THE STATE OF ENGAGEMENT AT THE U: INFORMATION TECHNOLOGY

In October 2016, faculty and staff were invited to participate in an engagement survey and share their voice on the UM employment experience. The survey measured four areas: engagement, culture, inclusion, and well-being.

Learn more inside...
We created an infographic of our results to give you a visual representation of our department’s feedback. You can view the infographic summary of the UMIT survey results [here](#). The president plans to conduct this survey annually, so we will have a chance to compare year over year results starting next year.

Based on these results, the Executive Cabinet and I will be formulating an action plan with steps to better support our IT team members. I will share more detailed information about our overall UMIT goal and action plan in the coming months.

I thank all of you who participated in the Gallup survey. You have provided the University with information necessary to enhance and progress our workplace culture. As President Frenk stated: “And when we make progress, let’s take the time to recognize the steps each of us is taking and celebrate the values of this extraordinary community.”

I look forward to continuing to listen to your feedback and discuss whatever you have on your minds in my “Sixty Minutes with Steve” sessions. As always, if you have any questions or concerns, please feel free to reach out to me directly.

In partnership,
Steve

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In February, President Frenk shared a few highlights from the Fall 2016 Gallup survey for all University faculty and staff. Gallup is a research-based, global performance-management consulting company that provides research and strategic consulting, focusing on analytics and advice to help leaders and organizations solve their most pressing problems.

This month, we received survey results specifically for UMIT. Over half of our department participated in the survey (269 UMIT employees). The insightful feedback you provided helps me understand your overarching concerns, what you think is or isn’t working within our organization, and where we have room for improvement. I’d like to share some highlights with you today.

Results show that many UMITers feel an essential level of care amongst colleagues, have clarity around their individual job goals and expectations, and have the necessary tools to do their best work. Highly engaged and excellent survey areas include:

- My supervisor, or someone at work, seems to care about me as a person.
- I have the materials and equipment I need to do my job.
- My associates or fellow employees are committed to doing quality work.

In contrast, some UMITers feel there is room for improvement in several areas, including: recognition for good work, discussion of career progress, and encouragement for development opportunities. Survey areas we aim to strengthen and improve include:

- In the last six months, someone at work has talked to me about my progress.
- This last year, I have had opportunities at work to learn and grow.
- I have a best friend at work.
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:

- Clinical Systems Analyst
- Data Entry Clerk (Temporary)
- Academic Educational Technologist
- Sr. Clinical Systems Analyst
- Sr. Systems Analyst
- Business Systems Analyst
- Technical Analyst
- Sr. Clinical Systems Analyst
- ERP Business Analyst (Temporary)
- Technical Analyst (Temporary)
- Sr. Manager, Application Systems Development - Enterprise Imaging
- Administrative Assistant (Temporary)
- Business Intelligence Administrator (Microsoft)
- Switchboard Operator (Temporary)
- Help Desk Technician
- Sr. Systems Administrator
- Microsoft ETL Developer (SSIS)
- Desktop Support Technician
- Sr. Instructional Designer
- Systems Analyst (Temporary)
- Research Analyst
- Research Analyst
- Computer Systems Validation Specialist (Temporary)
- Security Analyst (Temporary)
- Sr. Project Manager, IT (Non Technical)
- Project Manager
- Technical Analyst
- Sr. Clinical Systems Analyst (OR Informatics)
- Jr. IT Business Analyst
- Sr. Clinical Laboratory Systems Analyst
- Programmer, Intermediate
- Sr. Systems Analyst
- Technical Analyst Tele-Health
- Clinical Research Pharmacist - IT Systems
- Sr. Systems Engineer - Enterprise Imaging / PACS
- Sr. Programmer - Mobile App/Web Systems
- Asst. VP & Chief Information Security Officer (CISO)
THE WORD ON WORKDAY
by Janisse Patino-Martinez

On June 1, the first phase of the Workday Finance project will go live. This phase includes the implementation of financial accounting, procurement, grants management, endowments, bank reconciliations, and accounting for capital projects and capital equipment.

