GET CONNECTED

No Appointments  First-come, first-served

Devices Supported  Laptops¹, tablets, and smartphones

Services Include  Anti-Virus Installation
                 Internet Setup
                 Office 365 Email Setup
                 UPrint Configuration

SERVICE REQUIREMENTS

- All devices must be in working condition.
- Student must sign a Service Authorization.
- Student must be present during service.
- Maximum time limit of 45 minutes.²

¹ All computers must have a working USB port and either Windows 7 or higher, or Mac OS X 10.6.8 or higher. All portable Wi-Fi devices must be fully charged or a power adapter must be made available for use.
² If a problem prevents service to be completed, students may be scheduled for computer support on a drop-in basis as determined by the Technology Help Desk for drop-in self-service.
MESSAGE FROM THE CIO

Back to school is always a lively time of year at the U. This month, the University of Miami is welcoming back its students! Whether students are returning or just starting at the U, faculty and staff are ready to start engaging students. It is important for us to remember one of the key reasons that we are all here: to support our growing student community.

UMIT organized our annual Back to School (BTS) event on from August 16 and 17, where volunteers from a variety of UMIT’s units/teams help students with their devices at multiple support centers on campus. The goal of participating in Back to School is not only to help students through their first days on campus, but also to be a visual and supportive unit for students, parents, and faculty. By participating in this event, we promote UMIT as the valuable resource that it is to the University community.

Every year, we assist students in getting connected to wired and wireless networks, installing McAfee Virus Protection and UPrint drivers, enrolling devices in Multi-Factor Authentication (MFA), and more. Our Back to School event is always enjoyable, because our UMIT staff gets to support and interact with students during a really exciting time of the school year.

This year, UMITers were able to assist approximately 640 students during BTS – a ticket was opened in ServiceNow for each incident, so we tracked and reviewed the data from the event, which is one of the great features of the system.

The report from BTS shows that a total of 1,182 devices were configured: 49% of which were laptops, and 46% of which were smartphones. Not surprisingly, 77% of the laptops were Apple products, and 88% of the smartphones were iPhones, which shows an interesting and continuing trend for Apple products within the student population.

I would like to extend kudos to Bryan Vazquez, the BTS committee, and all of the volunteers who helped make Back to School 2016 a big success! We wouldn’t be able to do what we do without the effort and hard work of our UMIT team members.

I have great confidence that we’ll continue to provide top-level service and support to the entire University community throughout the year as part of our ongoing effort to be the best information technology organization in higher education and healthcare. We know that faculty and students come back to campus with high expectations for technology services, and we are ready to continue supporting the University’s common purpose of transforming lives through teaching, research, and service.

In partnership,
Steve

WHAT’S INSIDE

ON THE COVER
One of UMIT’s Back to School support stations was at Hecht Residential College

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The UM Project Management Office (PMO) provides project managers, team members, and stakeholders a common methodology and practice for managing projects.

There is an old saying that a picture is worth a thousand words. For this month’s newsletter, I thought it would be nice to use pictures to highlight the great work being done by the UMIT Infrastructure Project Team. The visuals below chart the contributions of this incredible team of UMIT professionals. THANK “U” for transforming lives!

<table>
<thead>
<tr>
<th>Project Type</th>
<th>2016 Current</th>
<th>2016 Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA (Auto Attendant)</td>
<td>12</td>
<td>52</td>
</tr>
<tr>
<td>AA - UCCE</td>
<td>4</td>
<td>22</td>
</tr>
<tr>
<td>Application</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MAC (Moves - Adds - Changes)</td>
<td>53</td>
<td>105</td>
</tr>
<tr>
<td>UCCE</td>
<td>14</td>
<td>107</td>
</tr>
<tr>
<td>VolIP Conversion</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>83</strong></td>
<td><strong>301</strong></td>
</tr>
</tbody>
</table>

The charts below illustrate the number of projects currently in progress and those that have been completed as of the last reporting period.
CURRENT UMIT JOB OPPORTUNITIES

