Recovery After Hurricane Irma
MESSAGE FROM THE CIO

Over the past few weeks, I have been inspired by our team’s resilience and determination to rebound from Hurricane Irma as quickly as possible. Since the hurricane, our community has had to overcome many unexpected challenges, but we are in this together. The full impact of Irma peaked with widespread power outages, downed power lines and trees, flooded buildings, and buildings essential to UM functions being completely offline; but due to the hard work and dedication of our essential UMIT employees, UM’s critical functions continued without fault.

I greatly appreciate everyone who worked day and night to ensure that University functions continued before, during, and after the storm. Over 1,000 employees – including essential UMIT staff – and their family members slept at the University of Miami Hospital and the Ungar Data Center to ensure adequate staffing and the continuity of University operations. I’d like to highlight all of the individuals who participated in this effort below.

I’d also like to say a very important thank you to all UMITers for all that you do to support the University of Miami. As an organization, we truly exemplified the DIRECCT value of teamwork. We came together in a time where collaboration was essential to support our colleagues and the University.

I am proud to work with such a driven and resilient group of IT professionals who won’t stop until the job is done. Later in this edition of the newsletter, you can read stories from UMITers about their experiences during the storm.

Lastly, although we are fortunate that the storm’s impact was not as devastating as we had feared and prepared for, we are mindful that this is an especially difficult time for our neighbors in the Caribbean. There are several opportunities for giving back and making a difference any way you can below:

- **Volunteer:** Employees can search for volunteer opportunities online.
- **Give to the Red Cross:** Make your donation online.
- **Donate to the United Way:** Make your online gift to support Operation Helping Hands.
- **Donate non-perishable foods and basic household supplies** at designated bins on campus.

I thank you all for being prepared, responding positively, and helping keep the University of Miami running smoothly.

In partnership,

Steve

UMIT’s Emergency Response Team Members

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 DIRECT Values and Behaviors.

Future UMIT "Canes can apply at: miami.edu/careers. Below we have several exciting job opportunities:

- Decision Support Analyst
- Network Architect
- Desktop Support Technician (Second Shift)
- Desktop Support Technician (Third Shift)
- Network Architect
- Help Desk Technician
- 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. PACS Administrator
- 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
iOS 11, Thoroughly Reviewed
This wide-ranging update is full of changes, but iPad benefits the most.
Visit Website >>

The Best New Bike Tech for Commuters
The number of bike commuters may still be a small minority, but an increasing number of people from coast to coast are ditching their cars in favor of a bike.
Visit Website >>

Android 8.0 Oreo, Thoroughly Reviewed
We take a 20,000 word deep-dive on Android’s “foundational” upgrades.
Visit Website >>

3D-Printed Robotic Arm for Sign Language Translation
A team of engineers at the University of Antwerp in Belgium has developed a 3D-printed robotic arm that can act as a sign language translator for deaf people.
Visit Website >>

iPhone 8 and 8 Plus Review: The Default Option
After I went to Apple’s annual iPhone launch event, a bunch of people of course asked about the new iPhone — by which all of them meant the all-new iPhone X. More than one person didn’t even know the iPhone 8 existed.
Visit Website >>

Institutions Turn to Snapchat to Recruit New Generation of Students
Facebook is better for their parents, but high schoolers prefer to communicate via pictures and videos.
Visit Website >>

October (Full Month): LGBT HISTORY MONTH
A U.S. observance started in 1994 to recognize lesbian, gay, bisexual, and transgender history and the history of the gay rights movement.

October (Full Month): NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH
Started in 1945 as a week long event and extended to a full month in 1998, this annual event recognizes the contributions of workers with disabilities, and draws attention to employment barriers that still need to be addressed.

October 1: ASHURA • ISLAMIC
A day of fasting observed on the 10th day of the month of Muharram to celebrate Moses’ exodus from Egypt. For Shi’a Muslims, it also marks the climax of the ten-day Remembrance of Muharram, which mourns the martyrdom of Hussein at the Battle of Kerbala in 680 CE.

