PHISHING 101: Don’t Get Hooked!
Visit miami.edu/itnews for tips to keep you safe...

USERNAME:

PASSWORD:

CLICK
I’d like to share my perspective on the recent phishing attack and how we responded as a team. The number of phishing attacks across the nation is three times what it was last year and the attacks are getting more sophisticated. As you likely know, phishing is a form of fraud, in which an attacker tries to learn private information (such as login credentials) by masquerading as a reputable entity or person (usually via email). In the last two months, the attackers replicated our University of Miami Single Sign-On (UMSSO) portal and sent an estimated 1,500+ emails to the University community from within the University network. Some of our users unknowingly provided their usernames and passwords to the hackers.

When we first identified the phishing attack, we immediately asked the University Community to log in to Workday and verify that their direct deposit information was accurate, and we encouraged everyone to enroll in MFA immediately. We informed the University community that using a second factor (e.g., mobile phone or landline) in addition to their CaneID credentials is far more secure than their usernames and passwords alone. As a result of that effort, over 10,000 people opted to enroll in MFA, but we realized that that wouldn’t be enough. At the end of May, 38 people had their payroll direct deposits misdirected to the attacker’s bank accounts. It is important to note that no UMIT employees were affected because we have been using Multi-Factor Authentication (MFA) for some time now.

Our teams mobilized to analyze data about the affected users, review Workday reports, and identify how the attackers accessed our users’ accounts, what the attackers did, and when their attack happened. We began working with law enforcement and the banks to track down the attackers and recover as much of the missing funds as possible. In order to protect everyone at the University, the UMIT Executive Cabinet consulted with the President, his Cabinet, and the Chair of the Faculty Senate, and – in light of the imminent threat of additional phishing attacks – made enrollment in MFA a requirement for all faculty, staff, and student employees. In order to minimize the impact on the UMIT Service Desk, MFA enforcement was rolled out in a phased approach. Now, all faculty, staff, and student employees are enrolled in MFA.

As an organization, we truly exemplified the DIRECCT value of teamwork. We came together in a time where collaboration and engagement were essential to protect our colleagues and the University. This phishing attack was treated with the utmost professionalism, and in turn, we worked together to quickly and efficiently protect the University community from future security issues.

I would like to thank the UMIT Service Desk technicians, Desktop Support technicians, Middleware and Identity Services team, Security team, and Workday team who worked tirelessly to assist the University’s faculty, staff, and student employees over the past few weeks. Lastly – and very importantly – thank you for all that you do to support the University of Miami. I am proud to work with such a driven and resilient group of IT professionals who won’t stop until the job is done.

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.

As Steve mentioned in last month’s newsletter, the winds of change are once again swirling within UMIT. To some, change is a constant. Others might feel it hits like a gut-punch. And a few might think change is the loose stuff that, when placed in a certain machine, delivers a Coke.

I like the change = Coke mindset. It is the perspective wherein the ability to hunt the good stuff rests. Hunting the good stuff means taking stock and sifting through the hustle and bustle and noise of our everyday activities and being able to see the positive. A pocket or ashtray full of loose change becomes useful to quench your thirst. Your pockets aren’t jingling, the ashtray is clean and you are no longer thirsty. Hunting the good stuff helps reinforce the positive in our lives and is absolutely key for putting challenging situations in perspective.

Organizational change brings opportunities to embrace new and exciting technologies. It can provide a forum for ideas to be heard and actioned. It can result in individuals contributing to success in ways never before experienced. We all have the power to make change positively awesome!

So when the winds of change blow your way, as they did for me and my staff section this past month, I challenge you to think about hunting the good stuff. Hold on tight, use that positive energy to keep you centered and your outlook bright. Grab that change, have a coke and smile!

WELCOME OUR NEW HIRES

Jonathan Reyeros
Security Engineer
Transform lives by referring a qualified candidate! We are constantly on the look-out for people who are passionate about what they do. We believe that the people in the best position to recommend a new UMIT employee are those who are already working here. This demonstrates exemplary teamwork and ties back to our DIRECCT Values and Behaviors. Future UMIT ‘Canes can apply at: miami.edu/careers.

Below we have several exciting job opportunities:

