We announced a few organizational changes this month that will streamline processes and increase productivity throughout our organization. Today, I want to share my thoughts with you about these changes and what they mean to UMIT’s future.

As you know, several members of the UMIT Security Team have recently transitioned to the Infrastructure & Operations team in order to create a network operations center (NOC) and security operations center (SOC). The NOC team will be focused on monitoring network performance, while the SOC team works to identify, investigate, and resolve security threats as quickly as possible. The UMIT Security team is responsible for policy, compliance, risk assessments, audits, vulnerability management, and incident response coordination. These teams work together to enable better visibility and a more accurate detection of incidents in order to help UMIT perform better.

Also, in order to align the Clinical Applications team with the new vision for the health system, Dr. David Seo, Chief Information Officer and Associate Vice President for the University of Miami Health System and Miller School of Medicine, is now reporting to Dr. Steve Altschuler, Chief Executive Officer, UHealth, and Senior Vice President of Health Affairs. I believe that aligning the Clinical Applications team with the health system is an important step toward the success of the enterprise.

Although organizational changes can be challenging, it is critical that we remain focused on our vision: to be the best information technology organization in higher education and healthcare. In alignment with the University’s culture shaping initiative to make UM a great place to work, these organizational adaptations are essential for our long-term success.

I encourage you to embrace change as an opportunity for growth and professional development. Each of you plays a vital role in the progress and success of our department, and I thank you for keeping a positive attitude regarding these changes. If you have any questions or concerns, please do not hesitate to reach out to me directly.

In partnership,

Steve
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.

“We have an extraordinary capacity for renewal – reinventing ourselves and leaning in to hurricane strength forces that reshape our landscape, literally, and figuratively.” -Dr. Julio Frenk, Sixth President of the University of Miami.

Sometimes our tendency to focus on dealing with the latest “someone wants it yesterday” urgent request, blocks from our view the totality of great work being done by our UMITers across the University. We are collectively reshaping the landscape by delivering relevant services to our UM constituents. Here are just a few examples of UMIT leaning-in and providing service excellence:

1. We are embarking on a wider roll-out of the Duo Multi-Factor Authentication (MFA) application. This will further increase our ability to ensure that UM systems requiring greater access sensitivity are protected at the appropriate levels.
2. Building on the success of the Medical Campus Active Directory consolidation, we are extending this effort to the RSMAS campus.
3. Clinic expansions are well underway to extend the reach of our UHealth services to populations beyond the downtown Healthcare District. Specifically, the Sylvester Comprehensive Cancer Center (SCCC) is expanding clinic space in Hollywood and Deerfield; UHealth is expanding in Plantation, planning a Miami Beach clinic, and eagerly approaching a Fall 2016 opening of the Lennar Medical Center on the Coral Gables campus; and most recently, Pediatrics opened a clinic in Weston.

Each of these initiatives relies upon the expertise and commitment of UMITers in various specialties. Again, I want to take this opportunity to thank you for being the force that moves UMIT and UM forward.

WELCOME OUR NEW HIRES

Andre Carty
Desktop Support Technician

Liliana Estrada
Clinical Pharmacist Analyst

Alexey Knyazev
Sr. Decision Support Analyst

Jorge Toledo
Sr. Clinical Systems Analyst

Deborah Ward
Sr. Clinical Systems Analyst

umitnewsletter@miami.edu
MOVERS & SHAKERS

John Acebal
John was promoted from Help Desk Technician, Service Desk to Sr. Desktop Support Technician, Service Desk

Luis Martinez
Luis was promoted from Help Desk Technician, Service Desk to Sr. Desktop Support Technician, Service Desk

Stacy Ramos
Stacy was promoted from Help Desk Technician, Service Desk to Sr. Desktop Support Technician, Service Desk

Stephen Weatherly
Stephen was promoted from Security Architect, Telecommunications to Sr. Network Architect, Telecommunications

Dennis Yancey
Dennis was promoted from ERP Business Analyst, ERP to Manager, IT, ERP

CURRENT UMIT JOB OPPORTUNITIES

Technical Analyst
Switchboard Operator
IT Project Specialist
GIS Specialist
Communications Technician (Casual)
Sr. Clinical Systems Analyst
Sr. Clinical Systems Analyst
Desktop Support Technician
Sr. Clinical Systems Analyst
Software Engineer

