Back to School
Earlier this month, the University of Miami welcomed students for the start of the fall semester! Whether returning or just starting at the U, UMIT aims to provide students and faculty with the most cutting-edge tools and technology to enhance their respective learning or teaching experience. During this time, it is important for us to remember one of the key reasons that we are all here: to support our University community.

UMIT organized the annual Back to School (BTS) event (August 15-16), where volunteers from various UMIT teams helped students with their devices at multiple support centers on campus. 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. Additionally, volunteers encouraged students to enable Wi-Fi calling on their mobile devices to enhance the quality of cellular reception on campus, and also urged students to download the Adobe Creative Cloud suite, which, thanks to the hard work of our Business Operations team, is now available to all faculty, staff, and students at no cost.

Our volunteers successfully supported and interacted with approximately 480 students during BTS (a ticket was opened and tracked in UService for each incident). A total of 883 devices were configured: 53% of which were laptops, and 44% of which were smartphones. Not surprisingly, 81% of the laptops were Apple products, and an impressive 93% of the smartphones were iPhones, which shows a steady increase for Apple products within the student population over the past several years (77% laptops and 88% iPhones in 2016; 74% laptops and 87% iPhones in 2015; 74% laptops and 82% iPhones in 2014).

I would like to extend a sincere thank you to the BTS committee and all of the volunteers who helped make this year’s event a success. We wouldn’t be able to do what we do without the effort and hard work of our UMIT team members.

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. I have great confidence that we’ll continue to provide top-level service and support to the entire University community as part of our ongoing effort to transform lives.

In partnership,

Steve
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:

- Business Intelligence Administrator (Microsoft)
- Decision Support Analyst / BI Developer
- Sr. Clinical Systems Analyst
- Customer Service Representative
- Director, IT
- Security Analyst (Temporary)
- Business Intelligence Developer
- Clinical Systems Analyst
- ERP Trainer (Temporary)
- Security Analyst
- Sr. Security Engineer
- Security Engineer
- Instructional Designer
- Technical Analyst
- ERP Trainer, IT
- Desktop Support Technician (Temporary)
- Sr. Systems Engineer
- Sr. Telecomm Technician
- Desktop Support Technician
- Desktop Support Technician (Temporary)
- Desktop Support Technician (Temporary)
- Sr. Clinical Laboratory Systems Analyst
- Clinical Program Coordinator
- Sr. Clinical Project Manager
- Sr. Clinical Systems Analyst
- Technical Analyst (Temporary)
- Sr. Clinical Project Manager, IT (Non Technical)
- Programmer, Intermediate
- Sr. Systems Analyst
- Sr. Programmer - Mobile App / Web Systems

MOVERS & SHAKERS

Humberto Contreras Valdez
Humberto moved from Desktop Support Technician on the Help Desk team to System Administrator on the Infrastructure team.

Jose Ruano
Jose moved from Director, IT on the IT Security team to Director, IT on the Telecommunications team.

Congratulations
Access Free Training on Lynda.com!

**Lynda.com** is a user-friendly online platform that helps anyone learn business, software, technology, and creative skills to achieve personal and professional goals.

With Lynda.com, you can learn new skills online, on your time. There are over 5,700 courses in business, technology, web, photography, and creative skills taught by industry experts.

In addition to individual courses, you can also engage in a **Learning Path**, which is a more in-depth opportunity to learn a new skill. Learning Paths are structured to give you step-by-step instructions on how to become a photographer, web developer, accountant, project manager, and much more.

**Quick Links:**

- **Access Lynda.com training at:** miami.edu/lynda
  (Log in with your CaneID and password)

- Seeking professional development? Check out **Lynda.com’s Business videos category**. Topics covered include project management and negotiation, leadership skills, and online marketing strategy.

- **Educational training is also available on Lynda.com**, which is designed to help faculty and students leverage new technologies to increase engagement, be more productive in the classroom, and maximize the potential to learn remotely.

- Want to learn how to use Adobe Photoshop or InDesign? Choose from 1,000s of courses in **Design** and **Photography**.
Wanted: Weaponized Exploits that Hack Phones - Will Pay Top Dollar
Exploit broker Zerodium ups the ante with $500,000 to target Signal and WhatsApp.
Visit Website >>

Can Twitter Aid Disaster Response?
New Research Examines How
With over 500 million tweets sent every single day, new research is investigating innovative ways to use that data to help communities respond during unexpected catastrophes.
Visit Website >>

Galaxy Note 8's Dual Camera Beats iPhone Because of One Spec
The Note 8 marks the first time dual rear cameras have appeared on a flagship Samsung device.
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How Technology is Now Empowering Educators
Bridging the gap between digital and the classroom.
Visit Website >>

VDI Advances Higher Ed Agricultural and Engineering Programs
With lightning-fast servers and sophisticated graphics processes, universities reap the rewards of virtual clients while delivering high-end performance for career-minded students.
Visit Website >>

Is Google Glass Really Ready for the Enterprise?
Google Glass Enterprise Edition is now available to more businesses through its network of development partners, but does it really work as a collaboration and productivity tool?
Visit Website >>

DIVERSITY CALENDAR: SEPTEMBER 2017
by Titanya Ramsingh-Pierce

Full Month: September 15 - October 15
National Hispanic Heritage Month
Celebrates the contributions, heritage, and culture of Hispanic and Latino Americans.

