HAPPY HOLIDAYS
FROM SUNNY SOUTH FLORIDA
MESSAGE FROM THE CIO

As 2017 draws to a close, I would like to extend a sincere thank you to all of you for your hard work and efforts throughout the year. I am proud to work with such a wonderful team that strives to make UMIT the best information technology organization in higher education and healthcare each and every day.

Thanks to all of you, this has been another record year of accomplishments for UMIT! I’d like to share some of the past year’s highlights with you. Please keep in mind that this is not an exhaustive list, or in any way representative of all the hard work we all do. I wouldn’t be able to fit all of our accomplishments in one CIO note, but wanted to share some of the milestones from 2017 with you below.

In order to improve energy efficiency and reduce operating costs by nearly 50%, the University’s primary data center in downtown Miami was successfully moved to a private space in the NAP of the Americas colocation facility. The impressive cost savings was achieved by establishing new vendor partnerships and consolidating IT equipment to reduce power consumption. To provide the necessary resources for the UChart Inpatient module go-live at the University of Miami Hospital (UMH), the UChart enterprise servers were successfully expanded, and UChart storage equipment was refreshed to increase capacity and system performance.

The implementation of Workday continued this year with the Workday Finance go-live, which included the new financial data model, procure-to-pay (P2P), expenses, assets, projects, banking, p-cards, travel cards, and financial accounting. Along with the Finance implementation, two new modules were implemented in Workday HCM: Faculty eRecruiting, and the University’s new performance management process TALK for Success. Other HR system upgrades included: the upgrade of Kronos Workforce Timekeeper, the transition of UMH Kronos to UMH Kronos Workforce Timekeeper, the implementation of Kronos Workforce Analytics for UMH (productivity module), and a new launch of SkillSoft professional development curriculum within ULearn.

We went live with Reports – a new dynamic enterprise data warehouse – which includes five years of financial legacy data, and ad hoc and standard reporting capabilities. In support of the Workday Finance go-live, the Reports business intelligence (BI) platform began loading financial data from Workday and transformed the legacy data to FDM dimensions. Subsequent phases are scheduled for the first quarter of 2018, which focus on development for student information and human resources.

The 2017 Faculty Learning Communities brought together faculty from across UM to focus on three themes: 3D printing, scanning, and visualization, flipped learning, and student-generated media. The 2017 Faculty Showcase drew a group of 110 attendees to collaborate and discuss educational innovations, such as the use of narrative techniques to enrich and humanize courses.

In addition, we are working to release EAB Guide and EAB Campus – student success management apps – which will provide greater detail about academic performance and analytics dashboards to students and advisors.

Regarding communications, we received over 450,000 unique opens and nearly 47,000 link clicks on the 600+ emails sent to the UM community (an average of 50 per month). Emails sent include messages regarding enterprise-wide change initiatives, newsletters, project-related emails, employee engagement events and opportunities, and senior-level executive messaging. We also continued our promotional marketing campaign entitled “Made for U” to showcase a total of 11 remarkable products and services UMIT provides to the University community.

We processed over 620 governance requests, a 38% increase in requests over 2016. Governance reviews ranged from operational projects to new software requests, system improvements, infrastructure services, and third-party application reviews. The governance process has also been transitioned to ServiceNow, which provides additional metrics on completion time, as well as additional transparency so requestors can see where their request is in the process.

Our support teams continue to work diligently to resolve IT issues 24 hours a day, seven days a week. We created a new self-service portal utilizing ServiceNow, and saved on operational costs by transitioning back-up answering services to a local company and clinical support calls to CareTech. We provided 24/7 support for UMH’s UChart go-live, and deployed new computing equipment in support of 17 Walgreens UHealth locations throughout Dade, Broward, and Palm Beach counties. We also upgraded Citrix client software at the Medical campus to enable Multi-Factor Authentication integration with UChart, and continued to update standard bundles for the Computer Lifecycle Management Program (CLMP) in an effort to modernize the computing environment. As a testament to UMIT’s hard work and dedication, our essential support teams also maintained 24/7 operations before, during, and after Hurricane Irma, and ensured that UM’s critical functions continued without fault.