Network Engineer
Security Engineer
Network Engineer
Systems Administrator
Sr. Clinical Systems Analyst
Sr. Systems Engineer
Sr. Systems Engineer
Help Desk Technician
Sr. Clinical Systems Analyst

Sr. Systems Administrator (BI)
Business Systems Analyst
Sr. Decision Support Analyst
Security Analyst (Casual)
Programmer, Intermediate
Sr. Clinical Systems Analyst
Sr. Programmer
Technical Analyst
Computer Systems Validation Specialist (Casual)
DIVERSITY CALENDAR: APRIL-MAY 2016
by Titanya Ramsingh-Pierce

April 2016 (All Month)
GENOCIDE AWARENESS MONTH
A month that marks important anniversaries for past and contemporary genocides. Throughout the month, individuals, communities and organizations join together to commemorate and honor victims and survivors of mass atrocities.

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.

May 2016 (All Month)
ASIAN PACIFIC AMERICAN HERITAGE MONTH
Recognizes the contributions and celebrates the culture of Asians and Pacific Islanders in the United States.

May 2016 (All Month)
JEWISH AMERICAN HERITAGE MONTH
Recognizes the history of Jewish contributions to American culture, acknowledging the diverse achievement of American Jews.

May 1
INTERNATIONAL WORKER’S DAY
Also known as May Day, it celebrates the social and economic achievements of workers worldwide. The day commemorates the Haymarket Riot of 1886 in Chicago, in which police and protesters clashed following a workers’ strike for an eight-hour work day.

May 3
WORLD PRESS FREEDOM DAY
Serves as an occasion to inform the public of violations of the right to freedom of expression and as a reminder that many journalists brave death or jail to bring people their daily news.

May 5
ASCENSION DAY • Christian
Celebrated 40 days after Easter/Pascha, it commemorates the ascension of Jesus into Heaven.

May 5
CINCO DE MAYO
In 1862 Mexican forces defeated French occupational forces in the Battle of Puebla.

May 5
YOM HASHOAH • Jewish
“Holocaust Remembrance Day” memorializes the heroic martyrdom of six million Jews who perished in the Nazi Holocaust.

May 8
MOTHER’S DAY
Children of all ages show appreciation for their mothers.

May 15
BUDDHA DAY • Buddhist
Also known as Vesak or Visakha Puja, it marks the occasion of the birth, spiritual awakening, and death of the historical Buddha.

May 15
PENTECOST • Christian
Also known as Whitsunday, the seventh Sunday after Easter/Pascha commemorates the descent of the Holy Spirit upon the Apostles and women followers of Jesus. Marks the birth of the Christian Church.

May 21
WORLD DAY FOR CULTURAL DIVERSITY FOR DIALOGUE AND DEVELOPMENT
Recognizes cultural diversity as a source of innovation, exchange and creativity, as well as the obligation to create a more peaceful and equitable society based on mutual respect.

May 23
DECLARATION OF THE BAB • Bahá’í
Commemoration of May 23, 1844, when the Báb, the prophet-herald of the Bahá’í Faith, announced in Shiráz, Persia, that he was the herald of a new messenger of God.

May 26
LAG B’OMER • Jewish
Celebrates the end of a divine-sent plague and/or Roman occupation during Rabbi Akiva’s lifetime (died c. 135 CE).

May 29
ASCENSION OF BAHÁ’U’LLÁH • Bahá’í
Observance of the anniversary of the death in exile of Bahá’u’lláh, the prophet-founder of the Bahá’í Faith.

