MESSAGE FROM THE CIO

As communicated in last month’s newsletter, the Executive Cabinet and I are currently formulating an action plan to better support all of you based on the feedback we have received from the Gallup survey. By now, all UMIT teams should be reviewing and discussing their survey results and plans moving forward. In addition to the overall UMIT goal and action plan, every UMIT supervisor (regardless of team size) must also submit their own goals and action plans (due no later than May 19) based on team discussions. In order for the action plans to be successful, everyone on each team has to be involved and committed.

The engagement survey was administered in partnership with Gallup, the industry leader in measuring and improving employee engagement. With more than 80 years of experience, Gallup knows more about the attitudes and behaviors of employees, customers, students, and citizens than any other organization in the world. By utilizing a special set of twelve questions – known as the Q12 – Gallup has tested and validated more than 1.3 million employees and 49 types of organizations for employee engagement data. The University will continue to engage Gallup over the next few years to measure our engagement.

Understanding employee engagement is a crucial first step toward achieving the highest levels of organizational performance, but it doesn’t stop there. We have to take action in order to make progress, and the Executive Cabinet and I are committed to using the results of this engagement survey to make improvements so that we can create a better workplace for everyone.

It is clear from our results that we need to focus our efforts on professional development. Professional development starts with understanding each person’s unique combination of skills, knowledge, and talents, and then committing to providing support in expanding on those areas. I will discuss more details about our focus on professional development – and other areas of focus – as soon as we finalize the executive-level action plan.

Each and every one of you is critical to our team, and your professional success is vital to the University and UMIT’s continued success. As a team, we all must strive to find better, more efficient, and more innovative ways to work – because the best teams are never quite satisfied with the current way of doing things.

Thank you for participating in the Gallup poll and the ongoing effort to improve our workplace. I look forward to seeing our progress throughout this process.

If you have any questions, please don’t hesitate to reach out to me.

In partnership,

Steve

UMIT NEWSLETTER APRIL 2017

WHAT’S INSIDE

ON THE COVER
UMITers enjoying the annual picnic!

MESSAGE FROM THE CIO 2

MOVERS & SHAKERS 3

WELCOME OUR NEW HIRES 3

UMIT JOB OPPORTUNITIES 3

PROFESSIONAL DEVELOPMENT 4

TECH BYTES 5

DIVERSITY CALENDAR 5

SECURITY FUN FACTS 6

UMIT IN THE KITCHEN 7

ANNOUNCEMENTS & MILESTONES 7-12

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MOVERS & SHAKERS

Sergio Fernandez

Sergio moved from the Help Desk as a Desktop Support Technician to the IT Security team as a Desktop Support Technician.

WELCOME OUR NEW HIRES

Seneka Jean-Jacques
Shipping & Receiving Clerk

Alexander Maruly
Database Analyst

David Ruiz
Desktop Support Technician

Betty Spencer
Continual Service Improvement (CSI) Manager

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:

- Desktop Support Technician
- Supervisor, Desktop Support
- Business Intelligence Administrator (Microsoft)
- Sr. Business Systems Analyst
- Sr. Clinical Laboratory Systems Analyst
- Jr. IT Business Analyst
- Shipping & Receiving Clerk
- Clinical Program Coordinator
- Sr. Project Manager
- Switchboard Operator
- Data Entry Clerk (Temporary)
- Academic Educational Technologist
- Sr. Systems Analyst
- Business Systems Analyst
- Administrative Assistant (Temporary)
- Help Desk Technician
- Desktop Support Technician (Temporary)
- Sr. Instructional Designer
- Systems Analyst (Temporary)
- Computer Systems Validation Specialist (Temporary)
- Security Analyst (Temporary)
- Microsoft ETL Developer (SSIS)
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Technical Analyst (Temporary)
- Sr. Project Manager, IT (Non Technical)
- Technical Analyst
- Programmer, Intermediate
- Sr. Systems Analyst
- Sr. Systems Engineer - Enterprise Imaging / PACS
- Sr. Programmer - Mobile App / Web Systems

umitnewsletter@miami.edu
Gartner Solutions:

Below you’ll see this month’s recommended Gartner for Technical Professionals (GTP) documents:

- **Key Services Differences Between AWS and Azure - Availability, Network, Compute, and Storage**
- **2017 Planning Guide for Collaboration and Content**
- **In-Depth Assessment of Amazon Web Services**
- **In-Depth Assessment of Microsoft OneDrive for Business on Office 365**
- **Solution Path for Achieving Continuous Delivery With Agile and DevOps**
- **Defining and Implementing Effective Cloud Security Architecture in Amazon Web Services**

Lynda.com Training:

**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**.
Apple vs. Google vs. Microsoft: Who Will Get to the Future of PCs First?
The war for cheap computers is about to begin.
Visit Website >>

Classic Mac OS and Dozens of Apps can Now be Run in a Browser Window
Black-and-white versions of System 6 and 7 show off what early Mac OS was like.
Visit Website >>

A Neural Network Helped Researchers Crack Smartphone PINs Using Built-In Motion Sensors
A simple exploit could guess a four-digit security code with surprising accuracy.
Visit Website >>

Addressing the Cybersecurity Skills Gap
IT professionals need help confronting cybersecurity threats and increasingly sophisticated attacks.
Visit Website >>

Edible CRISPR Could Replace Antibiotics
Researchers are developing a probiotic to make disease-causing bacteria self-destruct.
Visit Website >>

Keep Your Campus Both Smart and Secure as IoT Expands
In the Internet of things (IoT) era, IT teams must ensure that connected devices don’t open the door to malicious intruders.
Visit Website >>

DIVERSITY CALENDAR: MAY 2017
by Titanya Ramsingh-Pierce

May (Full Month)
ASIAN PACIFIC AMERICAN HERITAGE MONTH
Recognizes the contributions and celebrates the culture of Asians and Pacific Islanders in the United States.

May (Full Month)
HAITIAN HERITAGE MONTH
A celebration in the United States of Haitian heritage and culture. It was first celebrated in Boston, Massachusetts, in 1998.

May (Full Month)
JEWISH AMERICAN HERITAGE MONTH
Recognizes the history of Jewish contributions to American culture, acknowledging the diverse achievement of American Jews.

May 1
INTERNATIONAL WORKER’S DAY
Also known as May Day, it celebrates the social and economic achievements of workers worldwide. The day commemorates the Haymarket Riot of 1886 in Chicago, in which police and protesters clashed following a workers’ strike for an eight-hour work day.

May 3
WORLD PRESS FREEDOM DAY
Serves as an occasion to inform the public of violations of the right to freedom of expression and as a reminder that many journalists brave death or jail to bring people their daily news.

May 5
CINCO DE MAYO
In 1862, Mexican forces defeated French occupational forces in the Battle of Puebla.

May 10
BUDDHA DAY • Buddhist
Also known as Vesak or Visakha Puja, it marks the occasion of the birth, spiritual awakening, and death of the historical Buddha.

May 14
LAG B’OMER • Jewish
Celebrates the end of a divine-sent plague and/or Roman occupation during Rabbi Akiva’s lifetime (died c. 135 CE).

May 14
MOTHER’S DAY
Children of all ages show appreciation for their mothers.

May 21
WORLD DAY FOR CULTURAL DIVERSITY FOR DIALOGUE AND DEVELOPMENT
Recognizes cultural diversity as a source of innovation, exchange and creativity, as well as the obligation to create a more peaceful and equitable society based on mutual respect.

May 23
DECLARATION OF THE BAB • Bahá’í
Commemoration of May 23, 1844, when the Bab, the prophet-herald of the Bahá’í Faith, announced in Shiráz, Persia, that he was the herald of a new messenger of God.

May 25
ASCENSION DAY • Christian
Celebrated 40 days after Easter/Pascha, it commemorates the ascension of Jesus into Heaven.