In 2018, we will continue to share UMIT’s accomplishments throughout the year, and recognize those who are committed to achieving our organizational goals. We couldn’t do all of this great work without the dedication and passion each and every one of you brings to this team on a daily basis.

Thank you again, and best wishes to you and your loved ones this holiday season and a Happy New Year.

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:

- Healthcare Network Security Architect
- Sr. Systems Analyst
- Clinical Systems Trainer
- Sr. PACS Administrator
- Healthcare Cyber Infrastructure Security Manager
- Healthcare IT Security Risk Manager
- Sr. Systems Analyst
- Sr. Clinical Project Manager, IT (Non Technical)
- Sr. Clinical Systems Analyst
- Clinical Program Csoordinator
- Sr. Systems Engineer
- Clinical Systems Analyst
- Decision Support Analyst
- Clinical Systems Trainer
- Intermediate Programmer
- Executive Director, IT
- Industrial Engineer, ERP (Temporary)
- Associate Vice President for Enterprise Applications and Services
- Business Intelligence Administrator (Microsoft)
- Desktop Support Technician
- Sr. Desktop Support Technician
- Sr. Clinical Systems Analyst
- Instructional Designer (Temporary)
- Systems Analyst (Temporary)
- Desktop Support Technician (Third Shift)
- Security Analyst (Temporary)
- Security Analyst
- Sr. Security Engineer
- Security Engineer
- Desktop Support Technician
- Desktop Support Technician (Temporary)
- Desktop Support Technician (Temporary)
- Sr. Clinical Laboratory Systems Analyst
- Programmer, Intermediate
The 2017 Holiday Buyer's Guide
Check out the best tech gifts for 2017; top gifts under $100, $50, or $25; last minute gift ideas; and much more. Visit Website >>

EDUCAUSE 2017: IT Modernization Transforms the Campus Experience
Networking and virtualization initiatives provide a solid foundation for students, faculty and staff. Visit Website >>

Chrome 63 Offers Even More Protection from Malicious Sites, Using Even More Memory
Google gives Administrators new ways to lock down the browser. Visit Website >>

What is Bitcoin?
Bitcoin is a new currency that was created in 2009 by an unknown person using the alias Satoshi Nakamoto. Transactions are made with no middle men – meaning, no banks! Visit Website >>

Google and Amazon are Fighting, and Consumers are Paying the Price
If you tried to watch YouTube on an Amazon Fire TV recently, you probably encountered a disconcerting message: “Starting on 1/1/2018, YouTube will not be available on this device.” Visit Website >>

Top 10 Books About High-Tech
From histories of world-conquering innovations to fiction that explores their dark side, a leading chronicler of this giddying world chooses the best guides. Visit Website >>

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DIVERSITY CALENDAR: JANUARY 2018

**January 1**
NEW YEAR’S DAY
The first day of the year in the Gregorian calendar, commonly used for civil dating purposes.

**January 1**
TEMPLE DAY • BUDDHIST
Many Buddhists of all traditions pay their respects and pray for good fortune for the new year at the temple.

**January 2-4**
MAHAYANA NEW YEAR • BUDDHIST
In Mahayana countries, the New Year starts on the first full moon day in January.

**January 5**
GURU GOBIND SINGH JI’S BIRTHDAY • SIKH
Guru Gobind Singh was the Tenth Guru of the Sikhs who initiated the Sikhs as the Khalsa (the pure ones) and is known as the Father of the Khalsa.

**January 6**
EPHIMANY • CHRISTIAN
Known as Theophany in Eastern Christianity, it celebrates the manifestation of Jesus as Christ. In addition, the Western Church associates Epiphany with the journey of the Magi to the infant Jesus, and the Eastern Church with the baptism of Jesus by John.

**January 6**
CHRISTMAS • ARMENIAN ORTHODOX CHRISTIAN
Armenian Christians celebrate the birth of Jesus on Epiphany, except for Armenians living in Israel, who celebrate Christmas on January 19.