May 30
MEMORIAL DAY
Initiated originally to honor the dead of the Civil War, this observance now pays homage to the dead of all U.S. wars.
Gartner Solutions

Gartner for Technical Professionals (GTP) analysts are continually publishing new documents. Below is some of the latest research from April 2016:

- Cloud Computing Primer for 2016
- Three Approaches to Docker Networking
- In-Depth Assessment of the Nutanix NX-8150 HCIS Appliance With Acropolis 4.6
- Orchestrating Docker Container-Based Cloud and Microservices Applications
- Evaluation Criteria for Enterprise Mobility Management Suites
- Building Modern Web Applications With ReactJS, HTML5 and JavaScript
- Solution Path: Implementing Big Data for Analytics

PROFESSIONAL DEVELOPMENT

by David Sunderland

Adobe patches Flash bug that’s being exploited to install ransomware
“Actively exploited” critical flaw has been in wild for more than a week.
Visit Website >>

Ubuntu’s bash and Linux command line coming to Windows 10
Rising from the ashes of Project Astoria.
Visit Website >>

Some truly useful tech: A sensor for your child’s car seat
Not a moment too soon, a startup has created a device called Sense A Life.
Visit Website >>

How Printing a 3-D Skull Helped Save a Real One
A tumor lodged deep in a teenager’s skull posed diagnostic complications. A 3-D model of the patient’s skull provided a vital road map to help doctors prepare for surgery.
Visit Website >>

Tomorrow’s buildings: Is world’s greenest office smart?
The Edge office building in Amsterdam prides itself on good coffee, lots of natural light - no desk is far from a window - and a gym that allows you not just to get fit but also to contribute to the energy supply of the office.
Visit Website >>

Some truly useful tech: A sense for your child’s car seat
Not a moment too soon, a startup has created a device called Sense A Life.
Visit Website >>

@MichelleObama
An exclusive look at how the First Lady mastered social media.
Visit Website >>

Having trouble logging in? Have questions about Gartner? Please contact David Sunderland, our Gartner Research Assistant, at: david.sunderland@gartner.com
SECURITY FUN FACTS
by Krista M. Theodore

The Cloud

April showers bring May flowers; but while we’re still in the rainy month, we should take the opportunity to look at the clouds. Cloud computing, also known simply as “The Cloud,” involves storing data online where it is accessible from several devices and by several people – rather than on one computer’s hard drive. In a university environment, cloud storage solutions are invaluable tools for research and collaboration.

SharePoint
At UM, you have access to SharePoint as part of your Outlook email. With SharePoint, you can organize and share files with your fellow faculty, staff, and students. Plus, you can create Microsoft Office files (i.e. Word, Excel, PowerPoint, etc.) easily online, so multiple people can edit and collaborate in real time.

Box
UM also provides cloud storage services from Box. Box adheres to the highest industry standards of security and encryption, meaning that it complies with Health Insurance Portability and Accountability Act (HIPPA) terms. Box is a safe cloud storage solution for sensitive data. It is free to all University of Miami faculty, staff, and students.

Here are just some of the benefits to working and storing data on safe and encrypted cloud solutions:

- **Always up-to-date:** Files are updated in real time, so there’s no need to email new versions back and forth. Additionally, while a computer’s hardware software may not be updated for a while, cloud storage is automatically updated because it is online.
- **Less physical room:** Less storage on your physical computer means that you actually have less space to utilize your computer! A computer with lots of data in it will usually run slowly or with errors. Putting more storage online leaves more room for activities on your computer.
- **Availability:** When utilizing cloud solutions, information is not limited to a physical location. Information can potentially be accessed from anywhere with an Internet connection. With this advantage, work can become much more mobile!
- **Improved collaboration:** Real-time collaboration keep everyone on track with projects, and it also allows dispersed groups to work together.
- **Less chance for theft of physical files:** When someone is no longer part of the network, their account can be locked; instead of hoping that they have deleted all sensitive information off their computer or devices.

Keep in mind: strong and secure passwords are still important when using the cloud! If someone gains access to your account or guesses your password, they could access your data from anywhere. Additionally, if malware is uploaded to the cloud, it can infect several devices. Though cloud computing can be secure and convenient, it is important to make sure only trusted and informed users have access.

