MESSAGE FROM THE CIO

It’s hard to believe that we are getting ready to close out another calendar year and welcome a new year filled with potential and opportunities. This year has been challenging for us as a unit in many ways, but I am proud of the way we have banded together through the changes all while providing the University community with the best support and service possible.

Despite the challenges, we have accomplished so much over the past year.

We completed the technology build out of the new Lennar Foundation Medical Center and the Simulation Hospital at the School of Nursing and Health Studies in Coral Gables, including the installation of the wireless network and scanning services from multi-functional printers, and the procurement of hardware for technology solutions throughout the building. I am proud to say that we completed these projects on time and under budget!

We completed the design and transition of the new UMIT website (it.miami.edu), and implemented UMIT’s first promotional marketing campaign entitled “Made for U” to showcase the remarkable products and services UMIT provides to the University. We also introduced a new blended approach to productivity training that includes new Microsoft products and Box webinars.

In addition to new training offerings for CaneLink, we also developed a new Retention model in the Data Warehouse for schools and colleges to identify students at Academic risk, and some notable new dashboards and reports, including Undergraduate Admission, Commencement, Cognates, Quality Assurance, and the Budget categorization benchmark.

Faculty members are now able to use the Blackboard Collaborate Ultra videoconferencing platform for classroom interaction, and 1704 unique viewers watched 8,722,744 minutes of video on Panopto (our enterprise video content management system). That’s almost 16 years of video! This year’s Faculty Showcase drew an incredible crowd of over 130 attendees to talk about educational innovation.

We processed over 450 Governance requests and Ariba order reviews – a 50% increase over 2015. Other enhancements throughout the year include migrating over 17 million documents to Hyland OnBase, upgrading the McKesson Supply Chain Management System, and implementing Dell Boomi, a lightweight, cloud-based integration tool which will modernize and consolidate our integration toolset and accelerate the development of integrations between systems.

Over the past year, a number of new enhancements have been made in the Workday suite of products, including: implementation of employee grouping, and alerts for direct deposit changes and expirations of certificates. Our momentum continues in Workday with the upcoming implementation of Workday financial systems, including the replacement of Ariba with SciQuest, which is now undergoing vigorous user acceptance testing in preparation for the first go-live phase in summer 2017.

In order to protect everyone at the University from malicious online phishing attacks, UMIT worked with the Office of the President to require all faculty, staff, and students to enroll in Multi-Factor Authentication (MFA). To continue our enhanced security efforts, we increased network security for the enterprise by converting to a single virtual private network (VPN), and secured the clinical applications environment with improved clinical firewalls. We also established a network operations center (NOC) and security operations center (SOC), which work together to monitor network performance, and then to identify, investigate, and resolve security threats as quickly as possible.

As you can see – we were very busy this year!

I would like to extend a sincere thank you for your contributions to UMIT and the University. 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.

I am proud to work with such a wonderful team that strives to deliver the best information technology services in higher education and healthcare. The work we do transforms the lives of students, patients, research collaborators, and those who work here every day. Thank you for your dedication and hard work.

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:

- Jr. IT Business Analyst
- Sr. Clinical Systems Analyst
- IT Project Specialist
- Sr. Clinical Systems Analyst
- Sr. PACS Administrator - UHealth IT Hospital Support
- Programmer, Intermediate
- Sr. Systems Analyst
- Clinical Systems Trainer
- Sr. PACS Administrator
- Technical Analyst
- Technical Analyst Tele-Health
- Clinical Research Pharmacist - IT Systems
- Sr. Systems Analyst
- Sr. Clinical Systems Analyst
- Sr. Systems Engineer - PACS
- Sr. Programmer Mobile Care Unit
- Sr. Clinical Systems Analyst
- Sr. Trainer IT
- Sr. Instructional Designer
- Computer Systems Validation Specialist (Temporary)
- Security Access Administrator (Temporary)
- Programmer (Part-time)
- Technical Analyst
- Manager, Information Technology
- Systems Analyst (Temporary)
- Software Engineer
- Help Desk Technician
- Research Analyst
- Research Analyst
- Sr. Clinical Laboratory Systems Analyst
- Microsoft Sr. Database Administrator (Data Modeler Architect)
- Microsoft ETL Developer (SSIS)
- Asst. VP & Chief Information Security Officer (CISO)
- Programmer (Temporary)
DIVERSITY CALENDAR: JANUARY 2017

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 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 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
EPIPHANY • 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 12–15
MAHAYANA NEW YEAR • Buddhist
In Mahayana countries, the New Year starts on the first full moon day in January.

