MESSAGE FROM THE CIO

Happy New Year! I hope you celebrated the start of 2017 in good spirits with your loved ones. Now that we’re a month into 2017, I am enthusiastic about all of the opportunities that the new year brings. With that said, we are going to be kicking off new employee engagement activities this year. Our goal is to increase your accessibility to UMIT leaders, as well as introduce new methods of communication and interaction among UMITers and Executive Leadership.

We will be analyzing the results of the Gallup survey and disseminating the results to you as soon as possible. The President is currently reviewing the results and will share them with UM leadership shortly. As soon as we receive the information, we will share it with you. I personally look forward to understanding the University community’s overarching questions and concerns, what people think is and/or isn’t working within our organization, which communications methods are most effective, and more.

We are also introducing quarterly meetings for UMIT supervisors, where we plan to work together on ways to continue improving our organization. We will also discuss best business practices, and provide administrative tips for maintaining and building successful teams. Our first UMIT Supervisor Meeting will take place in February 2017. If you have questions, concerns, or suggestions with regard to improving UMIT or UM, please discuss them with your supervisor and ask him or her to bring the topics up at a Supervisor Meeting.

As a reminder, we have “Sixty Minutes with Steve” sessions (formerly “Coffee Sessions”) which allow me to sit down with you to discuss whatever you have on your minds. I really enjoy these sessions because they give me the opportunity to get to know each of you on an individual basis. The conversations I have with you all during these sessions are important in helping me understand how things are working at all levels within our organization. There is still some space left in upcoming sessions!

To register, please click on one of the links below. Those who manage one or more employees can register for the “Supervisor Sessions.” All other UMIT staff members can register for “Staff Sessions:"

**Supervisor Sessions**
- **Monday, February 20 from 11 a.m.-12 p.m.** at Gables One Tower (GOT) 1100D - Steve’s Office
- **Thursday, March 23 from 9-10 a.m.** at Gables One Tower (GOT) 1100D - Steve’s Office
- **Tuesday, April 25 from 1:30-2:30 p.m.** at Gables One Tower (GOT) 1100D - Steve’s Office
- **Tuesday, May 23 from 2-3 p.m.** at Gables One Tower (GOT) 1100D - Steve’s Office

**Staff Sessions**
- **Wednesday, March 22 from 2-3 p.m.** at Gables One Tower (GOT) 1100D - Steve’s Office
- **Thursday, April 13 from 9-10 a.m.** at Gables One Tower (GOT) 1100D - Steve’s Office
- **Monday, May 8 from 11 a.m.-12 p.m.** at Gables One Tower (GOT) 1100D - Steve’s Office

Of course, our past activities and initiatives – such as the UMIT newsletter, new hires announcements, career opportunities messages, all-staff meetings, and all-staff events like the yearly picnic and holiday party – will remain an integral part of our organization.

Lastly, and most importantly, thank you all for your hard work and dedication to our organization. I’m sure by working together, keeping focused on our priorities, and putting our customers first, we will stay on course to be the best information technology organization we can possibly be.

In partnership,

Steve

UMIT NEWSLETTER JANUARY 2017

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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:

- **Shipping & Receiving Clerk**
- **Network Engineer**
- **Desktop Support Technician**
- **Desktop Support Technician**
- **Network Engineer**
- **Desktop Support Technician - Security**
- **Desktop Support Technician (Temporary)**
- **Sr. Instructional Designer**
- **Security Access Administrator (Temporary)**
- **Manager, Information Technology**
- **Systems Analyst (Temporary)**
- **Software Engineer**
- **Research Analyst**
- **Research Analyst**
- **Computer Systems Validation Specialist (Temporary)**
- **Security Analyst (Temporary)**
- **Microsoft ETL Developer (SSIS)**
- **Sr. Project Manager, IT (Non-Technical)**
- **Project Manager**
- **Technical Analyst**
- **Sr. Programmer**
- **Sr. Manager, Business Operations**
- **Sr. Clinical Systems Analyst (OR Informatics)**
- **Jr. IT Business Analyst**
- **Sr. Clinical Systems Analyst**
- **Sr. Clinical Laboratory Systems Analyst**
- **IT Project Specialist**
- **Programmer, Intermediate**
- **Sr. Systems Analyst**
- **Sr. PACS Administrator**
- **Technical Analyst Tele-Health**
- **Clinical Research Pharmacist - IT Systems**
- **Sr. Systems Analyst**
- **Sr. Clinical Systems Analyst**
- **Sr. Systems Engineer - Enterprise Imaging/PACS**
- **Sr. Programmer Mobile Care Unit**
- **Sr. Clinical Systems Analyst**
- **Technical Analyst**
- **Asst. VP & Chief Information Security Officer (CISO)**
DIVERSITY CALENDAR: FEBRUARY 2017
by Titanya Ramsingh-Pierce

February - Full Month
BLACK HISTORY MONTH
Celebrates Black History and African American culture in the United States.

February 1
NATIONAL FREEDOM DAY
Commemorates the signing of the 13th Amendment, which abolished slavery in 1865.

February 11
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.

February 14
VALENTINE’S DAY
Celebrates the idea of romantic love.

February 14
RACE RELATIONS DAY
The National Council of Churches in recognition of the importance of interracial relations and learning.

February 15
SUSAN B. ANTHONY DAY
Birthday of Susan B. Anthony (1820–1906), a pioneer in the Women’s Rights Movement.

February 15
NIRVANA DAY • Buddhist
Celebrates the day when the historical Buddha achieved Parinirvana, or complete Nirvana, upon the death of his physical body. Sometimes celebrated on February 8.

February 16
PRESIDENTS’ DAY
Honors all past presidents of the United States of America.

February 25
MAHA SHIVARATRI • Hindu
Also called Shiva Ratri, it is the Great Festival of Shiva.

February 26–March 1
AYYÁM-I-HA OR INTERCALARY DAYS • Bahá’í
The Ayyám-i-ha, or “Days of Ha” are devoted to spiritual preparation for the fast, celebrating, hospitality, charity and gift giving. They are celebrated the four days, five in leap year, before the last month of the Bahá’í year.

February 27
CLEAN MONDAY • Eastern Christian
The beginning of Great Lent for Eastern Christian churches, which starts 40 days before Orthodox Easter (Pascha), counting Sundays.

February 28
SHROVE TUESDAY • Western Christian
A day of penitence as well as the last chance to feast before Lent begins. Also known as Mardi Gras.
Check out the top 10 Garner conversations in January 2017:

- O365 - Before vs. After
- Cloud Exit Strategy
- Measuring the Value of Enterprise Architecture
- Lifespan of Servers, PCs and Other Hardware
- Making Business Processes Adaptive and Agile
- Is Scope Creep Good or Bad?
- Microsoft OneDrive Best Practices
- What’s Driving the Demand for a Chief Data Officer?
- Does the Intranet have a Future?
- Endpoint Protection Roadmap

Intel Core i7-7700K Kaby Lake Review: Is the Desktop CPU Dead?
With identical performance to Skylake, Intel brings desktop performance to a standstill. Visit Website >>

Comeback Kids: Nokia Goes Low while BlackBerry Aims High -- for Now
Ten years ago, Nokia and BlackBerry were the hottest names in phones. Now, both are struggling to live another year. Visit Website >>

A Closer Look at the Nintendo Switch
Nintendo finally unveiled launch details for its new Switch console. While the pricing and availability are big news, the bigger news was the ability to actually play with the new console. Visit Website >>

How New Tech Knows if a Fingerprint is ‘Alive’
New technology has extra keen sensors that can detect whether fingerprints and other biometric security data come from a living person or a spoof. Visit Website >>

