THE HARDER YOU WORK FOR SOMETHING, THE GREATER YOU’LL FEEL WHEN YOU ACHIEVE IT.
MESSAGE FROM THE CIO

We have come a long way in the time that I have served as University of Miami’s CIO, and I am proud to work with such a wonderful team that continuously strives to deliver the best IT services. At UMIT, we’re always initiating new projects, updating outdated technology, and implementing new innovative features for our faculty, staff, and students – and we are successful in these ventures due to your relentless work ethics and ongoing efforts to collaborate with peers within UMIT and others throughout the organization.

To celebrate our accomplishments through collaboration, we will be sharing stories and demonstrations of exciting collaborative projects for the University community at the upcoming UMIT all-staff meeting on Tuesday, March 20 from 2-4 p.m. at the Fieldhouse in the Watsco Center. We will also be discussing the highlights of our five-year UMIT strategic plan, which just finished up at the end of 2017. We effectively completed our strategic plan with the remarkable skills and dedication that each of you bring to UMIT, and for that I am infinitely thankful. At the meeting, we will examine what’s to come in the future strategic plan and how you can provide your feedback and ideas for the direction that UMIT is going.

I look forward to seeing you all at the upcoming UMIT all-staff meeting and commemorating our team’s achievements through collaboration. UMITers are known for consistently working together to tackle any obstacle while always putting our customers first – and these distinct qualities keep us steadily on course to be the best Information Technology organization in higher education and healthcare.

In partnership,

Steve

UMIT NEWSLETTER FEBRUARY 2018

WHAT’S INSIDE

ON THE COVER
Thank you for helping us complete our five-year UMIT Strategic Plan!

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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:

- Sr. Security Engineer
- Business Systems Analyst
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Desktop Support Technician
- ETL Developer
- Shipping & Receiving Clerk
- Editorial Assistant (Temporary)
- Desktop Support Technician
- Sr. PACS Administrator
- Sr. Manager, IT
- Sr. Business Systems Analyst
- Healthcare Endpoint Security Manager
- Business Intelligence Administrator
- Sr. PACS Administrator
- Sr. Clinical Systems Analyst
- Systems Analyst
- Sr. Clinical Systems Analyst
- Decision Support Analyst
- Business Systems Analyst
- Help Desk Technician
- Desktop Support Technician
- Associate Vice President for Enterprise Applications and Services
- Desktop Support Technician
- Programmer, Intermediate
- Sr. Instructional Designer
- Sr. Clinical Project Manager, IT (Non Technical)
- Sr. Clinical Systems Analyst
- Clinical Program Coordinator
- Sr. Systems Engineer
- Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Decision Support Analyst
- Clinical Systems Trainer
- Intermediate Programmer
- Intermediate Programmer
- Healthcare IT Security Risk Manager
- Healthcare Cyber Infrastructure Security Manager
- Clinical Systems Trainer
- Executive Director, IT (Decision Support Services)
- Security Analyst (Temporary)
- Security Analyst
- Desktop Support Technician (Temporary)
- Desktop Support Technician (Temporary)

PROFESSIONAL DEVELOPMENT

ULearn Expansion: Thousands of New Courses!

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

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

On the ULearn homepage, you now have access to curated featured training on a variety of topics that may be helpful to you. Periodically, training will change to spotlight new courses and curriculum.
DIVERSITY CALENDAR: MARCH 2018

by Titanya Ramsingh-Pierce

March (Full Month):

Women's History Month - Started in 1987, Women's History Month recognizes all women for their valuable contributions to history and society.

National Developmental Disabilities Awareness Month - Established to increase awareness and understanding of issues affecting people with intellectual and developmental disabilities.

National Multiple Sclerosis Education and Awareness Month - Established to raise public awareness of the autoimmune disease that affects the brain and spinal cord and assist those with multiple sclerosis in making informed decisions about their health care.

March 1 - 20: Nineteen-Day Fast - For members of the Bahá’í Faith, this time is meant to reinvigorate the soul and bring one closer to God. This fast takes place immediately before the beginning of the Bahá’í New Year.

March 2: Holi - A Hindu and Sikh spring religious festival. People celebrate by throwing colored powder and water at each other. Bonfires are lit the day before in the memory of the miraculous escape that young Prahlad by throwing colored powder and water at each other. Bonfires are lit the night of the event is watching Chinese lanterns illuminate the night sky.

March 8: International Women’s Day - First observed in 1911 in Germany, it has now become a major global celebration honoring women’s economic, political, and social achievements.

