Coffee Sessions with Steve
message from the CIO

As communicated in our July newsletter, I want to continue focusing on the importance of open and transparent communication. Recently, I opened my coffee sessions up so that you could register for the sessions you’d like to attend instead of waiting on an invitation. I’d really like to focus on having two way conversations and getting feedback from you about how you’re feeling about UMIT and/or the University as a whole. We have other opportunities to engage, such as at the all-staff meetings and the picnic, but these coffee sessions are more personal and provide a safe space for you to share your feedback and concerns directly with me.

Each coffee session is an hour long either in my office at Gables One Tower (GOT) or on the Medical Campus in the Dominion Parking Garage (DPG) IT conference room. Coffee, tea, and water are offered, but you don’t have to drink coffee to participate! The people present include up to six UMITers, a representative from HR, and myself. After introductions, we have an informal conversation about how things are going, including what works, what could be better, and ideas for moving forward. Each session is completely different because each group brings something different to the table.

So far, the coffee sessions have been great! The UMIT Executive Cabinet and I use the feedback received in these sessions to better plan future services and initiatives for our organization. (It is important to note that I only discuss the general feedback I receive in our sessions. I do not share information that is shared confidentially.) We take your comments and concerns seriously, so we include your feedback when we discuss important ideas, make strategic decisions, and learn ways that we can improve our organization. The improvements that result from these coffee sessions will not only benefit UMIT, but will benefit our faculty, staff, and students.

I also encourage you all to share your ideas with your supervisors and coworkers. Innovative concepts come to life when people get together and brainstorm – so it is important that we continue promoting positive changes, open communication, and an overall sense of teamwork within our department. If you have an idea you would like to share with fellow UMITers, please feel free to share with me directly (s.cawley@miami.edu) or with our UMIT Communications team (itcomms@miami.edu).

As our department grows, expands, and transforms, we will continue to work towards achieving our goals and improving our organization. I would like to say thank you for all that you do to support our department and the University of Miami. I am continually encouraged by your dedication and efforts as we continue to work together to be the best information technology organization in higher education and healthcare.

In partnership,

Steve

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UMIT NEWSLETTER SEPTEMBER 2016

WHAT’S INSIDE

ON THE COVER
Have you signed up for your coffee session with Steve yet?  

MESSAGE FROM THE CIO  2
WELCOME NEW HIRES  3
MOVERS & SHAKERS  3
UMIT JOB OPPORTUNITIES  4
DIVERSITY CALENDAR  4

PROFESSIONAL DEVELOPMENT  5
TECH BYTES  5
SECURITY FUN FACTS  6
UMIT IN THE KITCHEN  7
ANNOUNCEMENTS & MILESTONES  7-11

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UMIT NEWSLETTER SEPTEMBER 2016 PAGE 2
WELCOME OUR NEW HIRES

Eric Capdevilla
Help Desk Technician

Pablo Marques
Sr. Network Engineer

Andy Guillen
Systems Administrator

Kammy Melton
ERP Business Analyst

MOVERS & SHAKERS

Allan Gyorke
Allan moved from Assistant Vice President, Academic Technologies to Associate Vice President, Academic Technologies

Jamil Porta
Jamil moved from Desktop Support Technician, Academic Technologies to Systems Administrator, Academic Technologies

Cynthia Collier
Cynthia moved from Help Desk Technician, Help Desk to IT Project Specialist, Infrastructure and Operations

Sheryl Borg
Sheryl moved from Director, IT Data Warehouse to Executive Director, IT Data Warehouse

Diep Phung
Diep moved from Assistant Buyer, Business Operations to Buyer, Business Operations

Congratulations
CURRENT UMIT JOB OPPORTUNITIES

Transform lives by referring a qualified candidate! We are constantly on the lookout 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:

Systems Architect
Systems Administrator
Sr. Systems Analyst
Charge Review Representative
Sr. Network Architect
Programmer (Part Time)
Sr. Clinical Systems Analyst
Microsoft ETL Developer (SSIS)
Sr. Database Administrator (Database Developer)
Sr. Database Administrator (Data Modeler Architect)
Desktop Support Technician
Asst. VP & Chief Information Security Officer (CISO)
Editorial Assistant (Temporary)
Help Desk Technician
Sr. Systems Analyst
Security Access Administrator
Web Developer/Designer
Clinical Systems Analyst
Clinical Systems Trainer
Business Intelligence Administrator
Instructional Designer
Research Support Coordinator (Part Time - Casual)
IT Project Specialist
Sr. Clinical Laboratory Systems Analyst
Sr. Clinical Systems Analyst (OR Informatics)
Jr. IT Business Analyst
Sr. Clinical Systems Analyst

DIVERSITY CALENDAR: OCTOBER 2016
by Titanya Ramsingh-Pierce

October 2016 (Full Month)
LGBT HISTORY MONTH

October 2016 (Full Month)
NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH

October 1-10
NAVARATRI • Hindu

October 2
MUHARRAM • Islamic

October 3-4
ROSH HASHANAH • Jewish

October 10
INDIGENOUS PEOPLE’S DAY
(Native American Day)

