighting, appliances, that were all interconnected and online. As with anything that is connected to the outside world, there are people who want to get in. Traditionally, botnets referred to a group of hacked computers that could be used for malicious purposes by attackers (usually denial-of-service attacks, or distribution of malicious email). Attackers began testing the waters in 2015, hacking connected things and taking control. Hijacked devices are sometimes known as “thingbots.” 2016 will see a more coordinated effort, using any device with its own IP address to carry out Distributed Denial of Service (DDoS) attacks. Unfortunately, knowing whether a device has been hijacked is much more difficult than a computer.

For more information about upcoming cyber security threats and how to stay safe, please contact UMIT Security at ciso@miami.edu or visit miami.edu/it/security.
UMIT in the Community

by Tiara Brewster

UMITers UMIT Joins the Dolphins Cancer Challenge to Fight Cancer

Several members of University of Miami’s Information Technology (UMIT) answered the call to “DCC with Me” at the 2016 Dolphins Cancer Challenge (DCC) in Miami. This annual event is dedicated to improving people’s lives through the financial support of innovative cancer research at the Sylvester Comprehensive Cancer Center.

Among the UMIT participants were Allan Gyorke, Assistant Vice President & Chief Academic Technology Officer; Lindsay George, Assistant Vice President for Strategic Initiatives; Alice Kerr, Executive Director of Project Management; Jackie Zucker, Technical Lead for Enterprise Resource Panning; Sheryl Borg, Director of Information Technology; Juan Artigas, Manager of Information Technology, and Brandon Calero, Technical Analyst. Karinne Collazo, Senior Business Systems Analyst, also took part as a virtual rider.

Artigas, who participated for the third consecutive year was impressed by how the event has grown, and said, “I rode for my aunt Madelin Dominguez who is currently battling cancer. It was an amazing experience and it felt great to be part of such a wonderful cause. I am proud to be a part of the U, of the research conducted here at our Sylvester Comprehensive Cancer Center,” said Artigas.

“The ride was definitely a challenge, but knowing that my efforts were for those who fought, or are fighting cancer, helped me power through the entire 35 miles,” said Calero. “There are a few people in my life that have been affected by this terrible disease, including my mom who is a cancer survivor, but the person who inspired me to raise funds and participate gave her young life in the fight against cancer,” he said.

To learn more about DCC, visit: http://dolphinscancerchallenge.com/about
UMIT IN THE KITCHEN

Lebanese Lamb and Beef Arayes

*Ingredients:*
- 1 medium onion finely diced
- 1 tablespoon baharat spice blend (Za’atar, Ground Allspice, Ground Coriander, Ground Cardamom, Ground Cumin & Garlic Powder)
- 2 tablespoons golden raisins
- 10 ounces ground lamb & beef blend
- 1 teaspoon of lemon zest and lemon wedges
- ¼ cup chopped parsley
- 2 pitas (cut into pockets)
- ¼ cup labneh cheese (or sour cream)

*Directions:*
- Preheat the oven to 450°F.
- In a frying pan, heat 2 teaspoons of olive oil on medium-high until hot. Add the onion and the spice blend; season with salt and pepper. Cook, stirring occasionally, 2 to 4 minutes. Add the raisins. Cook, stirring frequently, 1 to 2 minutes, or until thoroughly combined. Transfer to a bowl and set aside in a warm place.
- Add the ground lamb and beef, lemon zest and the parsley to the bowl of cooked aromatics; season with salt and pepper to taste. Gently mix until combined. Using a spoon, evenly divide the filling between the pita pockets. Sprinkle the pitas with olive oil and bake in a sheet pan for 16-18 min turning half way.
- For dipping, use the labneh cheese (or sour cream if you can’t find the cheese) add the juice of two lemon wedges, salt and pepper and stir to combine.

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ANNOUNCEMENTS & MILESTONES

Career Milestones: Saviour Delavoe

My employment for the University of Miami began in 1974 in what was then called National Children’s Cardiac Hospital (NCCH). My starting position in the Department of Pharmacy was a clerk. I was raising three children at the time, the fourth born while I was employed here. It became known to me that my children would be able to go to the UM for free. This became my goal to stay in order to educate my children because no one in my family at the time had a higher education. In Pharmacy I worked under the supervision of Mrs. Regina Jollivette Frazier who was the Director at the time. She became all that I had aspired to be because I had few role models in my life. Mrs. Frazier mentored me as I grew both personally and professionally. I implemented the first electronic system (SMS) in the 90’s to computerize the Pharmacy operations, providing the build for the system and later the support for the system and the users. I also received certification as a Pharmacy Technician and achieving several titles in Pharmacy until I became a system administrator. Over the next few years I attempted school several times at MDCC never being able to finish due to family obligations.