System changes include the following:

• Financial Record System (FRS)/DMAS will not be used for Fiscal Year 2018 financial transactions. As part of the implementation, a new Financial Data Model (FDM) is being implemented that will replace the use of FRS accounts and sub-object codes.
• Ariba/UMeNet will not be used for purchases, eChecks, or eBERFs. All procurement functions will occur in Workday to streamline approval flows.
• The Purchasing Card (P-Card) will change from American Express (AMEX) to U.S. Bank (MasterCard), and reconciliation will occur in Workday instead of in the AMEX Corporate Account Reconciliation (CAR) system.

Phase 2 of the Workday Finance project will begin in June and is scheduled to conclude in June 2018. During this phase, the Anne Bates Leach Eye Hospital (ABLEH), University of Miami Hospital and Clinics (UMHC), and the University of Miami Hospital (UMH) will migrate from their current financial reporting system, Lawson, to Workday. More information about phase 2 will be shared in the upcoming months.

Interested in Learning More?

Learn about the Financial Data Model (FDM), grants, gifts, and security functionality in Workday as part of the Finance 101 Series in ULearn. The following one-hour Computer Based Learning (CBL) modules are now available:

• **FDM 101 CBL.** Get a basic understanding of the new Workday FDM dimensions, including Company, Cost Centers, and driver Worktags. To register, search for the keyword: “FDM101,” or by the complete course name: “Workday FDM 101.”

• Learn about new terminology, new roles, and functionality in Workday. To register, search for the following keywords:
  • “Grants101,” or by the complete course name: “Workday Grants 101.”
  • “Gifts101,” or by the complete course name: “Workday Gifts 101.”
  • “Security101,” or by the complete course name: “Workday Security 101.”

Sign Up for Updates!

Register to receive the Workday Finance Update, a monthly publication sent straight to your inbox. Email workday@miami.edu or click here to register.

To learn more about Workday Finance project, click here.
If you have any questions about the project, email a Workday expert at: workday@miami.edu.
Lynda.com Training

Professional and personal development is easy with UM’s free online training resource, Lynda.com!

**Access Free Online Training:**

miami.edu/lynda

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**At a glance:**

Expand your professional and personal skills with University of Miami’s free training opportunities at Lynda.com, where all courses are modular and taught by industry experts.

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**Who can use it?**

Free online training opportunities are available for all UM faculty, staff, and students. Ready for training? Visit miami.edu/lynda!

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**Learn more:**

For more information – including log in instructions and benefits – please visit UMIT’s Lynda.com service webpage.

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**Who to contact:**

If you have any questions, please contact the UMIT Service Desk at: (305) 284-6565 or help@miami.edu.

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**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.
Gartner Solutions

Check out Gartner most popular topics amongst Higher Education clients:

- **2017 Planning Guide for Cloud Computing**
  In 2017, IT organizations must develop or advance their cloud strategies by adopting and maturing the use of cloud services across the enterprise. This Planning Guide outlines the key planning trends and design considerations for technical professionals focused on cloud.

- **2017 Planning Guide for Identity and Access Management**
  The shifting of users, applications and management to the cloud, and the acceleration of IT innovation, has forever altered the IAM landscape. In 2017, technical professionals must focus on IAM initiatives that deliver rapid time to value but avoid “technical debt.”

  Achieving three goals for resilient digital business — privacy, safety and reliability — in a fast-paced business, IT and risk landscape remains challenging. This will require technical professionals to practice strong planning and execution of information security initiatives for 2017.

- **Become an Agile Superhero: Eight Attributes for Success**
  Agile practitioners need to exhibit a range of traits and talents that go far beyond the ability to code. Eight key traits will help technical professionals responsible for application development to become agile superheroes.

- **2017 Planning Guide for Data Center Modernization and Infrastructure Agility**
  Data center modernization and agility initiatives are the foundation for hybrid cloud architectures. In 2017, technical professionals focused on IT infrastructure will adopt disruptive technologies to enable hybrid cloud architectures that meet the demands of digital business and IoT.

- **2017 Planning Guide for Data and Analytics**
  In 2017, analytics will go viral within and outside the enterprise. Technical professionals will need to holistically manage their data and analytics architecture from end to end and leverage cloud wherever appropriate to meet the requirement for “analytics everywhere.”