For more information about keeping the University’s data – as well as your personal data – safe, please contact UMIT Security at ciso@miami.edu or visit miami.edu/it/security.
New Orleans Style Red Beans and Rice

**Ingredients:**
- 1 tablespoon of olive oil
- 1 lb. Andouille sausage sliced
- 1/4 cup green pepper finely chopped
- 1 cup chopped onions
- 1 tablespoon minced garlic
- 1 teaspoon allspice
- 1 teaspoon creole seasoning mix
- 1/8 teaspoon red pepper flakes
- 1/4 teaspoon dried thyme
- 2 14 oz. cans small red beans
- 1 cup chicken stock
- Salt and pepper to taste
- Cooked white rice
- 1/4 cup green onions thinly sliced for garnish

**Directions:**
- In a medium pot heat, a tablespoon of olive oil, sauté the sausage until brown 3-4 min.
- Add the green peppers, onions, and garlic
- Continue to stir until soft (about 3 minutes).
- Add all the spices (allspice, creole seasoning, red pepper flakes, dried thyme) to combine.
- Add the beans and chicken stock.
- Add salt and pepper, to taste.
- Bring to a boil, then let simmer on low for 45 minutes.
- Serve over rice and garnish with green onions.

Tropical Paradise Juice

**Ingredients:**
- 1 medium ripe papaya, peeled, seeded, and sliced
- 1 small pineapple, peeled, cored, and sliced
- 1 (1-in.) piece peeled fresh ginger
- 1 medium kiwi, peeled
- 1/2 cup fresh young coconut water

**Directions:**
- Juice payapa, pineapple, ginger, and kiwi.
- After juicing, stir in coconut water.
- Enjoy!

UMITers sure do love to cook!

*Please keep sending your recipes to us at umitnewsletter@miami.edu.*
ANNUCIENTS & MILESTONES

Birth Announcement: Sergio Fernandez

Congratulations! Sergio and his wife welcomed triplets Colin, Allison, and Nathan on Friday, March 4, 2016. Birth details below:

Allison Elise - 4.2 lbs. - born at 4:44 p.m.
Nathan Joseph - 4 lbs. - born at 4:44 p.m.
Colin Xavier - 4.9 lbs. - born at 4:43 p.m.

Big sister Avery (pictured right) is very happy to have her siblings home with her!

Birth Announcement: Alex Bonilla

Congratulations! Alex and his wife welcomed Ashford Lawrence on March 28, 2016 at 10:45 p.m. He weighed 7 lbs., 11.8 oz.

Kudos: Ariel Gonzalez

“I am reaching out to you to let you know that you have an extremely competent and helpful employee on your team. I’ve been an employee of the law school for nearly four and a half years and have had the pleasure of working with Ariel Gonzalez. He has always done a wonderful job of handling things in a timely manner and with a great attitude. For people not too familiar with the IT realm, it’s comforting to know our IT staff is as good as they are and that our issues are of their utmost priority.

- Sarah Cardone, Paralegal, University of Miami School of Law
Kudos: DSS and PIRA Teams

The Provost, Dr. Tom LeBlanc, provided the following to the DSS and PIRA teams (both lead by Sheryl Borg) involved with locking the iPeds report. This report is a federal requirement and University’s that do not “lock” in time risk being federally fined for non-compliance. The team members specifically mentioned in his kudos are: Peter Liu, Monica Vasquez, Daniel Chan, Wai-Han Yu, Jie Huang, Shirley Lowe, Connie Corredor, Hugh Schmidt, Rene Medina, Krishnan Kottaiswamy, Mindie Dolphin, Victoria White, Indaya Warner, and Thabo Nyathi.

“Thank you so much for this great news! As you know, iPeds data reporting is one of the key responsibilities of PIRA, and I’m glad to hear that it has been completed, and done so using Workday data. Thanks to you and the terrific team for the good work.”

-Thomas J. LeBlanc, Executive Vice President and Provost, University of Miami

Team Kudos: Project Management Office (PMO)

The PMO would like to give MAJOR KUDOS to Giuliano Speziani, Armando Carlo, and Buddhi Abeysekera for their months of work in planning and executing the multiple upgrades to our Cisco UCCE Call Center and VoIP environment. Their multiple upgrades, from the virtualization of the Call Manager to the Attendant Console & Exony Reporting Software, to the UCCE IPIVR & VoIP Software, over the course of many Saturday nights went flawlessly and was transparent to our 14,000+ users. Also, thank you to all of our Telecom System Administrators, Telecom Techs, and Project Specialists for providing morning after support on multiple occasions to support this initiative.

A DIRECT approach: Teamwork and Excellence!

Kudos to Vicki Jugenheimer, who at 4:00 AM on 3/17 was woken up by a call from Maritza Paulo with UHealth Connect at Medley. Maritza was having issues with agents not able to login. So, Vicki logged into CTIOS for her and fix the error (user error), allowing her agents to login.