Years later when my children started high school I began to groom them to be college ready to go the University of Miami free education. Unfortunately the schools promoted Military service as an alternative to education which discouraged, frustrated and also infuriated me. At which time Mrs. Frazier began to encourage me to pursue my own education. I took her advice. For six long years, I attended the University of Miami part time, while employed to successfully achieve the first degree in my family. I worked in the Pharmacy for a total of 30 years. After obtaining my BBA in Finance, I realized it was time to leave the Pharmacy because I could grow no farther in that area unless I had pursued a career as a Pharmacist.

Eventually, I transferred from Pharmacy to pursue a career in UMIT, where I currently work as a Clinical Systems Analyst on the Willow team (Epic’s Pharmacy Application). I have been in this department for approximately 12 years. Had I not taken the opportunity that UM provided as a benefit I would never have been able to achieve this goal. My life has changed dramatically and I am now working hard to encourage all my grandchildren to go to school and achieve the highest level of education they can achieve. This will provide the legacy for my family’s future.

-Saviour Delavoe, Sr. Clinical Systems Analyst
ANNOUNCEMENTS & MILESTONES

Kudos: Paul DiPrima

“I would like to recognize Paul DiPrima and the personal attention he always gives to me and every task he is involved in. I am new to Bascom Palmer and I must admit, not very computer savvy, but he never makes me feel that way and approaches everything with a great attitude. I am thankful he is the IT representative at this facility in Naples and congratulate the manager who hired him and keeps him on staff. Thank you!”

- Paula Dear, Clinical Research Coordinator, Bascom Palmer Eye Institute

UMIT Feature: University of Miami Represented at HIMSS Annual Conference & Exhibition

Leaders of University of Miami’s Information Technology division were among the nationally renowned speakers and thought leaders chosen to present at the 2016 HIMSS (Healthcare Information and Management Systems Society) Annual Conference and Exhibition in Las Vegas.

Click here to read the full story on e-Veritas.

Left: David Seo, M.D., Associate Vice President of IT for Clinical Applications and Chief Medical Informatics Officer for the University of Miami Health System

Right: Dawn Cram, Manager of Application Systems Development

UMITers Represent the U: University of Miami Recognition in Colorado

“Last summer my wife and I vacationed in Breckenridge, Colorado. One day we were walking down the street and noticed a lady working in a flowerbed in front of her house. She saw us and threw her hands up in the U shape. We returned the sign and I realized I was wearing a UM hat. The next day we were at a farmer’s market in Dillon, Colorado. I had on the same hat and a young lady came up and asked if we worked at UM. I explained that I work in Information Technology and asked her if she was part of the UM family. She was vacationing in Colorado and about to return to campus for her Sophomore year. UM is a fairly small school compared to schools like Florida, Ohio State, or Michigan, but we are a tightly knit family. No matter where I am, if I am wearing a UM shirt or hat, I am warmly greeted by other UM people.”

- William (Bill) Vilberg, Assistant Director, Learning Platforms, IT
Kudos: Krista M. Theodore

Security Engineer **Krista M. Theodore** recently spoke to students at the Howard D. McMillan Middle School Science, Technology, Engineering and Math (STEM) showcase. Great job, Krista!

**UMIT in the News:** Florence Parodi

Manager Florence Parodi writes about the upcoming Higher Ed Summit 2016 and how Salesforce can help student workers enhance their skills. Congratulations, Florence!

**Higher Ed Students Gain Salesforce Skills While Contributing to Success**

*By Salesforce.org | March 7, 2016 | Higher Education*

With 35+ breakout sessions, nineteen theater sessions, two Ignite workshops, two Trailhead Live workshops, a Circles of Success, running demos, and a Genius Bar, **Higher Ed Summit 2016** participants will come back inspired and eager to apply all that they have learned. But, if you’re a solo admin or part of a small team responsible for Salesforce at your school, you may wonder how in the world you can provide awesome functionality to your users without working 24x7. Higher education institutions have talented resources that might be over looked, and at the University of Miami we’re leveraging them to enhance our Salesforce team.

The key? Student workers.
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