October 11
COMING OUT DAY

October 12
YOM KIPPUR • Jewish

October 14
DASSERA • Hindu

October 17
INTERNATIONAL DAY FOR THE ERADICATION OF POVERTY

October 17-23
SUUKOT • Jewish

October 20
BIRTH OF THE BÁB • Bahá’í

October 20
GUR-GADDI GURU GRANTH SAHIB • Sikh

October 24
SHEMINI ATZERET • Jewish

October 24
UNITED NATIONS DAY

October 25
SIMCHAT TORAH • Jewish

October 30
DIWALI • Hindu

October 30
BANDI-CHHOR DIWAS • Sikh

October 31
REFORMATION DAY • Christian

October 31
HALLOWEEN
Gartner Solutions

Gartner's technical research offers you step-by-step guidance for complex integrations and new challenges. This research offers you virtual roadmaps and how-to documents that will guide you through the planning and execution phase of any project, large or small:

- **Mobility** - Creating, Implementing and Measuring an Effective BYOD Program
- **Infrastructure** - Best Practices for IT Disaster Recovery: Reducing Risks On-Site and in the Cloud
- **Applications** - Solution Path for Achieving Continuous Delivery With Agile and DevOps
- **Security** - How to Plan and Execute a Threat Assessment
- **Identity** - Solution Path for Implementing Single Sign-On
- **Data Management** - Three Architecture Styles for a Useful Data Lake
- **Cloud** - 'Just Enough' Private Cloud: Deliver Value Quickly With Virtualization Automation

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TECH BYTES

by Jamil Porta

Dell Technologies lifts off: Here’s what to watch as Dell, EMC, a bevy of enterprise businesses combine
It’s a datacenter juggernaut that’ll need to be nimble as workloads move to the public cloud.

[Visit Website](#)

Start-up touts wireless earbud that translates conversations
How well the Pilot can handle multi-lingual conversations in real time is unclear, but Indiegogo backers are enthusiastic.

[Visit Website](#)

Apple Watch Series 2 review: work it out
Let’s call it what it is: a fitness tracker. The Apple Watch Series 2 is exactly that.

[Visit Website](#)

iOS 10 reviewed: There’s no reason not to update
Apple puts together a comprehensive update with some smart app redesigns.

[Visit Website](#)

Samsung Gear S3: release date and everything you need to know
Samsung has used its IFA press conference to talk up the new watches - sadly there’s no release date nor price available yet.

[Visit Website](#)

10 tools to help your company improve diversity
A variety of new apps aim to create blind hiring processes and draw more women and minority job candidates to tech businesses.

[Visit Website](#)
Is your computer acting strangely? Is it running slower than normal? Are you getting a lot of unwanted pop-ups? Are other unusual problems happening? If so, you may have malware!

What is Malware?

Malware is short for “malicious software.” It is a type of computer program designed to infect a person’s computer and other devices in order to inflict harm in a number of ways. It can cause your computer to crash, monitor and control your Internet activity, and it can even steal your personal information! Malware most commonly infects your devices through the Internet and email, though you can also get infected through hacked websites, game demos, music files, software, free subscriptions, or anything else you download from the Web.

Malware comes in a perplexing variety of forms, including viruses, adware, spyware, worms, and many more. The most familiar form of malware comes into devices as viruses – yet many people mistakenly use “viruses” interchangeably with the general term “malware.”

Common Forms of Malware

- **Viruses:** A virus has the capability of copying itself and spreading to other computers. It can spread by attaching itself to a number of programs and executes the malicious code once you launch one of the infected programs.
- **Adware:** Short for “advertising-supported software,” adware delivers advertisements such as pop-up ads on websites and ads displayed by software. While adware may seem harmless, it is not uncommon to become bundled with spyware; the pair is significantly more dangerous than adware alone.
- **Spyware:** As the name suggests, spyware is software that spies on you without you even knowing. Some of its capabilities include monitoring your activity, collecting keystrokes, harvesting data, modifying security settings, and more. It can spread by taking advantage of vulnerabilities in software, bundling with legitimate software, or in trojan horses.
- **Trojan Horses:** A trojan horse disguises itself as a normal file type or program to trick you into downloading and installing malware (like the wooden horse statue that entered Troy!). Once installed, an attacker can steal data, install other forms of malware, modify files, and other malicious activity. In larger systems, a trojan horse can create a denial-of-service (DOS) attack, where it can make machines and network resources unreachable and unavailable.
- **Worms:** A worm is a program that, like a virus, replicates itself in order to destroy data and files on a device. While very similar, there are a few characteristics that distinguish worms from viruses – one being that worms do not need to rely on users to execute. It can self-replicate and spread independently.
- **Ransomware:** As its name suggests, ransomware essentially holds your computer system captive while demanding a ransom. There are two main types of ransomware: lockscreen and file-encrypting. Lockscreen ransomware pops up a window that takes over your device so that you cannot use any applications, including your anti-virus. The most common example of this is when a user receives an FBI notice stating their files have been encrypted until a “fine” is paid for cybercrimes. File-encrypting ransomware does not target applications but encrypts (scrambles) your data so that it becomes inaccessible. This example usually occurs in a pop up window offering to sell you the decryption key. The most recent types of file-encrypting ransomware are CryptoLock, CryptoWall, and TeslaCrypt. The most unfortunate part of ransomware is that even though you may pay the ransom, the attacker may choose to not cooperate, increase the ransom, or re-infect your computer.