- **Solution Path for Architecting Modern Web Applications**
  Proper design and architecture allow modern web applications to evolve to meet new requirements. This document guides technical professionals responsible for the design and architecture of web apps to create web clients, APIs and services that are able to meet the future demands of digital business.

- **2016 Planning Guide for Professional Effectiveness**
  It’s not just technical prowess that produces success or moves your career forward. There are clear trends emerging that point to nontechnical skills as key accelerators to building a successful digital business career.

- **Analyzing the Role and Skills of the Cloud Architect**
  The cloud architect is now a mandatory and critical role within IT organizations. Technical professionals focused on cloud computing must understand the responsibilities and requirements of the role and must develop the necessary skill sets for long-term success.
Teams is Microsoft’s Most Intriguing Productivity App Yet
The potential Slack killer is rolling out to all Office 365 users in March 2017.  
Visit Website >>

The Latest Version of Chrome will Prevent Tabs from Killing Your Battery Life
The latest version of Google Chrome will finally do something to prevent background tabs from killing your laptop’s battery.  
Visit Website >>

Wowing and Washable: Google’s Smart Jacket Wears and Works Well at First Glance
“Blinking on your jacket is uncool” — luckily this looks the part while having its brains.  
Visit Website >>

Computer Bots are More Like Humans than You Might Think, Having Fights Lasting Years
Bots interact with one another, whether or not by design, and it leads to unpredictable consequences.  
Visit Website >>

These Researchers can Hack Your Phone with Sound Waves
This hack is more cool than scary, but it shows how hard it is to anticipate every security flaw in our increasingly complex devices.  
Visit Website >>

Google Now Lets You Go Inside an Active Volcano with Street View
Google Street View has expanded to an extreme new location: the inside of an active volcano.  
Visit Website >>

April 5
RAMA NAVAMI • Hindu
Celebrates the birthday of Rama, king of ancient India, hero of the epic Ramayana, and seventh incarnation of Vishnu.

April 9
PALM SUNDAY • Christian
Observed the Sunday before Easter/Pascha to commemorate the entry of Jesus into Jerusalem.

April 11-14
THERAVADA NEW YEAR • Buddhist
In Theravada countries, the New Year is celebrated on the first full moon day in April.

April 11-18
PASSOVER/PESACH • Jewish
The eight-day “Feast of Unleavened Bread” celebrates Israel’s deliverance from Egyptian bondage.

April 13
HOLY THURSDAY • Christian
Also known as Maundy Thursday, it is celebrated on the Thursday before Easter commemorating the Last Supper, at which Jesus and the Apostles were together for the last time before the Crucifixion.

April 14
GOOD FRIDAY • Christian
Known as Holy Friday in Eastern Christianity, it commemorates the Crucifixion of Jesus on the Friday before Easter/Pascha.

April 14
VAISAKHI (also spelled Baisakhi) • Sikh
The festival which celebrates the founding of the Sikh community as the Khalsa (community of the initiated). On this day, Sikhs gather and celebrate Vaisakhi at their local Gurdwaras (Sikh house of worship) by remembering this day as the birth of the Khalsa.

April 16
EASTER • Christian
Known as Pascha in Eastern Christianity, it celebrates the resurrection of Jesus.

April 21 - May 2
FESTIVAL OF RIDVÂN • Bahá’í
Annual festival commemorating the 12 days when Bahá’u’lláh, the prophet-founder of the Bahá’í Faith, resided in a garden called Ridván (Paradise) and publicly proclaimed His mission as God’s messenger for this age. The first (April 21), ninth (April 29), and twelfth (May 2) days are celebrated as holy days when Baha’is suspend work.

April 23
YOM HASHOAH • Jewish
“Holocaust Remembrance Day” memorializes the heroic martyrdom of six million Jews who perished in the Nazi Holocaust.

April 24
ARMENIAN MARTYRS’ DAY
Memorializes the genocide of some 1.5 million Armenians between 1915 and 1923 in Turkey.
Two-Step Authentication vs. Two-Factor Authentication

Using one password to secure your online accounts is a thing of the past. As hackers become more advanced, your phone’s personal identification number (PIN) and your account's password that you’ve had since you were thirteen (but still use because it is completely unforgettable) are no longer strong enough defenses against bad actors tactics. Now, extra steps should be taken to safeguard personal and professional information.