March 12: Magha Puja Day - A Buddhist holiday that marks an event early in the Buddha’s teaching life when a group of 1,250 enlightened saints, ordained by the Buddha, gathered to pay their respect to him.

March 13 - April 15: Deaf History Month - This observance celebrates key events in deaf history, including the founding of Gallaudet University and the American School for the Deaf.

March 17: St. Patrick’s Day - A holiday started in Ireland to recognize St. Patrick, the patron saint of Ireland, who brought Christianity to the country in the early days of the faith.

March 20: Ostara/Eostre - A celebration of the spring equinox commemorated by Pagans and Wiccans. It is observed as a time to mark the coming of spring and the fertility of the land.

March 20 - 21: Naw-Rúz - The Bahá’í New Year is a holiday celebrated on the vernal equinox. It is one of the nine Bahá’í holy days on which work is suspended.

March 21: Nowruz/Norooz - Persian New Year, a day of joy, celebration and renewal.

March 25: Ram Navami - A Hindu day of worship and celebration of the seventh avatar of Vishnu (Lord Rama). Devotees typically wear red and place extravagant flowers on the shrine of the God.

March 25: Palm Sunday - A Christian holiday commemorating the entry of Jesus into Jerusalem. It is the last Sunday of Lent and the beginning of the Holy Week.

March 29: Holy Thursday (Maundy Thursday) - The Christian holiday commemorating the Last Supper, at which Jesus and the Apostles were together for the last time before the Crucifixion. It is celebrated on the Thursday before Easter.

March 30: Good Friday - A day celebrated by Christians to commemorate the execution of Jesus by crucifixion, and is recognized on the Friday before Easter.

March 30 - April 7: Passover - An eight-day Jewish holiday and festival in commemoration of the emancipation of the Israelites from slavery in ancient Egypt.
Currently, the team has been working diligently on developing the new UService mobile app. With the mobile app, you will be able to manage incidents from the palm of your hand. In addition, you will be able to respond to approval requests, view the knowledge base, and receive push notifications from your iOS or Android device(s). The mobile app modules will be rolled out in phases, and the first module we are rolling out is “Incident.”

If you would like to install the mobile app and test it out, please follow the steps below:

1. Visit the Play store on an Android device or the App Store on an Apple device, and download / install the ServiceNow App on your phone or tablet. Below you will see a screenshot of the application’s logo:

2. Once installed, open the application and enter the ServiceNow instance - URL: https://umiami.service-now.com.

3. To access the instance, please verify your log in with Multi-Factor Authentication (MFA).

4. You’re in! Below you’ll see a screenshot of the UService mobile app homepage (image “A”). If you select the “Report a New Incident” button, you will be creating an incident as if you were on UService’s Self-Service page on your desktop computer. This view is customized for all ITIL users.

If you swipe to the right on your mobile device, you will see all your “Favorites” in separate panel (image “B”). These are the same favorites that you have in your Self-Service page’s desktop view.

If you have any questions or experience any issues when using the UService mobile app, please contact Betty Spencer at: (305) 284-6767 or bspencer@med.miami.edu or Kevin Sands at (305) 243-3481 or k.sands@umiami.edu.

Coming soon to the UService mobile app: Knowledge Base, Approvals, and Push Notifications!
IT SECURITY TIPS

Protect Your Devices from Malware!

Is your computer acting strangely?
Is it running slower than normal?
Are you getting a lot of unwanted pop-ups?
Are other unusual problems happening?
If so, you may have malware!

What is Malware?
Malware is short for “malicious software.” It is a type of computer program designed to infect a person’s computer and other devices in order to inflict harm in a number of ways. It can cause your computer to crash, monitor and control your Internet activity, and it can even steal your personal information! Malware most commonly infects your devices through the Internet and email, though you can also get infected through hacked websites, game demos, music files, software, free subscriptions, or anything else you download from the Web. Malware comes in a perplexing variety of forms, including viruses, adware, spyware, worms, and many more. The most familiar form of malware comes into devices as viruses – yet many people mistakenly use “viruses” interchangeably with the general term “malware.”