This is Scary! What Can I Do?

The single biggest factor in preventing a malware infection on your device is your behavior! The good news is that you’ve already taken the first step by getting informed. It is your job to remain vigilant to avoid downloading and installing anything you do not understand or trust – no matter how tempting it may seem. You can also spread the word by talking to your friends about safe computing.

It is highly recommended that you regularly update your software and operating system. As new malware is introduced every day, companies release updates that fix the vulnerabilities attackers take advantage of.

Lastly, and very importantly, you should run up-to-date security software such as anti-virus and anti-spyware. It checks any newly downloaded program to ensure that it is malware-free, periodically scans the computer to detect and defeat any malware that might have slipped through, and regularly updates to recognize the latest threats. The University of Miami offers McAfee Virus Enterprise at no cost to all UM faculty, staff, and students. For more information, visit: [http://it.miami.edu/a-z-listing/mcafee-virusscan-enterprise](http://it.miami.edu/a-z-listing/mcafee-virusscan-enterprise).

If you would like learn more about malware and how to protect yourself, please contact UMIT Security at: ciso@miami.edu or visit: security.it.miami.edu. If you feel your device(s) has been compromised, please contact the UMIT Service Desk at: (305) 284-6565 or itsupportcenter@miami.edu.
UMIT IN THE KITCHEN
by Mariano Estrada

Chicken Tostadas

Ingredients:
- Dash of olive oil
- 1 small onion, sliced
- 1 medium green pepper, thinly sliced
- 1 medium red pepper, thinly sliced
- 1 packet of taco seasoning
- 2 cups of shredded chicken breast (cooked)
- 6 corn tostada shells
- 2 cups of shredded lettuce
- 1 cup diced tomatoes
- ½ cup of salsa verde
- Guacamole
- Queso fresco
- Mexican crema

Directions:
1. Preheat the oven to 375 F. In a non-stick pan, heat the olive oil on medium heat. Add the onions and peppers and sauté for a few minutes until soft. Add the taco seasoning to the pan mixing to combine. Add ½ cup of water or a little more if the pan is too dry. Add the shredded chicken and continue mixing until the water has been absorbed.
2. Use a cookie sheet to heat the tostadas in the oven for about 10 minutes.
3. To serve, spoon the chicken mixture over the tostada shell. Top with lettuce, tomato, salsa verde, guacamole, crumbled queso fresco, and Mexican crema.
4. Enjoy!

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

ANNOUNCEMENTS & MILESTONES

Kudos: Florence Parodi
UMIT’s Florence Parodi, along with the rest of her colleagues in the Salesforce.org’s Higher Education Advisory Council Governance Sub-Committee, explores the challenges institutions face in implementing governance and shares best practices:
http://www.salesforce.org/talk-data-to-me
Kudos: Andre Carty

“A quick shout out about your employee Andre Carty, who quickly diagnosed my PC issue (slowness and WMI provider error). While others have dismissed the issue as the system needing more RAM, Andre took the extra time to clean out a ton of temporary files in several areas. System is running much better. Thank you!”

- Henry Manfrediz, Manager, Research IT

Kudos: Wajid Shah

“Thank you so much for your help today, Walid Shah. I so appreciate your prompt and efficient service! It is wonderful that I can get my issues resolved on holidays and weekends, the times I am hard at work!”

- Carol L. Karp, MD, Professor of Ophthalmology, Bascom Palmer Eye Institute

Kudos: Arian Gomez

“Arian Gomez worked, collaborated, and scheduled to get the old 2003 clustered sign-on (Shibboleth and CAS) servers upgraded to new 2012 clusters. This was a tremendous effort that required a great deal of collaboration and effort across several teams under UMIT. We have finally shut down the old 2003 servers and moved all functions over to 2012 servers. Thank you!”

- Gilon Levinson Systems Administrator, Information Technology

Baby Announcement: Dominique Okonkwo

Name: Amara Simone Okonkwo

Born: September 22, 2016 at 6:14am

Weight: 7.8 lbs.

Length: 20 in.

Congratulations, Dominique!
ANNOUNCEMENTS & MILESTONES

Announcement: ERP’s Back to School Support!

This Back to School season, the ERP team and UM HR teamed up to collect basic scholastic supplies for students in need in Miami’s public schools in partnership with City Year. Founded in 1988, City Year is a member of the AmeriCorps national service network focused on helping public schools in 27 urban, high-poverty communities, including Miami. City Year provides high-impact student, classroom and school-wide support to help students stay in school and on track to graduate from high school, ready for college and career success.

In all, 124 two gallon Ziploc bags and 10 backpacks full of supplies made their way to 17 Miami-Dade County Public Schools. These collections are supporting over 100 students in our community. While there are many more students in our public school systems that are in need, every donation made is a step closer to transforming lives through service.

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!
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.