**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:

- **Help Desk Technician**
- **Database Administrator**
- **Asst. VP & Chief Information Security Officer (CISO)**
- **Security Access Administrator**
- **ERP Business Analyst (Casual)**
- **Web Developer/Designer**
- **Clinical Systems Analyst**
- **Sr. Programmer**
- **Help Desk Technician (Academic Technologies)**
- **Senior Software Engineer**
- **Clinical Systems Trainer**
- **Sr. Database Administrator (Data Modeler Architect)**
- **Sr. Database Administrator (Database Developer)**
- **Business Intelligence Administrator**
- **ETL Developer (SSIS)**
- **Data Entry Clerk**
- **Instructional Designer**
- **Sr. Manager**
- **Research Support Coordinator (Part Time - Casual)**
- **Computer Systems Validation Specialist (Casual)**
- **Security Analyst (Casual)**
- **IT Project Specialist**
- **Sr. Clinical Laboratory Systems Analyst**
- **Sr. Clinical Systems Analyst (OR Informatics)**
- **Jr. IT Business Analyst**
- **Sr. Clinical Systems Analyst**

**MOVERS & SHAKERS**

**Hector Ortiz**
Hector moved from Desktop Support Technician, Computer Support Services team, to **Desktop Support Technician, IT Security team**

**Andreina Valencia**
Desktop Support Technician
DIVERSITY CALENDAR: SEPTEMBER 2016
by Titanya Ramsingh-Pierce

September 5
LABOR DAY
Celebrated the first Monday in September in recognition of U.S. workers.

September 5
GANESH CHATURTHI • Hindu
Celebrates the birthday of Ganesha, the elephant-deity.

September 8
INTERNATIONAL LITERACY DAY
Call to action for universal literacy.

September 11-14
EID AL-ADHA • Islamic
The “Feast of Sacrifice” concludes the Hajj (pilgrimage to Mecca), and is a three-day festival recalling Ibrahim’s willingness to sacrifice his son in obedience to God.

September 15 - October 15 (Full Month)
NATIONAL HISPANIC HERITAGE MONTH
Celebrates the contributions, heritage, and culture of Hispanic and Latino Americans.

September 17
CONSTITUTION DAY AND CITIZENSHIP DAY
Commemorates the ratification of the United States Constitution in 1787. Also honors all who have become U.S. citizens.

September 22
AUTUMNAL EQUINOX
The date when night and day are nearly of the same length. It marks the first day of fall.
PROFESSIONAL DEVELOPMENT
by David Sunderland

Gartner Solutions

Are you prepared for the future of IT? As new technologies emerge and IT departments transform, IT professionals must adapt their skills to match the ever-changing landscape. Gartner for Technical Professionals (GTP) analysts have prepared a series of research focused on these new challenges and opportunities:

- Adapting to the Cloud: Work and Career Strategies for IT Infrastructure Professionals
- Top Skills for IT's Future: Cloud, Analytics, Mobility and Security
- Leading as an IAM Architect in the Digital Era
- Meld EUC and Mobile Strengths to Forge the Unified Workspace Architect Role
- IT Architects Can Make or Break the Move to Digital Business
- Extend IT's Reach With Citizen Developers
- The Cloud's Impact on the Future of Your IT Career
- The Renaissance Developer: Skills Guidance for Modern Application Programmers

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

IBM creates world's first artificial phase-change neurons
They behave like biological neurons, including low power usage and dense scaling. Visit Website >>

The World Series of Hacking — without humans
Seeking a future where networks patch themselves, DARPA stages an AI vs. AI smackdown. Visit Website >>

MIT and Microsoft Research made a ‘smart’ tattoo that remotely controls your phone
The ultimate wearable: a temporary tattoo that can turn into a touchpad, remotely control your smartphone, or share data using NFC. Visit Website >>

The Netflix Factor: Higher Bandwidth Usage Means Higher Costs for Students
Colleges and universities are finding unique ways to deal with the heavy traffic demands of streaming services. Visit Website >>

Virtual Reality Helps Reverse Complete Paralysis Post Spinal Cord Injury
A small group of individuals paralyzed due to spinal cord injury have managed to regain some control, as well as feeling, of their legs. Visit Website >>

Workday gives IBM big win with seven-year cloud deal
Workday announced a 7-year cloud infrastructure deal with IBM Softlayer today to run their development and testing services on IBM’s cloud, handing IBM a huge win in the process. Visit Website >>
Raising Digital Citizens: Keeping Kids Safe Online

The last generation without Internet has already passed. Children growing up today will grow up in – and alongside – a digital world. The Internet holds a wealth of information, so kids are no longer limited by what they are taught in school or find at the library. Websites like YouTube can be invaluable resources for learning new skills, or even demonstrating lessons in math or science in a more accessible way.