**January 7**
CHRISTMAS • EASTERN CHRISTIAN
Most Orthodox churches celebrate Christmas 13 days later than other Christian churches based on their use of the Julian rather than the Gregorian version of the Western calendar.

**January 14**
MAKAR SANKRANTI • HINDU
Seasonal celebration recognizing the increasing length of days.

**January 15**
DR. MARTIN LUTHER KING JR.’S BIRTHDAY
The birthday of civil rights activist Dr. Martin Luther King Jr. is celebrated on the third Monday in January.

**January 15-19**
NO NAME-CALLING WEEK
Annual week of educational activities aimed at ending name-calling and bullying of all kinds.

**January 21**
WORLD RELIGION DAY • BAHÁ’Í
Observance to proclaim the oneness of religion and the belief that world religion will unify the peoples of the earth.

**January 27**
UN HOLOCAUST MEMORIAL DAY
Annual International Day of Commemoration in memory of the victims of the Holocaust coinciding with the anniversary of the liberation of the Auschwitz death camp in 1945.

**January 31**
TU B’SHVAT • JEWISH
New Year’s Day for Trees, and traditionally the first of the year for tithing fruit of trees. Now a day for environmental awareness and action, such as tree planting.
PROFESSIONAL DEVELOPMENT

**ULearn Expansion: Thousands of New Courses!**

**ULearn** – the University’s Learning Management System (LMS) – has been expanded to include the following for all University of Miami faculty and staff:

- Over 2,000 online courses in a variety of topics.
- Over 100,000 books and videos from top authors.
- No-fee professional certification courses.
- Interactive business and leadership live events.

On the ULearn homepage, you now have access to curated featured training on a variety of topics that may be helpful to you. Periodically, training will change to spotlight new courses and curriculum. Currently, the following training is featured on the ULearn homepage:

- **First Time Manager Essentials**: This series of courses will provide you the skills when switching from individual contributor to manager.
- **Microsoft Excel**: Many Excel course options are available to enhance your knowledge. Browse this subject area to find what fits your skill level.
- **Project Management**: Quickly benefit from core skills needed to meet your project’s goal. This series of courses include “bite-size” learning, which is short but impactful subject content available when you’re pressed for time.
- **Working with Difficult People**: In this series, learn how to respond and relate to negative people in the workplace, including: adopting skills of self-management, managing conflict, and giving feedback.
- **Navigating Through Change**: This series of courses will give you a better understanding of organizational change and tools to not only survive change, but thrive in it.

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**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.

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**IT Women - Free or Low-Cost Events (with Membership)**

**ITWomen** is a non-profit organization in South Florida that aims to increase the number of girls and women in the fields of technology and engineering and to provide professional development, student education and scholarships through a supportive network. An individual membership costs $50 for professionals.

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**Refresh Miami - Free or Low-Cost Events**

**Refresh Miami** is a non-profit organization in Miami that brings together technologists, early adopters, and entrepreneurs to make Miami a center for innovation. They host workshops, networking events, and speakers from forward-thinking companies.
SECURITY FUN FACTS

Top Holiday Season Scams

“It’s the most wonderful time of the year” – especially for scammers. Around the holidays, scams increasingly circulate the web and phishing attacks seem to be the gifts that keep on giving.

Unfortunately, scammers don’t pause operations during the holidays. They take advantage of the increased shopping and distractions in hopes that you become too busy to notice them stealing your money and personal information.

Don’t let “Scrooge” ruin your holiday season. Here are six important threats to keep your eye out for during the holidays:

1. **Fake Invoices.** With so many people to shop for, it can be hard to keep track of all the purchases you make. This presents scammers with the opportunity to create false invoices and distribute them via email. While an unexpected receipt from online retailers like Amazon and Walmart may raise a red flag during other times of the year, you may be more susceptible during the holidays to click links within the fake invoices and inadvertently install malware on your device(s).

2. **Fake Shipping Notification.** Just like receipts, scammers craft faux shipping notifications with the intention of getting you to install a zipped virus.