Common Forms of Malware
• **Viruses:** A virus has the capability of copying itself and spreading to other computers. It can spread by attaching itself to a number of programs and executes the malicious code once you launch one of the infected programs.
• **Adware:** Short for “advertising-supported software,” adware delivers advertisements such as pop-up ads on websites and ads displayed by software. While adware may seem harmless, it is not uncommon to become bundled with spyware; the pair is significantly more dangerous than adware alone.
• **Spyware:** As the name suggests, spyware is software that spies on you while you are using your device. Some of its capabilities include monitoring your activity, collecting keystrokes, harvesting data, modifying security settings, and more. It can spread by taking advantage of vulnerabilities in software, bundling with legitimate software, or in trojan horses.
• **Trojan Horses:** A trojan horse disguises itself as a normal file type or program to trick you into downloading and installing malware (like the wooden horse statue that entered Troy!). Once installed, an attacker can steal data, install other forms of malware, modify files, and other malicious activity. In larger systems, a trojan horse can create a denial-of-service (DOS) attack, where it can make machines and network resources unreachable and unavailable.
• **Worms:** A worm is a program that, like a virus, replicates itself in order to destroy data and files on a device. While very similar, there are a few characteristics that distinguish worms from viruses – one being that worms do not need to rely on users to execute. It can self-replicate and spread independently.
• **Ransomware:** As its name suggests, ransomware essentially holds your computer system captive while demanding a ransom. There are two main types of ransomware: lockscreen and file-encrypting. Lockscreen ransomware pops up a window that takes over your device so that you cannot use any applications, including your anti-virus. The most common example of this is when a user receives an FBI notice stating their files have been encrypted until a “fine” is paid for cybercrimes. File-encrypting ransomware does not target applications but encrypts (scrambles) your data so that it becomes inaccessible. This example usually occurs in a pop up window offering to sell you the decryption key. The most recent types of file-encrypting ransomware are CyptoLocker, CryptoWall, and TeslaCrypt. The most unfortunate part of ransomware is that even though you may pay the ransom, the attacker may choose to not cooperate, increase the ransom, or re-infect your computer.

This is Scary! What Can I Do?
• The single biggest factor in preventing a malware infection on your device is your behavior! The good news is that you’ve already taken the first step by getting informed. It is your job to remain vigilant to avoid downloading and installing anything you do not understand or trust – no matter how tempting it may seem. You can also spread the word by talking to your friends about safe computing.
• It is highly recommended that you regularly update your software and operating system. As new malware is introduced every day, companies release updates that fix the vulnerabilities attackers take advantage of.
• Lastly, and very importantly, you should run up-to-date security software such as anti-virus and anti-spyware. It checks any newly downloaded program to ensure that it is malware-free, periodically scans the computer to detect and defeat any malware that might have slipped through, and regularly updates to recognize the latest threats. UM offers McAfee Virus Enterprise at no cost to faculty, staff, and students. For more information, visit: http://it.miami.edu/a-z-listing/mcafee-virusscan-enterprise.
UMIT IN THE KITCHEN
by Mariano Estrada

Asian Inspired Noodles

Ingredients:
- 1 package of your favorite noodles
- 1 tbsp. vegetable oil
- 2 tsp. each garlic and fresh ginger, minced
- 2-3 green chilies julienned
- 1 cup shredded cabbage
- 1 cup red bell peppers, julienned
- 1 cup green bell peppers, julienned
- 1/2 cup carrots, shredded
- 3 tbsp. soy sauce
- 1 tsp. chili sauce or sriracha
- 1 tsp. Chinese five spice
- 1 tsp rice vinegar
- 1 tsp. sesame oil
- Green onions, sliced for garnish

Directions:
1. Cook the noodles according to package directions and set aside.
2. Heat a large wok or wide bottom pot to medium high and heat the oil.
3. Once the oil is hot, add the ginger, garlic and green chilies, sauté until fragrant, about three minutes.
4. Add all of the veggies except the green onions, increase the heat to high and continuously stir the veggies until cooked, about five to seven minutes. Veggies should still be crisp.
5. Once veggies are cooked but still crisp, reduce the heat to medium low and add the noodles, soy sauce, chili sauce, five spice and vinegar. Stir well to incorporate all ingredients together. Stir until the noodles are warmed through.
6. Serve hot, garnish with the sliced green onions, and drizzle with the sesame oil.

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 (culinary) art in upcoming UMIT newsletters!
Send your photos to: umitnewsletter@miami.edu

ANNOUNCEMENTS & MILESTONES

Kudos: UM’s Data Privacy Day Event Staff - Information Security Office and UMIT Communications

“I just wanted to let you know how much I enjoyed the seminar. It was so well executed! It was apparent how much prep work went into it to make it so thought provoking and informative. The speaker was exceptional and the panelists were well prepared. Theresa’s questions were on point and helped bring to light how aware we all need to be of our data and use of our devices. Thank you, and I am looking forward to future sessions!”