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

January 15
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 16
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 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 28
LUNAR NEW YEAR
On this day Chinese, Korean, and Vietnamese New Year are celebrated.
Gartner Solutions

Check out the most read Gartner documents in December 2016:

- 2017 Planning Guide for Application Platform Strategies
- 2017 Planning Guide for Data Center Modernization and Infrastructure Agility
- Key Services Differences Between AWS and Azure — Availability Network Compute and Storage
- Solution Path for Architecting Modern Web Applications
- Choosing Application Integration Technology
- What You Need to Know About Docker and Containers

PROFESSIONAL DEVELOPMENT
by Pete Moore

TECH BYTES
by Jamil Porta

AMD’s Zen CPU is now called Ryzen, and it might actually challenge Intel Proper SMT, faster caches, 40% higher IPC. Does AMD have a monster on its hands? Visit Website >>

Blockchain in 2017: The Year of Smart Contracts
The first-ever Smart Contracts Symposium brought some of the world’s foremost blockchain experts together in one room to demystify the technology and discuss all of the ways smart contracts will change the way we work. Visit Website >>

Apple is dropping its battery life estimate on Macs
The latest macOS update is as much about what it takes away as what it adds. Visit Website >>

AI Begins to Understand the 3-D World
Research on artificial intelligence moves from 2-D to 3-D representations of the world—work that could lead to big advances in robotics and automated driving. Visit Website >>

Major cybercrime network Avalanche dismantled in global takedown
The Avalanche network used 500,000 infected computers to launch phishing email attacks. Visit Website >>

Colleges Focus on Improving Fan Experience at Sporting Events
Technologies such as video boards and mobile apps are part of efforts to give fans what they want. Visit Website >>

Having trouble logging in? Have questions about Gartner? Please contact Pete Moore, our Gartner Research Assistant, at pete.moore@gartner.com
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 itsupportcenter@miami.edu.
UMIT IN THE KITCHEN
by Mariano Estrada & Walter Vargas

Champagne Mojitos

**Ingredients:**
- 1/4 cup loosely packed fresh mint leaves
- 2 to 3 tablespoons sugar
- 2 limes, cut into wedges
- 1 cup rum
- 1 bottle very cold champagne
- Crushed ice
- Sugar cane sticks and lime wedges for garnish

**Directions:**
1. Put the mint, sugar, and lime wedges into a small pitcher and muddle.
2. Stir in the rum.
3. Pour into chilled glasses filled with crushed ice and top off with the champagne.
4. Garnish with sugar cane sticks and a lime wedge.

A Festive Holiday Juice

**Ingredients:**
- 2-3 plums
- 6 kale (Tuscan cabbage) leaves
- 1 beet (beetroot)
- 2 apples

**Directions:**
1. Wash all ingredients well.
2. Slice the plums in half and twist the fruit to pull apart, then cut out the pit.
3. Juice kale separately at first and add to pouring container.
4. Add the rest of the ingredients through the juicer.
5. Drizzle kale juice on top, or just add it in and mix well.

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
In an effort to keep UMITers informed, we will periodically share new and updated IT standard operating procedures (SOPs) in our new SOP Spotlight section. Creating and complying with SOPs is considered essential for meeting IT business objectives, ensuring repeatable and standardized procedures, and providing measurable results.

The purpose of the SOP Spotlight is to:
• Announce newly published SOPs and/or create awareness of SOPs that are currently effective and where they can be located.
• Help identify the personnel/department(s) whose job responsibilities and accountabilities are most impacted by the SOP.
• Reinforce why complying with the procedures outlined in the SOP is important to achieving UMIT business objectives (e.g. benefits/ROI of compliance, primary risks mitigated, and ramifications of non-compliance).

This month’s SOP Spotlight is on the **User Account Permissions Review SOP-UMIT-UAPR-133-01**.

User Account Permissions Review SOP Overview:

The User Account Permissions Review SOP defines the procedure for performing periodic assessment and modification to employee and non-employee access to University of Miami Information Resources. Access to UM systems and applications must be allowed only on a need-to-know basis, as defined by the user’s role and job responsibilities.

Who is primarily impacted by this SOP?:
• UM applications business and IT owners, software designers/developers, data custodians, security/systems administrators, and UM department leads and/or hiring managers.

Why is compliance with this SOP important?:
• User account permissions reviews: Enable UM to fulfill its responsibility for the integrity, accuracy, availability and privacy of critical financial, operational and ePHI data; Are an integral part of protecting IT resources and compliance with regulations including HIPAA and PCI; Help prevent and possibly detect cyber crime; Validate that users (employee and non-employee) access to data and systems is authorized and allowed only as needed to perform designated job roles and responsibilities; And they are considered a “key control” by auditors for evaluation and “passing” most if not all types of security, compliance, and financial statement audits.

What are the key success factors in the compliant performance of this SOP?
• Key success factors include: Each application must have a designated business owner and IT owner who are responsible for ensuring performance of thorough and accurate reviews; Each application must have a designated security administrator who is responsible for creating accurate and complete user account reports and who can accurately modify users access based on the results of the reviews; Personnel must be familiar with each departments and/or user’s role or job responsibilities for a given application. This is critical for the effective identification of what access users should have and the type of access for a given user; Retention of reviews so application owners can demonstrate performance of the reviews to external auditors, internal auditors, and regulatory auditors; Due to the volume of user accounts and the variety of data for a given application, risk assessment, data classification, and role based security processes are often essential to manage and limit the extent of user accounts and data to be reviewed – making performance of the reviews less burdensome in light of limited human resources and time available.