<table>
<thead>
<tr>
<th>Current Job Title</th>
<th>Future Job Title</th>
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<tbody>
<tr>
<td>Application Developer</td>
<td>Sr. Clinical Laboratory Systems Analyst</td>
</tr>
<tr>
<td>Manager, Business Intelligence</td>
<td>Desktop Support Technician</td>
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<tr>
<td>Programmer - Temporary</td>
<td>Sr. Clinical Systems Analyst</td>
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<td>Sr. Database Administrator (Data Modeler Architect)</td>
<td>Systems Administrator</td>
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<tr>
<td>Sr. Database Administrator (Database Developer)</td>
<td>Sr. Clinical Systems Analyst</td>
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<tr>
<td>Computer Systems Validation Specialist (Casual)</td>
<td>Sr. Systems Engineer (PACS/Imaging)</td>
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<tr>
<td>Communications Technician (Part Time - Casual)</td>
<td>Sr. Decision Support Analyst</td>
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<tr>
<td>Security Analyst (Casual)</td>
<td>Jr. IT Business Analyst</td>
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<tr>
<td>Sr. Systems Administrator (Business Intelligence)</td>
<td>Sr. Programmer</td>
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<td>ETL Developer</td>
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<td>Sr. Business Systems Analyst</td>
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<td>Sr. Business Systems Analyst</td>
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<td>Sr. Network Engineer</td>
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<td>IT Project Specialist</td>
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DIVERSITY CALENDAR: JUNE-JULY 2016
by Titanya Ramsingh-Pierce

June 2016 (All Month)
LGBT PRIDE MONTH
Commemorates the anniversary of the June 28, 1969 Stonewall riot in New York City, the incident that initiated the modern gay rights movement in the United States. LGBT (lesbian, gay, bisexual, and transgender) Pride Day is the last Sunday in June.

June 6-July 5
RAMADAN • Islamic
A month of strict fasting from dawn until dusk in honor of the first revelations of the Qur’an to the Prophet Muhammad.

June 26
ALL SAINTS DAY • Eastern Christian
In Orthodox churches, observed on the first Sunday after Pentecost, it commemorates all known and unknown Christian saints.

July 1
LAILA AL-QADR • Islamic
“The Night of Power” marks the night in which God first revealed the Qur’an to the Prophet Muhammad. Often fixed as the 27th day of the Islamic month of Ramadan, Sunnis may also observe it on the 21st, 23rd, 25th, or 29th. Shi’ites observe it on the 19th, 21st, or 23rd of Ramadan.

July 4
INDEPENDENCE DAY
Anniversary of the United States’s Declaration of Independence in 1776.

July 6
EID AL-FITR • Islamic
The “Feast of the Breaking of the Fast” marks the end of Ramadan, the holy month of fasting from dawn until dusk. (There may be variances depending upon juridical differences).

July 9
MARTYRDOM OF THE BÁB • Bahá’í
Observance of the anniversary of the execution by a firing squad in Tabríz, Persia, of the 30-year-old Siyyid ‘Alí-Muhammad, the Báb, the prophet-herald of the Bahá’í Faith.

July 19
DHARMA DAY • Buddhist
Also known as Asala Puja, it commemorates the historical Buddha’s first discourse following his spiritual awakening.

July 26
ADA (AMERICANS WITH DISABILITIES ACT) DAY
Commemorates the 1990 signing of the Americans with Disabilities Act, which guarantees equal opportunity for people with disabilities.
Gartner Solutions

Gartner for Technical Professionals (GTP) can help you evaluate and select security technologies, as well as develop sound architectures. Check out the latest research from the Security and Risk Management team:

- Comparison of Endpoint Detection and Response Technologies and Solutions
- Assessing Secure Web Gateway Technologies
- Endpoint Detection and Response Tool Architecture and Operations Practices
- DDoS: A Comparison of Defense Approaches
- Understanding Insider Threats
- Host-Based Controls for Server Workloads Ready for Hybrid IT
- How to Plan and Execute Modern Security Incident Response

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

PROFESSIONAL DEVELOPMENT
by David Sunderland

Digging into the dev documentation for APFS, Apple’s new file system
Copy-on-write metadata, native encryption, instant cloning, snapshots, and more. Visit Website >>

Goodbye, A5: iOS 10 ends support for iPhone 4S, iPad 2, and more
Support list now requires iThings made in 2012 or later. Visit Website >>

Logging Off, Dropping Out
Hard data on which students are failing to use learning management software can help colleges intervene to boost retention rates. Visit Website >>

IBM Watson Health to help ADA with diabetes research, education
Sunday at the American Diabetes Association’s (ADA) 76th annual Scientific Sessions meeting in New Orleans, IBM announced that it was teaming up with the ADA. Visit Website >>

‘Harmful’ robot aims to spark AI debate
A robot that can decide whether or not to inflict pain has been built by roboticist and artist Alexander Reben from the University of Berkeley, California. Visit Website >>

Lenovo Shows Off Bendable Phones, Tablets
The prototypes are very flexible, but still too fragile to go on sale. Visit Website >>
SECURITY FUN FACTS
by Krista M. Theodore

Phishing 101: Don’t Get Hooked!

What is phishing?
The Federal Trade Commission (FTC) defines phishing as “when Internet fraudsters impersonate a business to trick you into giving out your personal information.” In summary, phishing is a way criminals try to convince you to give them your sensitive information, such as credit card numbers, account information, and social security numbers.