3. **Email Deals.** Everyone is looking for holiday deals but not all of them are legitimate. Remain cautious of any promotions or deals from sellers you have not dealt with in the past and/or unknown retailers.

4. **Links and URLs.** Just like the rest of the year, phishing sites are at an all time high during the holidays. Be sure to hover over links in webpages and emails, and take a second or two to look at the URL address bar to see what site you’re really visiting. This type of caution can save you from falling for a phishing attempt.

5. **Bank Accounts.** Verify every purchase you make to ensure that no one is using your financial information to obtain unauthorized goods. Whether it is at the gas station, department store, or online store, it only takes one unauthorized purchase to become compromised and to enable attackers to drain your bank account.

6. **Fake Surveys.** Scammers can often lure you into scams by promising money or gift/credit cards in return for completing a survey. At the end of the survey, they may ask you for personal information. This can be used to further pursue targeted and advanced phishing attacks.

“Bad Santas” are making their lists and checking them twice, gearing up to rip off consumers online with common scams that take the “happy” out of the “holidays.” Don’t get caught with a lump of coal in your account!

For more information about how to protect yourself from cyber attacks this holiday season, 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 help@miami.edu.
Red Thai Curry Tofu

**Ingredients:**

- 16 oz. extra firm tofu
- 2 tablespoons of coconut oil
- 1 small yellow onion, minced
- 3 large cloves garlic, minced
- 1 teaspoon of grated fresh ginger
- 1 red bell pepper, sliced
- 1 cup of sliced cremini mushrooms
- 3 tablespoons of red Thai curry paste
- 13 oz. of coconut milk
- 1 lime (juice + zest)
- Jasmine or white rice, for serving
- Thai basil leaves and sliced scallions, for garnish

**Directions:**

1. Drain and remove the tofu from the packaging, pat dry, and cut it in cubes.
2. Heat the coconut oil to medium-high, and brown the tofu cubes in a medium-hot skillet. When crisp on all sides, remove the cubes and reserve.
3. Turn the heat to medium, add the minced onion, garlic, and fresh ginger to the skillet. Sauté for 5 minutes, or until the garlic is fragrant and the onions are lightly translucent.
4. Add the slices of red bell pepper and mushrooms. Sauté for another 5 minutes.
5. Stir in 3 tablespoons of red Thai curry paste, and stir until the vegetables are evenly coated.
6. Add the coconut milk, lime (juice + zest), and the tofu cubes. Stir until the curry paste has dissolved into the liquid. Let the curry simmer for approximately 15 minutes.
7. Prepare the rice, as per the package instructions.
8. Once the rice is ready, serve in a bowl and spoon the curry over the rice. Garnish with fresh Thai basil ribbons and sliced scallions.
9. 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

2017 UMIT Long Service Awards Honorees

10 Years
Jose Meynard
Alejandro Alvarez
Nathalie Garay
Manuel Paulino
Daniel Ragland
Carlos Gonzalez Massuet
Timothy Vothang
Robert Anderson
Julian Forbes
Deborah Duran
Erik Mederos
Michael Hampton
Rocky Pedroso
Carlos Wong
Carlos Cameselle
Anthony Torres
Mario Litano
Sigurdur Petursson
Rafael Toll
Karla Zuniga

15 Years
Juan Chediak
Judith Hernandez
Edward Ruiz
Luis Casalins
Juan Ruiz
Diana Arnal
Genoveva Jusino
Vivian Kaye
Terry Durrant
Varuni Abeysekera
Humberto Gonzalez

30 Years
Walter Salas
Gilbert Serein
Courtney Grant
Ignacio Gonzalez
Kenneth Bridges
Vicki Jugenheimer
Jorge Molina

35 Years
Walter Bechtel
Hersy Basham

20 Years
Jacqueline Alvarez
Judith Tanner
Ana Ferreiro
Jorge Collazo
Jose Abreu
Erick Joly
Carlos Soto
Kingsbury Ingraham

Congratulations!