I have identified a subject matter or process in need of an SOP. Who can I turn to for help?
• Contact the Information Security Office (ISO) at: ciso@miami.edu. The ISO offers SOP facilitation services to UMIT departments upon request. Although the ISO may facilitate in the drafting of SOPs, the overall responsibility for the accuracy and completeness of the content – as well as training UMIT personnel on the procedures – rests with the UMIT departments that own and execute the SOP.
Kudos: Alexander Hincapie

Alexander recently completed his Information Technology Infrastructure Library (ITIL) examination and earned his certification. He plans to continue to bring value to our IT organization. Congratulations, Alexander!

Our Stories: The UMIT Quilt

“Elaine McKee-Filos, who used to work with us, made our UMIT quilt from any old IT shirts that people were willing to give her after she left the University. He husband had moved to North Carolina and she had been working remotely for UMIT in North Carolina. When the Campus Solutions project started, she then came back on site to work full-time on the project. After commuting back and forth to North Carolina for about 14 months, she decided it was just too much of a burden on her and her family – so she left the University at that time. Elaine mailed the quilt to us a year after she left, which we revealed at a lunch we had on September 30, 2014. You can see the UMIT quilt anytime at Gables One Tower (GOT) 350”

- Jackie Zucker, ERP Technical Lead

Kudos: Alexander Robinson

Alexander recently earned his Executive MBA from the Univeristy of Miami. Congratulations, Alexander!
Kudos: Krista M. Theodore

Krista recently earned her Master of Science in Information Technology from Florida International University. She was awarded the Citizenship Award and Highest GPA Award. Congratulations, Krista!

Holiday Photos: Vivian L. Kaye

Vivian and her husband posed for a holiday picture at the Miami Dolphins stadium a few years ago, and happily showed off their Dolphin pride:
## ANNOUNCEMENTS & MILESTONES

### 2016 UMIT Long Service Awards Honorees

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<th>Years</th>
<th>Honorees</th>
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<tr>
<td>10</td>
<td>Alexander Robinson, Belkis Carreiro, Christopher Slanker, Daniel Hearn, Ilsa Tarrago, Jorell Hernandez, Rodney Vaughan</td>
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<tr>
<td>15</td>
<td>Angel Rios, Diana Espinoza, Eduardo Menjivar, Elena Cabrera, Ernesto Hernandez, Florence Parodi, Francisco Rodriguez, Maribel Maduro, Steven Frometa</td>
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<tr>
<td>20</td>
<td>Cynthia Collier, Haydee Sol, Kenneth Lair, Luis Vidal, Maria Moneo</td>
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<td>25</td>
<td>Alina Sanchez-Garcia, Amado Salazar, Brett Booz, Cesar Ferreiro, George Costa, Julie Potter, Luis Abella, Stewart Seruya</td>
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<td>30</td>
<td>Alberto Gonzalez, Bertha Lorente, Carlos Diaz-Silveira, Juan Alvarez, Maryesther Eymann, Norma Reig, Robert Burns</td>
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<tr>
<td>35</td>
<td>Eva Lazan, Jackie Zucker, Jeffory Sheesley, Manuel Pena, Maria Ortiz</td>
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Thank you for your service!

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### UMIT: Give to United Way

Did you know that every unrestricted dollar you give to the United Way is worth $2.51 of help to the community? Take a quick look at how far your contribution can really go: [Click here to learn more about United Way](#)
Kudos: Javier Garcia

“It really is a great pleasure to work with Javier. He is so helpful, always follows up on everything (even things I have forgotten about), and goes above and beyond to provide us with BEYOND SUPERIOR customer service. As you know how “demanding” we can be, Javier is always patient, explains everything, and is just always willing to go above and beyond. We are so lucky to have him on our team, and IT is very lucky to have him on their team!”

- Cristina Hernandez, Executive Assistant, University of Miami Total Rewards

Service and Product Showcase: UMIT Presents Made for U

UMIT Communications has initiated a new digital service and product showcase: **UMIT Presents: Made for U**. The second showcase item is Focused Inbox, a feature that is coming soon from Microsoft. Focused Inbox provides a filtered view of your inbox, which separates emails based on priority. This will be an opt-in feature and will be available starting over the next 6-8 weeks. UMIT will be promoting this Focused Inbox showcase, and many others to come, via the UMIT website, as well as the University’s newsletters, such as eVeritas, e-Update, and Ibis News.

Visit [it.miami.edu/news](http://it.miami.edu/news) for updates!

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](http://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.

EMAIL YOUR CONTRIBUTIONS TO
UMITNEWSLETTER@MIAMI.EDU