October 5-11: SUKKOT • JEWISH
The week-long “Feast of Booths” commemorates the 40-year wandering of the Israelites in the desert on the way to the Promised Land.

October 9: COLUMBUS DAY
Celebrates the anniversary of Christopher Columbus’s arrival in the Americas on October 12, 1492

October 9: INDIGENOUS PEOPLE’S DAY (NATIVE AMERICAN DAY)
Celebrates and honors Native American history and culture.

October 12: SHEMINI ATZERET • JEWISH
“The Eighth (Day) of Assembly” is observed on the day immediately following Sukkot.

October 13: SIMCHAT TORAH • JEWISH
“Rejoicing in the Torah” celebrates the conclusion of the public reading of the Pentateuch and its beginning anew.

October 17: INTERNATIONAL DAY FOR THE ERADICATION OF POVERTY
Call to action for the eradication of poverty and destitution worldwide.

October 19: DIWALI • HINDU
Also called Deepavali, “Festival of Lights,” it celebrates the victory of good over evil, light over darkness, and knowledge over ignorance.

October 19: BANDI-CHHOR DIWAS • SIKH
A commemorative occasion having no fixed date which occurs in October or November and celebrates the release of the Sixth Guru Har Gobind Sahib from imprisonment and coincides with Diwali, the Hindu festival of lights.

October 20: BIRTH OF THE BÁB • BAHÁ’Í

October 20: GUR-GADDI GURU GRANTH SAHIB • SIKH
Since 1708, Sikhs have accepted Sri Guru Granth Sahib as their eternal Guru that holds the spirit of all Ten Gurus of the Sikhs. They consider Guru Granth Sahib to be a spiritual guide not only for Sikhs but for all of mankind; it plays a central role in guiding the Sikhs’ way of life.

October 24: UNITED NATIONS DAY
Commemorates the founding of the world organization in 1945.

October 31: REFORMATION DAY • CHRISTIAN
Commemorates the beginning of the Protestant Reformation in 1517.

October 31: HALLOWEEN
The eve of All Saints’ Day.
PROFESSIONAL DEVELOPMENT

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.
National Cyber Security Awareness Month (NCSAM) – celebrated every October – was created as a collaborative effort between government and industry to ensure every American has the resources they need to stay safer and more secure online.

Every year, we post one article a week during the month of October to observe NCSAM. Each article will cover the topic of week, determined nationally by the U.S. Department of Homeland Security and the National Cyber Security Alliance. The articles will be published in Veritas every Monday in October.

For more information and weekly security articles, please visit: miami.edu/ncsam. To get involved in NCSAM, please visit: staysafeonline.org/ncsam.

For more information about cyber security, or if you have any questions, please contact UMIT Security at: ciso@miami.edu or visit: security.it.miami.edu.
Turkey Koftas & Tahini Sauce

**Turkey Koftas Ingredients:**
- 1 lb / 453 gr. ground turkey
- 1 large zucchini, grated
- 2 scallions, finely chopped
- 1 green chile, stemmed, seeded, and finely chopped
- 1 large egg, lightly beaten
- 3 tbsp. chopped pistachios
- A handful of fresh parsley leaves, chopped
- ½ tsp. dried oregano
- ¼ tsp. ground cumin
- 1 tsp. fine grain sea salt
- Ground black pepper

**Tahini Yogurt Ingredients:**
- 1 cup / 250 gr. Greek yogurt
- 1 tbsp. tahini (sesame paste)
- 2 tsp. freshly squeezed lemon juice
- 1 tsp. minced garlic
- ½ tsp. ground cumin
- ½ tsp. fine grain sea salt

**Directions for Turkey Koftas:**
1. Place all ingredients in a bowl and mix until well combined.
2. Scoop 2 tbsps. of turkey mixture and with damp hands form the mixture into 16 ovals (about the size of an egg).
3. Heat a grill or a grill pan to medium heat.
4. Grill the koftas for about 6 minutes per side (or until an instant-read thermometer inserted in the center registers 165°F).