- Maria Pugliese, Director, IT
Kudos: Edgar Rodriguez

“I just wanted to take the time to thank you and your team with the Biology email migration. Edgar Rodriguez, in particular, was incredibly helpful and I really appreciate everything he did to address the issues we did come across. Thanks again!"

- Luis Vidal, Manager, IT

Kudos: UMIT Networking Team

Kudos to UMIT’s Networking team who recently upgraded the University of Miami’s connection to the FLR to 100 Gigabits-per-second (Gbps)! The University of Miami network is now connected to the Internet at 100 Gbps, which is a 10-fold increase from the previous 10Gps. Great work, team!

Florida LambdaRail, LLC (FLR), Florida’s Research and Education Network, recently announced the completion of a 10 Gbps upgrade to the core backbone of the FLR network. The 1,540-mile network currently serves the sunshine state’s research and education communities, including the State University System, State Colleges, and community anchor institutions including K-12 districts, research institutions, hospitals, libraries and many private universities including the University of Miami, the Florida Institute of Technology, Nova Southeastern University, and others.

100 Gbps is the emerging international standard for research networking performance. Across the nation, other regional networks have completed 100 Gbps segment upgrades, but with this upgrade FLR joins only two other regional networks – California and Ohio – to complete system-wide upgrades. Traffic on the FLR backbone routinely spikes at 40 Gbps, underscoring the need for this high-speed instrument that enables FLR’s partners and affiliates to share real-time, data-intensive information with each other on a statewide, regional, national and global basis. The sum of all traffic carried by FLR in 2014 totaled nearly 8,000 Petabytes (a Petabyte is 1,000,000 Gigabytes).

“Our mission at FLR is to provide the network tools our members need to meet their research and other data related goals,” said FLR CEO Joseph Lazor. “By upgrading our core backbone to 100 Gbps, we are ensuring the tools are in place to support the needs of our members and affiliates well into the foreseeable future. At FLR we are proud of the role we play in supporting important research while also providing Florida’s educators and their students with virtual access to real-world information that leads to discoveries beyond the classroom.”
Humanizing Online Learning with Narrative Techniques

In 2015, UMIT’s Academic Technologies (AT) team received a grant from the Knight Foundation to help fund efforts in training faculty on the use of narrative techniques. The purpose of the grant was to explore and evaluate the effectiveness of using narrative techniques to “humanize” online and technology-enhanced courses. In addition, the grant was positioned to share findings externally to other learning institutions, thereby advancing the art and science of online and technology-enhanced education.

“Stories encapsulate who we are, what might happen, and how we should act. Narrative techniques are used to empower educators to create meaningful activities, engage students creatively, and translate their learning to real-world situations,” explained Gemma Henderson, Sr. Instructional Designer.

After an in-depth literature review, the AT team identified six key techniques which were readily available to translate to hybrid and online courses: Faculty and Student Stories, Student Generated Media, Case Studies, Role-Playing, Open-Ended Problems, and Simple Simulations. These techniques were developed into a recipe or strategies that served as a starting point for UM faculty, as well as for all others who wanted to learn more about them.

AT Instructional Designers started the teaching process by leading a successful two-day narrative techniques workshops in 2015 and 2016. In these workshops, they reviewed various techniques and tasked faculty to choose one to implement into their courses. Following the workshop, the AT team worked diligently with faculty members to fully implement and evaluate their course changes. From 2015 to 2017, a total of 26 faculty courses were redesigned using narrative techniques. The annual Faculty Showcase events in 2016 and 2017 were themed around raising awareness around narrative techniques, presented by faculty for faculty.

In 2018, the AT team is launching self-paced online narrative techniques learning modules, in association with UM’s Distance Learning Institute. In addition, faculty who were part of the narrative techniques workshops were given a stipend to fund professional development and implementation of narrative techniques into their courses, and some faculty used these stipends to travel to other institutions/conferences to share their stories and experiences with narrative techniques.

“We hope to continue fostering narrative techniques at the University of Miami and with the local educational community. This semester, we are hosting a two-day workshop open to faculty in South Florida so that they can experience a faculty-led narrative activity and discover design strategies,” said Nathalie Molina, Sr. Instructional Designer.