May 27 - June 25
RAMADAN • Islamic
A month of strict fasting from dawn until dusk in honor of the first revelations of the Qur’an to the Prophet Muhammad.

May 29
ASCENSION OF BAHÁ’ULLÁH • Bahá’í
Observance of the anniversary of the death in exile of Bahá’u’lláh, the prophet-founder of the Bahá’í Faith.

May 29
MEMORIAL DAY
Initiated originally to honor victims of the Civil War, this observance now pays homage to the dead of all U.S. wars.

May 31 - June 1
SHAVUOT • Jewish
The “Feast of Weeks” celebrates the covenant established at Sinai between God and Israel, and the revelation of the Ten Commandments.
Securing Mobile Apps

Would you like to learn how to play the piano? Well, there’s an app for that! With one tap on a phone screen, you can unlock endless information, instructions for new skills, social interactions, and much more. Mobile applications, or apps, make access to just about anything quick and easy; but are apps endangering your cyber-security?

If you are not careful, apps can gain access to your personal information, withdraw money from your account that you did not intend on spending, and even take control of your entire phone. Here are some tips on how to enjoy the vast array of mobile apps without compromising your security:

(1) **Download apps you can trust.**
Only use reputable sources to download your apps, like the Apple App Store or Google Play. These two sources have their own security measures to protect consumers. Elsewhere on the web, anyone can create apps that may infect your device. Red flag: If you find a free app on the Internet that costs money via the Apple App Store or Google Play, it **would not be suggested to download the app.**

Be cautious when downloading newly developed apps. It is easier to trust an app that has a long history of safety and positive reviews. The uncertainty of a new app may not be worth the risk.

(2) **Pay attention to possible charges.**
Extra charges to consider include:
- Roaming charges while abroad. Turn off your mobile data while traveling.
- Going over the data limit included in your mobile plan and accruing charges. Be sure to keep track of app data usage.
- Other people downloading costly apps or in-app purchases without your knowledge. Select the setting that requires a password prior to making any app purchases.

(3) **Think before you give permission.**
The first thing that many apps ask for is access to your personal information, current location, or photo albums. Read these permission requests carefully before granting access. Current location access requests can also put you at risk to be tracked. **Rule of thumb: Only give permission to an app if you feel that the information it wants to access is completely necessary for the apps functioning.**

(4) **Update your apps.**
Cyber-criminals are constantly searching for security weaknesses in apps. Many app updates serve to strengthen security and ensure that these criminals never successfully steal information or infect your device. Check for updates frequently in your app store. Better yet, select the option that allows apps to update automatically.

(5) **Log out.**
In the event that someone else gets their hands on your device, it is important to safeguard your information as much as possible. For example, online banking apps are quite popular. If you leave this app logged in, a hacker who unlocks your phone may have immediate access to all of your funds and banking information.

(6) **Clear your device.**
Selling or donating your device? Then make sure that the next person who has it does not have access to your personal information. Delete all of your apps and restore your phone to factory settings.

If you would like learn more about mobile app security, please visit: security.it.miami.edu or contact the UMIT Information Security Office at: ciso@miami.edu.
UMIT IN THE KITCHEN
by Walter Vargas

Whole Wheat Banana Bread

*Ingredients:*

- 1 cup all-purpose flour
- 1 cup whole wheat flour
- 1 teaspoon baking soda
- 1/2-teaspoon salt
- 3 overripe bananas, mashed
- 1 cup sugar
- 2 eggs, beaten
- 1/2-cup melted coconut oil (measure about 1/3-cup solid coconut oil and melt it; this should give you roughly around 1/2-cup, which is the amount that you will need)