**Directions for Tahini Sauce:**
5. Place yogurt, tahini, lime juice, minced garlic, cumin, and salt in a small bowl and mix until well combined.
6. Serve the turkey koftas with the tahini yogurt, and 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
Hurricane Irma Reflections by Lourdes Wolf Marenus

As so often happens with natural disasters, Hurricane Irma brought neighbors, friends, and pets together in a unique and unforgettable way. We lost power for 10 days, and friends opened their homes and their hearts to help as living in the house became unbearable.

Shortly after the hurricane passed, we soon discovered that the hurricane shutter brackets prevented opening windows in our house. As the days rolled by without power, being inside the house with the heat and humidity, felt like stepping into a sauna. Cold showers never felt so good. My husband and daughters were traveling so I stayed with friends who were kind enough to open their home to friends and pooch. My dog, Lena, became my steadfast companion. Lena and I came home every day to check on the house. Many of the neighbors had evacuated and there were rumors of looting close by so talk ensued about hiring private security. This sparked creating a neighborhood “chat” that became our “neighborhood crime watch” – better than hiring a security guard. Hourly updates from the chat became common: “just drove by the block… all looks good;” “walked up and down the street, all good… no signs of FPL.”

On day 10, the FPL trucks rolled in and the chat went crazy! First one truck, then two, then three. When I finally arrived, I counted 15 to 20 trucks down our street. “There was major damage,” the workers said. Pole replacements and rewiring on both sides of the street. I FaceTimed my husband so he could see the commotion and he commented, “it looks like the Allies arrived to liberate Paris.”

Euphoria, amidst smiles and kindness abounded. Neighbors were on the street offering drinks and food to the workers. Every truck appeared to be from a different part of the country, and all had a story to tell. Chats from the evening flowed: “so grateful for amazing neighbors and power;” “we make a great family, thanks to all;” and “I have power! Thanks to God and all those good men.”

I reflect back on that memorable evening and hurricane experience and I feel such gratitude. Gratitude that we were spared a category 4 or 5 storm; gratitude that family, friends, and neighbors are all ok; gratitude for living in a great country where resources abound; gratitude to UM and the consideration given pre- and post- Irma; gratitude to friends who opened their homes. I also reflect on our vulnerability. How easily our lives were disrupted! We are indeed human, and we need each other. Neighbors helping neighbors, friends helping friends. Even strangers showing kindness and caring, taking time to chat. Natural disasters definitely brings out the best in people, and it was a beautiful thing to see.
ANNOUNCEMENTS & MILESTONES

Hurricane Irma Reflections by Yanatha Desouvre

During the storm, our 9-month-old – who is teething – had a hard time sleeping, so I had to curl in the playpen and guide him to sleep. Both of us were clutching to his Superman/Batman plush toys protecting us from the roars of Hurricane Irma. #cruchingplaypen #hiddenplushtoys

Hurricane Irma Reflections by Mona Sawyer

Before the hurricane, it was just my sister and I at our house, and we were really scared since Irma was our first major hurricane – so we had no idea how to get the shutters up! Our house has the types of shutters that need to be installed one by one (and about four or five for each window). We have never done such a labor filled project, and we were very scared to stay at the house without having the shutters installed.

I started to tell my concerns to my co-workers, and suddenly – and very unexpectedly – Maria Pugliese called me on Tuesday afternoon and told me that she and her family were going to help us put the shutters. It was such a moment of relief, and I felt so much of appreciation for her and her family to come to help us – even though they had their own house and her mother’s house to take care of.

Maria and her husband showed up in the morning and helped us to put the shutters. Even Maria herself started to put shutters on! Through her efforts, I felt so much courage and confidence that I started helping and putting shutters up as well. Her husband is such a great, caring, and friendly person, and even during the hard work of installing the shutters, he was telling us stories and making us not worry so much.

Hurricane Irma might have been a devastating hurricane – but the love, care, and attention of Maria and her husband made us feel safe throughout our first hurricane experience. I do not have enough words to express my sincere appreciation to Maria and her husband, but I wanted to let them know that their care and help will be in our hearts and minds forever. Thank you so much!
ANNOUNCEMENTS & MILESTONES

Academic Technologies:
Find Teaching Technology Solutions in the Wake of Hurricane Irma

As the University gets back to normality in the wake of Hurricane Irma, the Learning Innovation and Faculty Engagement (LIFE) team is available to support faculty who are dealing with tight schedules and diminished class time.