However, with the good also comes the bad. Unfortunately, children are often targeted on the Internet. For example, the database for iconic Sanrio characters like Hello Kitty (sanriotown.com) was recently hacked. The Sanrio hack exposed 3.3 million user accounts, many of which were children. Having the identities of these children compromised could have lifelong ramifications. It’s important that parents are informed of ways to stay safe online so they can pass the knowledge on to their children. Staying safe involves not only making sure your kids are accessing age appropriate content, but also teaching them to be good digital citizens. If they understand the “why’s” of staying safe online, then they are more likely to follow the rules. Staysafeonline.org provides extensive information on raising a digital citizen. Below you will see a few highlights:

What Can Parents Do?

- **Review privacy settings.** Look at social media privacy settings together and decide which settings are best and discuss why these settings are appropriate.
- **Help children be good digital citizens.** Often times it can be easier or more tempting to bully people online. It’s important that children understand that the consequences are just as bad. If your child is bullied online, encourage him/her to come to you first and make note that responding to bullying is not an option. Additionally, kids shouldn’t share information about others online that they wouldn’t want online themselves.
- **Understand that phones are a connection too.** Though we often think of our desktop computers as the main connection and have security efforts in place, it’s not the only point of Internet access for our children. Kids can spend as much or more time on mobile connection. It’s important to teach children that apps come with the same risks as browsing the Internet and, in turn, the same rules apply.
- **Talk to other parents.** Children share information and may teach their friends important safety tips or, in contrast, they may learn bad habits. By learning what other parents are doing, you may learn more or even teach other parents more about Internet safety.
- **Teach practical security tips.** Though making strong passwords and double checking all emails may seem cumbersome to us, children who grow up with these healthy habits won’t think twice!
- **Explain that the Internet saves everything.** Once something is in cyberspace it is essentially impossible to erase. Even with high privacy setting on social media, a friend could always take a screenshot and put it anywhere. Help children to understand that they should never post anything they wouldn’t want everyone they know to see.
- **Consider security software.** Depending on a few factors – including how much security you want for your child and/or your child’s age and level of maturity – you will be able to determine if security software is an option. For example, CyberPatrol (cyberpatrol.com) takes two approaches to block unwanted sites. First, it blocks sites on their list. Then, it uses a “keyword pattern search” for offensive material on non-blacklisted sites. This helps block any inappropriate or unwanted sites to help protect your child from seeing unwanted material in their computer. The software also offers some customization. You may choose to add additional sites or additional keywords. For example, you may not want the keywords “Adult/Sex” but you approve the keywords “Sex Education.” It also sets time limits and monitors the website your kids have visited. This software is hassle free while allowing your child to search the Internet without a direct watchful eye.
- **Support good choices.** As children gain more autonomy online, remember to encourage the positive actions and competency in Internet safety!

For more information about keeping your children and yourself safe online, please contact UMIT Security at: ciso@miami.edu or visit: security.it.miami.edu.
Cream of Cilantro Soup

**Ingredients:**

- 2 cups milk
- 2 bay leaves
- 2 tbsp. unsalted butter
- 1 tsp. canola oil
- 1/3 white onion, coarsely chopped
- 3 tbsp. all-purpose flour
- 2 bunches fresh cilantro, main stems removed
- 4 cups chicken broth
- 1/4 tsp. freshly ground white pepper
- Salt and pepper to taste
- 1/2 cup Mexican crema or crème fraîche
- Garnishes - corn chips, cilantro, and crumbled queso fresco

**Directions:**

1. In a saucepan over medium heat, combine the milk and bay leaves and bring slowly to a gentle boil. Remove from the heat and let cool slightly.