*Directions:*

1. Preheat oven to 350.
2. Lightly grease a 9-inch loaf pan with cooking spray and sprinkle with all-purpose flour; set aside.
3. In a small mixing bowl, combine all-purpose flour, whole wheat flour, baking soda, and salt; whisk until combined and set aside.
4. In a large mixing bowl, mash bananas; add sugar and, using a large spoon, mix until combined.
5. Stir in beaten eggs and continue to mix until well incorporated.
6. Stir in coconut oil, stirring until incorporated.
7. Add flour mixture to the banana mixture and mix just until combined.
8. Transfer batter to previously prepared lightly greased pan.
9. Bake for 45 to 50 minutes, or until a toothpick* inserted in the center comes out clean.
10. Remove from oven and cool completely on a rack.
11. Remove bread from the pan.
12. Using a bread knife, slice the banana bread and serve.
13. Optional: Top slices with a sliver of butter and a drizzle of honey - it's heavenly!

*Note: Using a toothpick, start checking the bread in the oven around the 40-minute mark. Because of the whole wheat flour, the top of the bread will appear a darker brown; don’t worry, the bread is not burnt!*

ANNOUNCEMENTS & MILESTONES

Kudos: Sergio Fernandez

“Today I had the pleasure of speaking with Sergio regarding an issue I created on my computer. I had inadvertently deleted a very important file. He was able to recover the file for me immediately. Sergio is very professional and courteous, and I just wanted to express my appreciation and gratitude for his help.”

- Niurka O’Connor, CCS, CPS, Central Business Office, Miller School of Medicine
ANNOUNCEMENTS & MILESTONES

Kudos: Elizabeth Coker

“Elizabeth has been instrumental in implementation of the eRecruiting module in Workday. Recently, she received a private online ThankU card. While she is a part of the HRIS User Support and implementation team, the ThankU was in recognition for being a wonderful person, and for always being ready and willing to help. When colleagues from other units take time to say thank you, it is even more rewarding!”

- Debbie Johnson, ERP Functional Lead

Kudos: Gemma Henderson

“Gemma Henderson, recently received a public online ThankU card from Derin Ural, Professor at UM’s College of Engineering. A ThankU is a sign of appreciation for what people bring to the University of Miami. This is a fun way of saying thank you to someone at the University!”

- Allan Gyorke, Associate Vice President for Information Technology & CATO

Kudos: Claudette Guzman & Erik Mederos

“Congratulations to Claudette and Erik on passing the ServiceNow System Administrator Certification exam, and becoming certified ServiceNow system administrators!

Passing the ServiceNow System Administrator Certification exam demonstrates mastery of ServiceNow system administration and certifies that a candidate has the skills and essential knowledge necessary to manage the configuration, implementation and maintenance of the ServiceNow system.”

- Rocky Pedroso, Director, Information Technology
Kudos: Systems Infrastructure Team

“The following team members from the Systems Infrastructure group have successfully completed the project to migrate legacy file servers to Box using a tool called SkySync which was purchased through Internet2: Carlos Gonzalez, Anibal Irumluig, Michael Lecuona, Mario Litano, Steve Machuca, Rudy Marin, Damian Ortega, Heber Rodriguez, Tom Vega, and Jean Wong.

This was a long and arduous process that required deep analysis of unstructured file server shares for the Coral Gables and Medical campuses. This included a review of who had access to each collaborative file share and determining who should be assigned as the data owner for each of the 1,454 file shares that were migrated to Box. The team also migrated 11,125 personal home folders to Box, which allows users to access and share their files from anywhere. All of this added up to approximately 50 terabytes of data that was migrated to Box. This migration helps to reduce future hardware purchase and maintenance costs, as well as saves time for staff to support other IT services.

This project required patience and understanding, especially when helping customers who preferred to continue storing their files on campus-based file servers and to not use Box. Thank you all for your hard work and a job well done!”

- Fernando James Doppelhammer, Executive Director, Information Technology

UMITers Enjoying the 2017 Wellness Fair

UMITers Tanya Velez (left) and Jacqueline Ryan (right) enjoyed a massage at the 2017 Wellness Fair!
ANNOUNCEMENTS & MILESTONES

UMIT Picnic 2017

Click here to 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.