September 2
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 4
LABOR DAY
Celebrated the first Monday in September in recognition of U.S. workers.

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

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 21-22
ROSH HASHANAH • JEWISH
Beginning of the Jewish New Year and first of the High Holy Days, which marks the beginning of a ten-day period of penitence and spiritual renewal.

September 21-29
NAVARATRI • HINDU
Nine-day festival celebrating the triumph of good over evil. It worships God in the form of the universal mother commonly referred to as Durga, Devi or Shakti, and marks the start of fall.

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

September 22
MUHARRAM • ISLAMIC
The month of Muharram marks the beginning of the Islamic liturgical year. The first day of the month, al-Hijra, remembers the migration of Muhammad and his followers from Mecca to Medina in 622 CE.

September 23
BI VISIBILITY DAY
Seeks to accelerate acceptance of the bi+ community and to draw attention to the public policy concerns, while also celebrating the resiliency of the bisexual community.

September 30
YOM KIPPUR • JEWISH
The “Day of Atonement” marks the end of the Ten Days of Penitence that begin with Rosh Hashanah.

September 30
DASHERA • HINDU
Anniversary of the day when Rama killed the evil demon Ravana. Also known as Durga Puja, which celebrates the goddess Durga.
The first day of school comes not only anxiety, but also targeted attacks. Parents and students are shopping around for the best deals while supplies may last, allowing many threats to be overlooked. This is the perfect time for scammers and thieves to target potential victims, offering school-related materials at unbelievable costs. Whether you are a student preparing for the return to school or a parent equipping your student with necessary supplies, you are at risk.

Beware of offers that seem “too good to be true.” Today, more and more consumers are shopping online for school supplies. While convenient, it can also be very risky. Many sites are promoting bargains that can be false and can use your personal information maliciously. In addition, scammers are using reputable sites to host malicious advertisements that can entice the consumer into redirecting to another page. For example, a student may log on to Facebook and see an ad selling a laptop for $50. Feeling curious, he or she may click on the ad and perhaps expose themselves to multiple attacks such as downloaded malware, which can include key logging that will record everything typed into a computer.

Consumers should be cautious of advertisements sent through text. Thieves can send mass messages announcing that the recipient has won a back-to-school shopping spree and personal information is needed in order to obtain the prize. Unsuspectingly of the sender, the “winner” will submit the sensitive information and leave themselves vulnerable to scams.

Caution is necessary when cybershopping, particularly around this time of the year. During back-to-school season, stay safe by:

- Ensuring that all passwords are strong and secured.
- Not sharing sensitive information with others, unless absolutely necessary.
- Being vigilant against offers made via text message.
- Monitoring account history for fraudulent charges.

For more information about how you can protect yourself while cybershopping, or if you have any questions, please contact UMIT Security at: ciso@miami.edu or visit: security.it.miami.edu.
Spicy Zambezi Chicken

**Ingredients:**
- 1 bunch of cilantro (stems removed)
- 1 can of coconut milk
- 10 garlic cloves
- 1 tsp red pepper flakes
- 1” piece fresh ginger
- 1/2 cup lime juice
- 1 jalapeño pepper
- 2 lbs boneless chicken breast and thighs (or vegetarian chicken substitute)
- Salt & pepper to taste
- Green onions and cilantro (for garnish)

**Directions:**
1. Create a marinade by blending cilantro, coconut milk, garlic cloves, red pepper flakes, ginger, lime juice, and jalapeño pepper in a food processor.
2. Season the chicken with salt and pepper.
3. Pour marinade over chicken, and marinate for three hours in the refrigerator.
4. When ready to cook, preheat the oven at 375 F.
5. Bake the chicken uncovered until golden on top, turn as needed until the color is uniform. Total cook time is about 60 minute. Check for doneness.
6. When ready, garnish with green onions and cilantro.
7. Suggestion: Serve over white rice.
8. Enjoy!
University of Miami Becomes Florida’s First Adobe Creative Campus

The University of Miami (UM) is now providing the full suite of Adobe Creative Cloud (Adobe CC) software to all faculty, staff, and students at no cost, making UM the first Florida Adobe Creative Campus. The university aims to always provide its community with the most cutting-edge tools and technology, at little to no cost, to align with its mission to transform lives through teaching, research, and service.