Changes to Fall 2017 Academic Calendar
The Fall 2017 Academic Calendar has been updated to recoup the time lost during Hurricane Irma. The following changes, among others, are taking place:
• Fall Recess (Oct. 12-15) dates have been canceled, and regular class schedules will proceed.
• The semester end date has extended to Dec. 20, 2017.

Consultations with the LIFE Team
Due to the changes in the academic calendar and the missing class time, there are common issues that may be affecting classes across campus. For faculty and students who have travel plans during the date extensions, technology solutions like web conferencing and pre-recorded videos can be a viable option. If students need to take their midterms or finals remotely, proctored exams can be a potential solution.

Faculty who would like to speak to an instructional designer about their unique cases or would like to discuss their syllabi, course lesson plans, and assignments can contact the LIFE team. Send an email to life@miami.edu to schedule a consultation.

Team Kudos Submitted by Jorge Luis Fernandez

On August 27 at 2 a.m., we enabled Duo Multi-Factor Authentication for UChart, the University of Miami’s electronic medical record system. Any user accessing UChart from a private workstation or outside of the UM network is now required to also authenticate with Duo every 24 hours.

The successful implementation of this UMIT-led project has not only achieved additional safeguarding of our patient’s sensitive information, but in addition, UChart was migrated to the CGCENT domain, users now login with their own domain account (access was anonymous before), the Citrix Receiver was upgraded, new icons were published on 2,600 Kiosk workstations, and vendor support access to UChart is also now subject to multifactor authentication and other infrastructure improvements, while maintaining the high availability demand of this environment.

The project requirements – including the level of attention to existing workflows and multiple stakeholders – were challenging and the successful project implementation wouldn’t have been possible without the contribution of the following teammates: Jorell Hernandez, Dorian Hasimi, Elizabeth Perez, Anil Kadiyala, Juan Ruiz, Manuel Pena, Oriel Bailey, Michael Hampton, Mari Lovo, Tahir Haq, Dickson Lam, Mohammad Kamran, Randy Rodriguez, Michael Lecuona, Michael Trogman, UMIT Service Desk, Rafael Vargas, Rocky Pedroso, Daniel Suarez, Ray Rodriguez, Anibal Espinosa, Michael Rodriguez, Craig Scott, Cory Hall, and Tiara Brewster.

Thank you all!
Featured Article:
UM Rolls Out New Canelink Mobile Version with New School Year, Offers Easy Access on the Go

With the new school year underway, the University of Miami launched a new CaneLink mobile version in response to students requesting a more clear and accessible way to find schedules and class descriptions on the go.

Even for senior Asia Cadet, the CaneLink site is confusing and difficult to navigate, especially when trying to access schedules the first day of school.

“It’s even worse on your phone, especially if you didn’t take a picture of your schedule and you don’t know where your classes are; you’re trying to log in to CaneLink on your phone as you get there,” Cadet said. “It’s really inconvenient.”

On the new mobile-friendly website, students are able to perform many of the same tasks as on a desktop, such as enrolling in classes, accessing financial aid and making payments.

Students aren’t the only ones benefiting from the new rollout. Faculty can view class schedules, enter grades and release advising holds via phone.

Click here to read the full article
Help Rebuild Florida and the Caribbean

The University is proud to partner with United Way and Ryder Systems to help those affected by the recent hurricanes. Please help us collect items for struggling families in Florida and the Caribbean.

Bring any of the following items to the locations below:

**Items**
- Non-perishable foods
- Baby products
- Toiletries and feminine hygiene products
- Household supplies
- New, packaged undergarments for men, women, and children (all sizes)

**Drop Off Locations**
- Richter Library
- Herbert Wellness Center
- Gables One Tower
- Lennar Foundation Medical Center
- Shalala Student Center
- Hecht Residential College
- Stanford Residential College
- Mahoney & Pearson Residential Colleges
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