Tech’s Favorite School Faces Its Biggest Test: The Real World
Despite the buzz around personalized learning, there’s no simple recipe for success, and the common ingredients — such as adaptive-learning technology and student control over learning — can backfire if poorly implemented. Visit Website >>

Technology Can’t Replace the Human Touch
While a machine can perform a given task, often more efficiently than we can, what it lacks is the artistry in the activity, that uniquely human ability to cater to the needs of the individual. Visit Website >>
Goldeneye: Double Ransomware

The name “Goldeneye” sounds like something out of a James Bond movie, right? Well, it is also the name of a new ransomware to hit the online scene. Ransomware is a category of malicious software, which disables the functionality of a computer in some way. The ransomware program displays a message that demands payment to restore functionality. The malware, in effect, holds the computer ransom.

“Ok, we get it. Ransomware is bad. So, why should we worry about this Goldeneye version?”

Goldeneye has evolved into a strain of ransomware that encrypts a user’s workstation not once but TWICE! Similar to traditional ransomware, the attacks start from a simple phishing email that presents itself as a job application. Attached are two documents: one PDF and one Excel file. The PDF is a cover letter encouraging the user to open the Excel file to complete the application or an aptitude test. Once inside the Excel file, a message appears asking you to complete a basic office settings change. Seemingly harmless, the user allows the changes and immediately a copy of Goldeneye is downloaded and launched.

Once activated, Goldeneye’s malicious activity occurs in the background of the computer by encrypting the user’s files. All that remains are various files titled: “YOUR_FILES_ARE_ENCRYPTED.TXT.” Most ransomware stops here, but not Goldeneye!

Next, the ransomware forcibly reboots the user’s computer and pretends to undergo a hard drive disk check. In actuality, encryption of the user’s hard drive Master File Table starts (where a database storing information about every file and directory is stored), making it impossible to access any files on the hard disk. Another reboot occurs and then a final screen appears requesting for payment – typically in the form of bitcoin – in exchange for the decryption key for the computer.

Desperate, the user is tempted to pay the ransom, but there is a catch. Remember, Goldeneye is a double ransomware whammy. Assuming the criminals actually give the user the decryption key, another ransom will still need to be paid to bypass the first attack.

“Woah, this is pretty intense. How do I avoid Goldeneye ransomware?”

It is advisable to follow security best practices and not open attachments from unknown sources.

Do not click suspicious links within emails or within attachments. In the case of a suspicious resume in any format other than PDF or MS Word, do not open the file. When visiting websites, access only those that are reputable and trustworthy.

Also, backup your important data on a daily or weekly schedule. Backing up your file is important, because you will still have an accessible copy of your files in the event of a ransomware attack.

If you would like learn more about ransomware, please visit: security.it.miami.edu or contact the UMIT Information Security Office at: ciso@miami.edu. If you feel your device(s) has been compromised, please contact the UMIT Service Desk immediately at: (305) 284-6865 or itsupportcenter@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:**

**Access Review Procedure for Data Center and Allied Facilities SOP Overview:**

The objectives of the Access Review Procedure for Data Center and Allied Facilities SOP parallels the User Account Permissions Review SOP (spotlighted last month), except it defines the procedure for performing periodic assessment and modification to employee and non-employee physical access to UM data centers versus logical access to UM systems and data. Access to UM data centers 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?**
- Directors and executive directors with overall responsibility for one or more data centers; Any manager or supervisor with one or more employees with physical access to one or more data centers regardless of their role (e.g. hardware support, janitorial, etc.); And all personnel who administer one or more data center physical access control systems (e.g. badge reader and traditional key).

**Why is compliance with this SOP important?**
- Periodic data center physical access reviews: Protects against intentional or unintentional unauthorized modifications to UM hardware and infrastructure, as well as theft or damage; Enables UM to fulfill its responsibility for the integrity, accuracy, availability, and privacy of critical financial, operational, and ePHI data and the hardware on which they reside; Are an integral tool for protecting IT resources and achieving compliance with regulations including HIPAA and PCI; Helps prevent and possibly detect cybercrime(s); Validates that employees and non-employee physical access to UM data centers, hardware, and infrastructure is authorized and allowed only as needed to perform designated job roles and responsibilities; Periodic data center physical access reviews views are considered a “key control” by auditors for evaluation and “passing” most if not all types of security, compliance, and financial statement audits and risk assessments.