Gemma and Nathalie recently presented narrative techniques and the idea of humanizing online learning at a poster session during the Educause Learning Initiative conference in New Orleans. Their posters were very well received at the event, and other universities have even inquired if the AT team can host narrative techniques webinars to train their staff. (You can see the event resources, including Gemma and Nathalie’s posters, as well as photos from the event below.)

For more information about Narrative Techniques and how to implement them in online, blended learning, and face-to-face learning environments, please contact the Academic Technologies team at: academictechnologies@miami.edu.

Check out the event photos on the next page...
ANNOUNCEMENTS & MILESTONES

Humanizing Online Learning with Narrative Techniques

[Image of two people standing in front of plaques]
ANNOUNCEMENTS & MILESTONES

Sign Up for Sixty Minutes with Steve

New “Sixty Minutes with Steve” sessions have been added to the 2018 calendar and are now open for registration! These sessions allow our CIO Steve Cawley the opportunity to get to know each of you on an individual basis, and also to sit down with you to discuss whatever you have on your minds.

All sessions will take place in Steve’s office at Gables One Tower (GOT) 1100D on the Coral Gables campus. 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.”

Staff Sessions
• Monday, March 12, 2018 from 11 a.m.-12 p.m.: Register here
• Tuesday, May 22, 2018 from 2-3 p.m.: Register here

Supervisor Sessions
• Monday, April 23, 2018 from 11 a.m.-12 p.m.: Register here
ANNOUNCEMENTS & MILESTONES

Call for U Facilitators for I am the U

If you are an existing employee who is passionate about The U and interested in sharing that passion with our new hires, consider becoming a U Facilitator! Here’s what you need to do:

**Step 1**
Receive Pre-Approval:
Please receive pre-approval from your supervisor to attend a U Facilitator information session.

**Step 2**
Sign Up for an Information Session:
- Gables Campus
- Medical Campus
- RSMAS Campus

**Step 3**
Attend an Information Session:
At the information session, you will learn more about the role, the time commitment, and the process to officially become a U Facilitator!

*If you have any questions, please contact a Talent and Organizational Development team member at: iamtheu@miami.edu.*
2018’s Top 10 IT Issues
EDUCAUSE Featured Article

The Remaking of Higher Education
Higher education’s biggest concerns are converging with technology’s greatest capabilities. Evidence is mounting that digital technology is a major differentiator and a key to productivity and success within higher education. The 2018 Top 10 Issues reveal the broader strategic impact of technology on the entire institution.

IT organizations will be focusing on four areas this year:

• Institutional adaptiveness
• IT adaptiveness
• Improved student outcomes
• Improved decision-making

IT organizations won’t focus on these areas alone. Leaders from across campus are invested collaborators with IT. When information technology brings strategic value, the solutions and the technologies that power them are less important than the people, processes, and culture — which make all the difference in the 2018 Top 10 IT Issues.

Read the EDUCAUSE Review Feature Article

Explore Resources on the Issues
Gain different perspectives from a variety of resources, including an infographic, recommended readings, and interviews with higher education leaders. You can start by watching the quick video summary, or you can dive right into your focus area.
Available for U: UMIT Recognition Buttons

The Goals:
To recognize employees who exhibit UMIT core values, and to create a culture where personal gratitude is expressed.

The Idea:
Recognition from anyone to anyone

How It Works:
Get buttons from one of these people...

Maggie Ortiz
1050 Gables One Tower
Coral Gables Campus

Lourdes Naya
150 Dominion Parking Garage
Medical Campus

Tania Rodriguez
148 Ungar
Coral Gables Campus

We will not be tracking who gets buttons. Receive a button. Pass it on.
Have questions? Contact UMIT Communications: itcomms@miami.edu.
CONTRIBUTE
TO OUR NEWSLETTER

Staff Photos:
Demonstrate the spirit of the UMIT department! Share photos from a staff event, a team snapshot, etc. These are usually included in the “UMIT Announcements & Milestones” section, but we also select a staff submission for the cover of the newsletter each month!

UMIT Personal Milestones:
Do you have any recent personal milestones you’d like to share with UMIT? Marriages, engagements, births, graduations, etc. If so, provide a quick summary of the milestone, and/or photos.

UMIT in the Community:
Are you involved in community service, or community activities? If so, provide a quick summary, and/or submit photos.

UMIT Kudos:
Would you like to recognize team members, an individual, colleagues, or staff for a job well done on a project, implementation, or anything else? Send a quick note of recognition, and/or photos.

UMIT in the Kitchen:
UMITers sure do love to cook! Share your favorite dishes with us. Please submit your personal recipes with photos.