Senior Aaron Gluck, the IT Student Government (SG) Liaison, and a software licensing employee for UMIT, said: “Adobe is so useful for all students, whether it is to learn for personal use or a career skill. It helps students branch out and learn more useful tools.” He went on to say that, “UM Student Government and UMIT have worked really hard to make this happen, and we hope that a lot of students will download the software and take advantage of the incredible opportunity we’ve been given.”

The Adobe CC suite includes a variety of different programs for desktop and mobile devices, including Photoshop, Illustrator, Premiere, InDesign, and Acrobat Pro, along with others aimed at providing users tools for graphic design, video and photo editing, and web development.

Jonathan Hammond, Adobe Vice President for North American Education, said: “Adobe and the University of Miami are each committed to supporting students with technologies that will enhance their academic experience and help differentiate them in their careers. Adobe Creative Cloud empowers students to communicate in digitally and visually compelling ways; resulting in students that are more engaged in their classwork, learning outcomes are improved, and critical thinking and creative problem-solving skills are fostered – all skills necessary to succeed in this digital economy.”

Adobe CC is the latest in a variety of software applications and tools provided to faculty, staff, and students by UMIT at no cost to the UM community, including Microsoft Office Suite, McAfee VirusScan, and the cloud-storage solution Box.

Adobe Creative Cloud Includes:

- Acrobat Pro
- Photoshop
- Illustrator
- InDesign
- Premiere Pro
- Dreamweaver
- Lightroom
- After Effects
- Animate
- Bridge

And much more!
Kudos: Adobe Creative Cloud Roll-Out

“I want to thank everyone that helped make the University-wide Adobe Creative Cloud (CC) launch possible. It was a true UMIT team effort that took a lot of time, energy, and planning. A special thanks to Dyana Alvarez, Gilon Levinson, Liz Perez, Diamari Torres, Stephen Weatherly, and the Software team. This successful launch would not have been possible without their contribution.”

- Julie Potter, Senior Manager, Software Licensing & Cloud Services

Kudos: Office 365 Law School Migration


“Thank you all so much for your hard work on this migration. Your flexibility and dedication to getting this done in a way that was least disruptive to the members of the law school community is very much appreciated. It has been a real pleasure to work with all of you on this project.”

- Ellen Greenfield, Director of Information Technology, University of Miami School of Law

Kudos: Diane Rubin

“Just a note to thank you for all your time, dedication, and help resolving my email issues with Outlook and 365. I truly got lucky with having your help! Hopefully one day I can pay it forward when you’re in need! True professional”

- Jordan Braswell, Specialist of Billing Compliance, UHealth Compliance

Kudos: Academic Technologies Team

“On behalf of all the attendees, we would like to express our appreciation for the outstanding ‘Designing Active Learning Experiences’ Workshop that you kindly delivered in the College of Engineering. We were pleased to see new participants from the College, as well as participation from Physics, Education, and the Graduate School. The transformative approach to creating activities and products for the First Day of class was certainly refreshing! We value your partnership, and look forward to future collaboration.”

- Derin Ural, PhD, Professor in Practice, and Associate Dean of Student Affairs, College of Engineering
Learning and Growing: Decision Support and Planning and Institutional Research Teams

Wish you could predict the future? A small group of University of Miami Information Technology staff learned the basics of predictive analytics — the use of data and statistical algorithms to predict future trends and behavior patterns — at a lunchtime presentation hosted by one of their peers. This was the first of a series of brown bag lunches implemented by the Decision Support and Planning and Institutional Research teams as their “One Action” in response to the results of last year’s faculty and staff engagement survey.

“Collaboratively, our teams reviewed the survey results and discussed the opportunity to focus on professional development,” said Sheryl Borg, executive director of Decision Support Services. “Working together as a blended team for the past two years has given us a unique opportunity to share diverse skills. Now we’re formalizing that. The team is strengthened as each team member has opportunities to learn and lead others in learning.”

Krishnan Kottaiswamy, ETL developer, hosted the presentation for about 20 of his colleagues. “We’re considering predictive analytics to assist in forecasting future plans for the University community,” Kottaiswamy said. “This was a great opportunity to teach others about it.”

The lunches will be hosted quarterly and anyone on the team can submit a topic for consideration. “We plan on having more sessions and eventually involving others going forward,” Kottaiswamy said. “Everybody has different skills — if anyone wants to learn through these sessions, they could transfer their knowledge and help each other grow.”