The most common form of phishing is emails pretending to be from a legitimate retailer, bank, organization, or government agency. The sender asks to “confirm” your personal information for some made-up reason (i.e. your account is about to be closed, an order for something has been placed in your name, or your information has been lost because of a computer problem). Another tactic phishers use is to say they’re from the fraud departments of well-known companies and ask to verify your information because they suspect you may be a victim of identity theft. In a national case, a phisher claimed to be from a state lottery commission and requested people’s banking information to deposit their “winnings” in their accounts.

How can I tell if an email or website is a phishing attempt?:
While today’s technology has become increasingly sophisticated, so have criminals. Attackers work diligently to create emails and websites that may seem legitimate. They can copy company’s logos, images, and even login pages.

Upon opening your email, you may see a message similar to the ones below:
• “We suspect an unauthorized transaction on your account. To ensure that your account is not compromised, please click the link below and confirm your identity.”
• “During our regular verification of accounts, we couldn’t verify your information. Please click here to update and verify your information.”
• “Our records indicate that your account was overcharged. You must call us within 7 days to receive your refund.”

If you are unsure if an email is legitimate, ask yourself these questions:
• Does this company or sender look unfamiliar?
• Does the sender’s identity not match the purpose of email?
• Is the To: line address to undisclosed-recipients or a large number of recipients?
• Does the website link look invalid?
• Are there misspellings and typos?
• Is the grammar and tone inappropriate?
• Am I being promised a lot of money for little or no effort on my part?
• Am I asked to provide money up front for questionable activities, a processing fee, or to pay the cost of expediting the process?
• Is someone asking me for my username and password, bank account number, and/or other personal financial information?

If any of the answers above are “yes,” you might have received a phishing email. To view tips on how to protect yourself from phishing, please review the Phishing 101: Tips to Protect Yourself document.

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. There is also phishing training available via ULearn; Visit: ulearn.miami.edu and search “Phishing - Don’t Get Hooked.”
UMIT IN THE KITCHEN
by Mariano Estrada

Special Hummus

**Ingredients:**
- ½ cup of slivered almonds
- Extra virgin olive oil
- 2 tsp. sumac
- ½ cup pine nuts
- ½ lb lean ground beef
- 1 small onion diced
- 1 tbsp. za’atar
- 1 quart of hummus (homemade or store bought)

**About the special ingredients in this dish:**
- **Sumac:** A reddish-purple powder used as a spice in Middle Eastern cuisine used to add a tart, limon-like taste to salads or meat. Can be found in Middle Eastern stores.
- **Za’atar:** A condiment made from the dried herbs, mixed with sesame seeds, dried sumac, as well as other spices. Used in Arab and Middle Eastern cuisine. Can be found in Middle Eastern stores.

**Directions:**
1. In a small pan, toast the almonds until golden brown with enough extra virgin olive oil to coat and 1 tsp. of sumac. Set aside and repeat with the pine nuts.
2. In a separate pan, brown the ground beef, add the onions and the za’atar, and continue cooking until the onions are cooked (about 10 minutes).
3. To assemble, add the hummus to the center of a serving platter, spoon the ground beef over the center of the hummus and place the almonds and pine nuts on each side.
4. Drizzle with extra virgin olive oil.
5. Serve with veggies or pita chips.

ANNOUNCEMENTS & MILESTONES

Kudos: CISO & IT Security

“Thanks very much for your info and for establishing the Duo Multi-Factor Authentication. On Saturday morning April 30th I inadvertently tapped a log-in on my iPhone, in what appeared to be an email from our school budget officer. When the log in took me to the UM website instead, I instantly realized that I had gotten scammed and immediately called the IT help line. Within 15 minutes Sergio Fernandez called me back. After establishing that he really was who he said he was, because by this time I had moved from being slightly inattentive to overly paranoid, we reset my password. I also checked to make sure that Workday info hadn’t been changed.

Over the course of the next few weeks, I called IT help several times as I was locked out a few times due to the continued attempts coming from that initial invasion. I also, with help from the IT help desk staff, enrolled in the Duo Multi-Factor Authentication, which is great. I would like to thank you for the patient and crucial assistance of the IT team members who have worked with me over the last month.

Thank you again for your work on behalf of all of us in the UM computing community!”

- Joanna Lombard, AIA, LEED AP, Professor
Kudos: Dianne Rubin

“I just wanted to let you know that you are doing an AMAZING job. In my experience with UMIT (14 years), I can’t remember anyone who details/completes/follow up etc. on incidents more effectively than you. You are WONDERFUL! Great to work with you.”

- Gustavo I. Cruz, Sr. Network Engineer

Five Books to Read This Summer

This summer, check out Bill Gate’s recommended reading list has a good dose of books with science and math at their core: https://www.linkedin.com/pulse/5-books-read-summer-bill-gates

Announcement: Visit UMIT’s New Website

If you haven’t already, check out UMIT’s new website at: http://it.miami.edu. We have worked hard to evolve the UMIT website from a one-dimensional website to a modernized, more user-friendly, and easier to navigate site. We encourage you to explore the new site and to share it with your colleagues in other departments!
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.

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