Kudos to Alba Weinman, Omar Alfonso Jr., and Carlos Trujillo, who converted the Hurricane Sports Properties phone to VoIP and updated their Automated Attendant. Since their automated attendant had not been revised in many years, important information was not up to date and some calls were going to the wrong extensions. By revising their AA, their call routing was updated and their operation became more efficient. Also, current information, such as their website, was added to provide their callers additional options and a better experience.

Kudos to Kenny Bridges, Jorge Alonso, Agustin Robaina, and Franco Pelfort for their outstanding effort with the opening of the Sylvester Cancer Center’s new Posner Women’s Center. This project included 17 exam rooms and 54 phone and 54 computer work stations. The project team ensured the clinic opened on time, even though it was scheduled to be completed over the Easter Holiday weekend.

Kudos to Charmaine Stephenson and Jorge Alonso who assisted Family Medicine – Community Health Affairs with their new Automated Attendant for their Tobacco Cessation program. The new AA was created in order to triage the calls when staff members are out in the community promoting their programs so that their callers are able to reach a live person 24/7 for counseling.

Ana Ferreiro congratulates everyone in UMIT that had a role in the GOP Debates effort. “UMIT had a stellar opportunity to work with big names in the IT world like Google, CNN, and the Secret Services’ IT folks, who are all very demanding. There was a big spotlight on us, and thanks to all of their hard work, UMIT and The U shined.”

ANNOUNCEMENTS & MILESTONES
Kudos: Edgar Rodriguez

“I was assisted today by Edgar Rodriguez for an IT issue I was having with the Box drive, and wanted to let you know about the excellent service I received. When I was first contacted after my IT request, I was transferred to two different people that said they were unable to help me recover my lost data before I was transferred to Edgar. When I was finally transferred to Edgar, he was extremely polite and patient with me. He took his time answering my questions, taught me a few things I did not know, and was finally able to save the day and recover my lost data that I had been working on all week. I could have easily been told that I could not be helped and my files were lost and never synced properly, but Edgar took the time to keep trying new things to see if they would work and even told me he would do more research on his own and call me back if he found anything. I am extremely thankful and could not be happier with his assistance.”

- Sara Clingerman, Research Associate, University of Miami Miller School of Medicine

Kudos: Terry Moneo

“I just wanted to let you know how grateful Dr. Cote (Chair for the Department of Pathology) and I for everything that Terry has done to help us through the migration process. She did an outstanding job when you first kicked off the migration at the Medical Campus and has continued to give us support whenever we need it. She is always very professional and extremely patient. Terry would assist us after hours and whenever we needed her undivided attention with a very positive attitude.

Recently, she worked through the evening and all weekend long for two weekends (even over the Easter holiday weekend) moving 16 of my PST files to the cloud. She did an awesome job and everything went very smoothly. She was able to fix many IT issues that both Dr. Cote and I were experiencing.

Terry is a joy to work with and is extremely knowledgeable. She always goes above and beyond to assist her customers. Even after the job is done, she follows up to make sure everything is working properly. Terry is a star!”

-Patricia Malinowski, Director, Business Operations, University of Miami Miller School of Medicine

Kudos: Deborah Duran

“Debbie, Thank you for all that you do every day to make our Salesforce implementation a solution that we can be proud of. You are an invaluable member of our team and always go above and beyond to deliver amazing solutions in record time. Your commitment to delivering expeditious and thorough service is inspiring and contagious. We have made it through two implementations together and I can’t wait to take on our next project together.”

-Florence Parodi, Manager, IT
ANNOUNCEMENTS & MILESTONES

Kudos: Nina Gomez-Fernandini

“Great job, Nina, and as I bring on a new hire who’s primary focus will be training and documentation, this will be great to provide as an ‘ideal’ template for what we’re striving for in the documentation area. Thanks!”

- Joanna Iturbe, Sr. Software Applications & Project Manager
University of Colorado at Boulder, Leeds School of Business

UMIT Picnic 2016

We hope you had an amazing time at the annual UMIT picnic!

We have some great pictures to share with you:

Click here to view all of the photos on Facebook.
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.