2. In a heavy fry pan over medium heat, melt the butter with the oil. Add the onion and sauté until translucent, about 3 minutes. Add the flour and cook, stirring often, until quite thick (about 3 to 5 minutes).

3. Remove the bay leaves from the milk and discard. Gradually add the hot milk to the onion mixture, stirring constantly. Cook over medium heat, continuing to stir, until slightly thickened (about 5 minutes). Remove from the heat and let cool slightly.

4. Working in batches, pour the onion-milk mixture into a blender, add the cilantro and process until smooth. Pour the puree into a large saucepan and place over medium heat. Gradually stir in the chicken broth, stirring occasionally, for 10 minutes. Season with freshly ground white pepper, salt, and pepper to taste. Stir in the Mexican crema or crème fraîche and simmer until heated through.

5. Ladle the soup into warmed bowls and sprinkle the corn chips, cilantro and cheese on top.

6. Enjoy!

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Are you cooking our recipes? Send in photos of the dishes you’ve made with UMIT in the Kitchen recipes, and we will showcase your works of (kitchen) art in upcoming UMIT newsletters! Send your photos to: umitnewsletter@miami.edu
Kudos: Carlos Soto

“Thank you so much for your continued assistance during the past week and half! Your patience has helped me so much. So far things are going well. I hope it keeps working. I can finally work without getting frustrated. Also, thank you for offering to keep an eye out for me for the rest of this day.”

- LaVonia Jackson, Admissions Evaluator, Enrollment Management

Personal Milestones: Alba Wienman

“This month, I received my certifications as a Clinical and Transpersonal Hypnotherapist after completing 500 hours of training from the Institute of Interpersonal Hypnotherapy. I specialize in past life regressions and have been assisting my clients travel back in time since 2014 as a Quantum Healing Hypnosis practitioner.”

- Alba A. Weinman, IT Project Specialist

Personal Milestones: Yanatha Desouvre

“July 18, 2016 would have been my late godfather/uncle Daniel Coulanges’s 56th birthday. However, he died at the young age of 28 years old of HIV/AIDS in 1989. Before he died, there was some rare video footage of my uncle/godfather playing classical guitar and the video was sent to me (from another uncle).

With my skills in IT, I was able to extract the audio and the full hour video concert; in total, I was able to get 18 audio tracks extracted. I am working on a project to have the audio remastered and produce the records. The milestone of reaching a minimum of $56 – representing the age he would have been in 2016 – was reached on his actual birthday. Even though it was small in contrast to the $2,700 total fundraising goal, it was truly a bitter sweet milestone.

I was fortunate enough to have this remarkable story feature recently on the Miami New Times.”

-Yanatha Desouvre, ERP Trainer

Stay Updated: New and Improved Features for Office 365

Learn more about Microsoft Office 365 features that are being added this year, and get links to additional content to help you take advantage of these improvements and additions. Visit miami.edu/office365news for updates!
Back to School 2016: Highlights

This year’s Back to School event was a lot of fun. It was great to see all of the students and their nervous parents moving in. They were very grateful to have UIMITers help them set up their laptops, phones, and tablets.

Here are some event statistics:
- 641 students were helped
- 1,182 devices were handled
- 77% of laptops were Apple
- 68% of phones were Apple
- The Hecht location handled the most devices, with 583 total devices configured. The Stanford location configured a total of 473 devices. The Eaton location configured 126 devices.

View all of the Back to School photos at UMIT’s Facebook page
ANNOUNCEMENTS & MILESTONES

UMIT at Back to School 2016

Back to School 2016: Top Techs

With a grand total of 580 laptops, 540 smartphones, and 60 tablets, UMIT Technicians were working hard every day to get students connected. It was no easy task, but they got it done! Thank you to our volunteers who made this possible.

Here are some of our UMIT Technicians who configured the most devices for students:

- Jake Robertson: 130 devices
- Nabil Sawja: 111 devices
- Christian Perez: 103 devices
- Wai “Ronald” Ming Tsang: 102 devices
- Damien Qualls: 91 devices
- Hemmanuel Garcia: 87 devices

View all of the Back to School photos at UMIT’s Facebook page
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.