You can safeguard your information with two different (and sometimes easily confused) systems: two-step authentication or two-factor authentication. Before diving into learning their individual functions, here are some factors that may be included during authentication that you should know:

- **Knowledge (something you know):** This is the most common factor for authentication. Examples include passwords and security questions (such as “What was the name of your first pet?”). Codes received from cellphones can also be considered a knowledge factor because the necessary information is the code, not the physical cellphone.

- **Possession (something you have):** This is something that only the user has, such as a bank card, security token, or a cell phone. When using this factor, be sure to always carry this object with you if you want to access your account.

- **Inherence (something you are):** This is typically biometric information, or biological data, such as fingerprints, voice recognition, and retina scanners.

**Two-Step Authentication:**

A two-step authentication system requires two forms of one of the factors listed above. For example, if the factor being used is inherence, both a fingerprint and retina scan may be necessary. If the factor being used is possession, a bank card and security key may be needed for access. More commonly, an account may ask for the password, then the answer to a security question.

While this method is more secure than a single-step authentication system, the hacker simply needs to carry out one type of theft twice. This is not the case in a two-factor authentication system.

**Two-Factor Authentication:**

A two-factor authentication system is similar to a two-step system; but as the name implies, two of the factors listed above are necessary to gain account access. Thus, an account may require a password and a fingerprint, or a bank card and a security question.

This method makes things a bit trickier for hackers, as they now need to carry out two different types of theft. When faced with a multi-factor authentication system, most hackers will think twice about attacking an account.

If you have the option to switch a personal or professional account from single-step authentication to two-step or two-factor authentication, take it! Although it seems inconvenient to take more time to access an account that you use every day, being hacked will be a much bigger headache.

If you would like to learn more about two-step or two-factor authentication, please visit: security.it.miami.edu or contact the UMIT Information Security Office at: ciso@miami.edu. For information on the University’s multi-factor authentication (MFA) solution Duo, please visit: miami.edu/multifactor.
In an effort to keep UMITers informed, we share new and updated IT standard operating procedures (SOPs) in our 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 **UMIT’s Remote Access Policy**

Overview

The purpose of the Remote Access policy is to define standards for connecting to the University’s internal network and IT resources from any remote host. These standards include baseline security requirements for users who remotely access the University network, permitted forms of remote access, and requirements for vendors and contractors to gain access.

Have Questions? Get Answers!

Click here to view the information above, and review questions and answers regarding the SOP Spotlight item.

Contact Us

The Information Security Office (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. Contact the ISO at: ciso@miami.edu.

SOP facilitation services helps achieve the following objectives:
• Ensure compliance with laws, regulations, and standards.
• Identify any gaps that impede accomplishment of the mission, goals, and objectives.
• Ensure best practices and key IT controls are addressed in the SOP or policy.
• Ensure standardized formatting is applied for a consistent look and feel.
• Posting of SOPs on the UMIT Policies and Procedures webpage.
Skillet Chicken Parmesan with Artichokes

**Ingredients for the sauce:**

- 2 tablespoons extra-virgin olive oil
- 1 10-ounce package frozen artichoke hearts, thawed
- 1 clove garlic, chopped
- 1/4 teaspoon red pepper flakes
- 1 28-ounce can whole peeled San Marzano tomatoes, crushed by hand
- Kosher salt and freshly ground pepper
- 3 cups chopped rotisserie chicken (skin removed)
- 1/4 cup fresh basil, roughly chopped, plus more for topping
- 4 slices rosemary focaccia (about 4 ounces)
- 4 ounces fresh mozzarella, thinly sliced
- 1/4 cup grated parmesan cheese

**Directions:**

1. Preheat the broiler. Heat the olive oil in a large ovenproof skillet over medium-high heat. Add the artichokes and cook, stirring occasionally, until tender and browned in spots, about 5 minutes. Add the garlic and red pepper flakes. Cook, stirring, until the garlic is soft, about 30 seconds.