In addition to the brown bag lunches, the team created a shared calendar, where anyone can post webinars and conferences, and a resource library to share learning materials. UMIT Decision Support leaders encourage team members to dedicate up to five hours per month for professional development and to provide meeting rooms to support learning activities.
Kudos: Michael “Mike” Trogman

“A quick note from the Enterprise Imaging Team, I want to personally thank Mr. Trogman for his diligent and excellent work in supporting the Ophthalmology imaging systems and the final steps in making the failback to the NOTA Isilon storage as efficient as possible. As you all know, we learned many lessons in the first true DR shift from NOTA to RMSB2 in the Isilon environment as it pertained to the Ophthalmology Imaging systems [ECP, HEYEX etc]. Mike, through his hard efforts and work with EMC, was able not only to rectify issues with the initial failover but also to make the transition back to NOTA as seamless and effective as possible, identifying issues and getting them rectified before we made this failback attempt. It’s not often we get a chance to truly hold up our teammates and partners to truly recognize not just their work but their dedication as well. To Mike, and all involved, I say thank you.”

- Rick Stratton, Senior Systems Engineer, UHealth Information Technology

Kudos: UMIT Salesforce Grant Team

“Last month members of the UMIT Salesforce team participated in the first ever Salesforce Higher Ed Open Source Software Community Sprint. This event opened the door for the higher ed community to collaborate and innovate on a standardized data architecture and share it through open source initiatives. Florence and Nina led a themed group: How to manage and automate recruitment records with the Student Recruitment Success Pack, a project funded by the Salesforce Force for Change grant program. This topic was about implementing student recruitment on the Higher Education Data Architecture (HEDA) and collaborated with attendees on how to transition to current students to meet the goal of a connected campus.”

UMIT Salesforce Grant Team: Florence Parodi, Deborah Duran, Nina Gomez-Fernandini, and Stella Arista
Kudos: UMIT Systems Infrastructure - Storage and UNIX/Backup and Recovery Teams

“I feel necessary to recognize: Alejandro Schmidt, Damian Ortega, Heber Rodriguez, Ignacio Gonzalez, Michael Trogman, Tony Sellers, Adrian Alba, Angel Feal, Kim Phung, Mario Litano and Tom Vega from the UMIT Systems Infrastructure - Storage and UNIX / Backup and Recovery teams. Their teamwork and contribution for the prompt, smooth and successful relocation of the University’s core, clinical storage hardware and “Big Iron” IBM Power server equipment (at the NAP of the Americas’ Data Center) was instrumental and invaluable. This equipment hosts essential production databases, unstructured data and services crucial to the daily operations and mission of the University of Miami. Some of this data belong to environments like UChart-Epic, Sunquest LAB/CoPath, Ophthalmology and Cardiology PACs, Oracle Identity Management and RAC, Clinical Interfaces and File Shares to name a few. The capacity moved amounted to an estimated 1 Petabyte of raw storage. I want to distinguish their hard work, recognize the sleepless hours during the maintenance windows, exemplary dedication (regardless of how tired they were) and weeks of meticulous documentation and planning. It wasn’t easy, they made it look easy. Great Job, and THANK YOU!”

- Emmanuel Kalemakis, Director, IT, System Infrastructure - Storage and UNIX / Backup and Recovery

Kudos: “I am the U” Facilitators

The “I am the U” new employee orientation experience is your introduction to the University of Miami. This interactive and engaging day will provide information about who we are, what we do, what we value, and what it means to work at the U.

To the right is a picture of UMITers who are “I am the U” facilitators. The class II program to become a facilitator was held on August 10, 2017 at the UM Hillel Braman Miller Center. IT Supervisors and UM leaders attended to support class II. UMITers Ismael Pimienta, Sindy Garcia, and Veronica Maristany are class I facilitators, and were supporting class II facilitators: Yani Cruz, Tania Rodriguez, and Lourdes Wolf-Marenus.
ANNOUNCEMENTS & MILESTONES

UMIT Throwbacks: Back-to-School Edition

Pictured left and above: Titanya Ramsingh-Pierce

Pictured right: Diamari Torres
Back to School 2017: 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 UMITers help them set up their laptops, phones, and tablets.

Here are some event statistics:
• 480 students were helped
• 883 devices were handled
• 81% of laptops were Apple
• 93% of phones were Apple

Back to School 2017: Top Techs

With a grand total of 467 laptops, 386 smartphones, and 30 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:
• Carlos Gonzalez Massuet: 106 devices
• Jean Wong: 98 devices
• Dionne Merritt: 96 devices
• Juan Bolivar: 87 devices
• Roger Mejia: 57 devices
• Ronald Tsang: 51 devices
• Maria Pugliese: 49 devices
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

umitnewsletter@miami.edu