**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.
UMIT IN THE KITCHEN
by Diamari Torres

Taco Lasagna

Ingredients:
1 pound lean ground beef
1 package Old El Paso taco seasoning (1-oz.)
1 egg
1 carton ricotta cheese (15-oz.)
12 oven ready lasagna noodles (oven ready / no-boil noodles)
1 jar chunky salsa (24-oz.)
4 cups (1 lb.) shredded cheddar cheese

Optional toppings: sour cream, green onions, diced tomatoes

Directions:
1. Preheat oven to 350 degrees.
2. In a large skillet, brown beef until no longer pink. Drain meat and add the taco seasoning. Stir until combined and set aside.
3. In a small bowl, add the egg and ricotta and stir until combined.
4. In a 9x13 baking dish, start by layering 4 lasagna noodles on the bottom of the pan. Next, layer ⅓ of the ricotta, ⅓ of the beef mixture, ⅓ of the salsa, and ⅓ of the shredded cheese. Repeat the layers 2 more times.
5. Bake covered for 30-40 minutes or until the casserole has heated through and is bubbly. Let casserole stand 10 minutes before cutting. Top with sour cream, sliced green onions, and diced tomatoes, if desired.

Are you cooking our recipes?
Send in photos of the dishes you’ve made with UMIT in the Kitchen recipes, and we will showcase your works of (kitchen) art in upcoming UMIT newsletters!
Send your photos to: umitnewsletter@miami.edu

ANNOUNCEMENTS & MILESTONES

Kudos: Gilbert Serein and James Balter

Gilbert Serein and James Balter both earned their Masters of Arts in Liberal Studies in December 2016. Congratulations to you both!
ANNOUNCEMENTS & MILESTONES

Kudos: Syed Shah

“We needed help to establish a proxy set up for our grandson, who will be an incoming student this fall. We are NOT terribly computer savvy! Syed was incredibly kind, helpful, and patient in accomplishing this task. Just wanted you to know he is great!”

- Stephen and Rosalie Snyder

Team Kudos

“I would like to thank Jaime Perez, Franco Pelfort, Oscar Mayorga, and Bernardo Gonzalez for their help at UMHC/SCCC during Hurricane Matthew. We were scheduled to stay overnight on Thursday, October 6 as part of the first responding Alpha Team representing UMIT at UMHC/SCCC. As we waited for this dangerous hurricane to possibly pummel through South Florida, we noticed that there were not enough cots for the hospital staff family members. We were staying in the same room as them to sleep through the night and repair anything that was needed as the hurricane passes. Remember that it is not only the 1st shift who are called to duty, but also their children, spouses, and elderly parents who inadvertently must stay in a cot-filled room away from their homes as their bread winner works his/her shift. Without hesitation, we decided to sleep on the floor to give up our cots so that the children, women (some of whom were pregnant) and grandmothers tending to their grandchildren will have a decent night’s sleep.

At UMIT, it is not just about the apps, desktops, networks, phones, and servers; rather it is about humans helping out fellow humans. Just ask Jean Wong how he got his lateral lumbar indentations. Jaime, Franco, Oscar and Bernardo remind me that ‘Transforming Lives at the U’ can be as simple as doing the decent thing to help others every day that you can.’

- Giuliano Speziani, Sr. Network Architect

Stay Updated: New and Improved Features for Office 365

Learn more about Microsoft Office 365 features that are being added this year, and get links to additional content to help you take advantage of these improvements and additions.

Visit miami.edu/office365news for updates!
ANNOUNCEMENTS & MILESTONES

UMIT Holiday Party 2016

*View all of the photos on Facebook*
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