2. Add the tomatoes, 1 cup water, 1 teaspoon salt, and a few grinds of pepper to the skillet. Bring to a boil, then reduce to a simmer and cook, stirring occasionally, until the sauce thickens, about 10 minutes. Stir in the chicken and basil; season with salt.

3. Meanwhile, toast the focaccia in a toaster oven or under the broiler and let cool slightly; roughly chop to make coarse breadcrumbs. Sprinkle the crumbs over the chicken mixture and top with the mozzarella and parmesan.

4. Transfer the skillet to the broiler and cook until the breadcrumbs are browned and the cheese is bubbling, 3 to 5 minutes.

5. Let cool, 5 minutes. Top with basil, and enjoy!

**ANNOUNCEMENTS & MILESTONES**

**Kudos: Dickson Lam**

"**Dickson Lam** recently completed his Operational Database Administrator Certification (on Caché) for Epic 2017. The process for Epic certification requires traveling to Verona, Wisconsin for several days of training, followed by multiple exams and projects before certification is awarded. This requires considerate effort in addition to the normal workload of maintaining the UChart systems which utilize the Epic Systems' electronic health records software. By completing his certification, Dickson is helping ensure that we are providing the best support and service to our customers and ultimately to our patients."

- Dorian Hasimi, Sr. Manager, Information Technology
ANNOUNCEMENTS & MILESTONES

Kudos: Terry Helmers
“Thank you Terry! You’re the best!”
- Whitley M. Johnson, Senior Academic Advisor for Diversity and Inclusion

Kudos: Ismael Pimienta

Congratulations to Ismael “Ish” Pimienta on his recent feature in InsideUM’s Instagram stories:

In the post, Ish says “As a Director in the Point Solutions Support team, I have the pleasure of leading a team that helps UM faculty and staff use technology to teach and do research. The highlight of my day is when I see people light up as they find out what can be done with technology. After 28 years at UM, I still look forward to coming to work.”

What is a fun fact about yourself?
- I am one of four bothers and we all at some point in our lives went by the nickname Pepper since that is the English translation of our last name.

Describe yourself in one word:
- Dedicated.

If you could travel anywhere in the world (expense free!) where would it be?
- Anywhere my wife wants to go.

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

Kudos: Sindy Garcia

Congratulations to Sindy Garcia on her recent feature in InsideUM’s Instagram stories:

In the post, Sindy says “As a Human Resources Generalist, I’ve had the opportunity to help faculty and staff across all three campuses in their mission of transforming lives. Along the way, I have been able to further my knowledge of the healthcare environment, learn about the fascinating world of research, and connect to the mission of shaping our country’s future through higher education. The professional development that this diverse organization provides me with every day is invaluable, and it’s what I love about working at the U!”

Kudos: UMIT Volunteers for Family Day with the Miami Marlins

Thank you to the following UMITers, who participated as volunteers during this year’s ticket distribution for Family Day with the Miami Marlins:

From left to right: Hemmanuel Garcia, Christian Vazquez, Adrian Cardenas, Erick Joly, and Yanira Cruz.
Kudos: Titanya Ramsingh-Pierce

“Titanya Ramsingh-Pierce (pictured 2nd from the left) – Executive Assistant to CIO Steve Cawley, and co-chair for the Caribbean and African Employee Interest Group, Ubuntu – was honored with the difficult task of being a judge at the 2017 Ms. UM Caribbean Students Association Scholarship Pageant.

It was quite the task to choose a winner from many criteria. These included talent, academics, evening gown, interview, swimsuit, and personality. ‘What an enjoyable experience,’ Ms. Pierce said, ‘To see such beauty, talent, and commitment to academics and the community.’” Congratulations to 2017 Ms. UM Caribbean, Zoe Ifill!

Kudos: Stephen Weatherly

Congratulations to our very own UMITer Stephen Weatherly, who was featured in the Patti & Allan Herbert Wellness Center’s new “Found My Fit” advertising campaign.

The Wellness Center’s campaign motto is: “Staying fit is a lifestyle. We take pride in being a community that encourages participants to be themselves in their pursuits of fit bodies and fit minds, where each individual can say I Found My Fit!”

Please check out the Wellness Center’s membership webpage for more information.
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