Kudos: Betty Spencer

“Betty Spencer successfully completed her Information Technology Infrastructure Library (ITIL) Foundation Certification! For those who do not know, ITIL is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. Congratulations, Betty. This is a tremendous accomplishment! I look forward to seeing your professional development continue.”

- Rocky Pedroso, Director, IT
ANNOUNCEMENTS & MILESTONES

Kudos: UM Salesforce Team – Florence Parodi and Debbie Duran

Check out the following Salesforce guide, “The Transformational Journey to Campus-Wide CRM.”

Our UM Salesforce team’s case study is featured on page 19. Kudos, Florence and Debbie!

Kudos: ECMS Project Team

“The Events and Conferences Management Systems (ECMS) project is being led within IT by Dominique Okonkwo, with tons of support from her IT colleagues; all have been amazing to work with (special thanks to Walter Vargas and Winston Galiz)... Again, I want to thank everyone for all their help, and for hanging in there with us as we continue forward with implementation and onboarding.”

- Stephanie D. Cox, Assistant Dean of External Affairs

Happy Birthday: Tania Velez

Happy Birthday to our energizer bunny, Tania!

- Jackie Ryan, Sr. Manager, Business Operations
**ANNOUNCEMENTS & MILESTONES**

**Announcement: UService Upgrade - Jakarta**

On December 4, 2017, UService (ServiceNow) – our IT service management system – was upgraded to ServiceNow Jakarta. This upgrade includes the new Report Designer, which uses a step-by-step approach to building reports. You can quickly toggle between the classic and new report interfaces in Jakarta.

For more information, please review UMIT’s Jakarta upgrade tip sheet.

If you have any questions or comments about UService, please send your feedback to Betty Spencer at: bspencer@med.miami.edu.

**UM Events: Miami Teaching, Learning, and Technology Collective**

“At this year’s Miami Teaching, Learning, and Technology Collective, we got together with similar professionals from Florida International University (FIU) and Miami Dade College (MDC) to talk about academic technologies, faculty development, and related topics.

I’ve always felt that it is a great benefit to collaborate with peers in similar positions at other institutions, as we have a lot to learn from each other. **Kudos to our UM team members who took part in this great event!”**

- Allan Gyorke, Associate Vice President for Information Technology, Assistant Provost for Educational Innovation, and Chief Academic Technology Officer
ANNOUNCEMENTS & MILESTONES

UMIT Holiday Party 2017

Click here to view all of the photos on Facebook.
ANNOUNCEMENTS & MILESTONES

Enter to Win a Free Year of Parking!

Safeguard your sensitive information, get your W-2 faster, and enter to win a year of free parking or Metropass cards by opting out of printed forms and electing to receive only an electronic copy of your year-end tax documents.

Your election will also help reduce costs and support our commitment to sustainability.

Make your election under the Pay worklet in Workday by December 31, 2017 to qualify.

Note: Only benefits-eligible full-time and part-time faculty and staff may enter to win. Faculty and staff who have already opted-out of printed year-end tax documents will be automatically entered in the drawing. There must be 7,000 new electronic W-2 opt-ins by December 31, 2017 for the prize to be awarded. One lucky winner will be selected at random in January 2018.
Did you know that every unrestricted dollar you give to the United Way is worth $2.16 of help to the community?

Take a quick look at how far your contribution can really go:

- **$25** provides a student in need with back-to-school supplies, empowering him or her to start the school year prepared
- **$50** provides 35 children with healthy meals for an entire day
- **$100** provides four infants with a month’s supply of baby formula
- **$500** provides workforce development and job placement services for seven individuals with limited English proficiency
- **$750** provides a family with expert tax preparation, helping them secure significant tax refunds and credits
- **$1,000** provides life-saving mammograms and education to five low-income, uninsured women
- **$2,500** provides counseling and support for 13 GLBTQ teens
- **$5,000** provides 100 families with Thanksgiving meals
- **$7,500** provides approximately 470 hours or 20 days of round the clock respite care
- **$10,000** provides over 100 students with a year’s worth of mentoring to keep them in school and on track for graduation
Available for U: 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