COLLABORATION IS KEY TO SUCCESS!
I hope you all enjoyed the spring 2018 all-staff meeting as much as I did! As you know, the focus of the meeting was on the many ways UMITers collaborate to support our organizational objectives. Within our department, we strive to work together to introduce new technologies that allow our faculty, staff, and students to create, learn, and collaborate.

As a team, I am proud of the way UMITers go above and beyond to connect and work with University peers to bring the best services and products to our community. Collaborating with others equips us professionally for effective, problem-solving innovation in this ever-changing and fast-paced world of technology.

I am delighted with the various collaborative efforts currently underway within UMIT. For those of you who were not able to attend the recent all-staff meeting, I would like to share a few examples of ways UMITers are collaborating with others to align with our mission to transform lives through teaching, research, and service:

• **Events & Conferences Management Systems (ECMS)** – The ECMS project’s objective is to facilitate an easy-to-use master calendar that will optimize the management and distribution of non-academic UM events (big or small). The project team is working with various committee and team members across the University to launch the first phase of ECMS this spring.

• **Microsoft Teams** – Teams is a chat-centered workspace in Office 365 that brings people, conversations, files, and tools into one online place. Teams promotes real-time collaboration by allowing UM folks to work together on shared projects from anywhere in the world.

• **UMIT Mobile Application** – The new UMIT app helps UMIT technicians collaborate with their peers by enabling incident management on the go by sending push notifications for priority tickets, providing techs the ability to respond to urgent approval requests quickly, and allowing them to view reports about their team’s progress.

• **Faculty Learning Community (FLC)** – The FLC is a trans-disciplinary community of practice where faculty actively engage in collaboration, experimentation with technology, and development of innovative teaching practices. In 2018, the FLC is focused on collaboration amongst faculty and students via 3D printing and leveraging Adobe Creative Cloud for media-based projects.

• **Information Security Office (ISO)** – Engaging various stakeholders gives the ISO opportunities to collaborate and strike a balance between implementing strong security practices and meeting the specific use case for a business unit or end user. Collaboration is a critical part of an effective IT security planning and response program, and UMITers are encouraged to work with the ISO to ensure that their projects are IT security compliant.

These are only a few examples of how UMITers are innovating and collaborating at UM. I encourage you all to discuss your ideas of how to best collaborate with your colleagues, supervisors, and peers around the University. Additionally, if you’d like to feature an example of how you or your team are collaborating in an upcoming UMIT newsletter, please submit details to our UMIT Communications team at: itcomms@miami.edu.

Lastly, and very importantly, you should have received an email this week requesting that you submit your SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) and/or any other ideas, innovations, or suggestions for our next UMIT Strategic Plan. Continuing with our focus on collaboration, it is imperative to me and the entire UMIT Executive Cabinet that we hear your feedback regarding where you envision UMIT going in the next five years. If you have not done so already, please click here to submit your anonymous feedback online.

Thank you for everything you do, and for always going above and beyond to continue transforming lives at the University of Miami.

In partnership,

Steve
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:

- Technical Analyst
- Help Desk Technician
- Business Analyst - ERP
- Security Analyst
- Computer Systems Validation Specialist (Temporary)
- Sr. Instructional Designer
- Decision Support Analyst (BI Developer)
- Business Systems Analyst (Qgenda)
- Sr. Security Engineer
- Editorial Assistant (Temporary)
- Sr. PACS Administrator
- Sr. Manager, IT
- Jr. Business Systems Analyst
- Sr. PACS Administrator
- Sr. Clinical Systems Analyst
- Systems Analyst
- Sr. Clinical Systems Analyst
- Help Desk Technician
- Desktop Support Technician
- Associate Vice President for Enterprise Applications and Services
- Decision Support Analyst
- Clinical Systems Trainer
- Intermediate Programmer
- Healthcare IT Security Risk Manager
- Healthcare Cyber Infrastructure Security Manager
- Clinical Systems Trainer
- Executive Director, IT
- Security Analyst (Temporary)
- Audio Visual Technician
- Security Analyst
- Desktop Support Technician (Temporary)
- Desktop Support Technician (Temporary)

Juan Rodriguez
Juan was promoted to Security Analyst, Information Security Office

Mike Cody
Mike was promoted to Sr. Desktop Support Technician, Computer Support Services

Pablo Marques
Pablo was promoted to Sr. Network Architect, Telecommunications

Access Free Training on Lynda.com!

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.
Apple Announces March 27th Event Focusing on Education
Apple has announced an event on March 27th that will focus on “creative new ideas for teachers and students,” according to an invitation that just went out. Visit Website >>

IoT Attacks are Getting Worse — and No One’s Listening
If there was one theme at this year’s Kaspersky conference, it was the constant reminder that many connected devices have potentially serious gaps in security. Visit Website >>

Are You Still There? How a ‘Netflix’ Model For Advising Lost Its Luster
The “Netflix for education” analogy has become somewhat of a cliché for edtech companies using student data to recommend anything from courses to textbooks. Visit Website >>

Quantum Computing’s Future is Almost Semi-Here — Are We Ready for It?
As we approach useful hardware, human elements of computing are becoming critical. Visit Website >>

Clinically-Validated 3-D Printed Stethoscope
A team of researchers have developed an open-source, clinically validated template for a 3-D printed stethoscope for use in areas of the world with limited access to medical supplies. Visit Website >>

A Smarter Smart City
An ambitious project by Alphabet subsidiary Sidewalk Labs could reshape how we live, work, and play in urban neighborhoods. Visit Website >>

DIVERSITY CALENDAR: APRIL 2018
by Titanya Ramsingh-Pierce

April (Full Month):

Celebrate Diversity Month - Started in 2004, this month recognizes and honors the diversity surrounding us all. By celebrating differences and similarities during this month, organizers hope that people will get a deeper understanding of each other.

Autism Awareness Month - Established to raise awareness about the developmental disorder that affects children’s normal development of social and communication skills.

April 1: Easter - A holiday celebrated by Christians to recognize Jesus’s return from death after the crucifixion.

April 2: World Autism Awareness Day - Created to raise awareness of the developmental disorder around the globe.

April 13: Lailat-al-Miraj - A Muslim holiday that commemorates the Prophet Muhammad’s night time journey from Mecca to the ‘Farthest Mosque’ in Jerusalem where he ascended to heaven, was purified, and given the instruction for Muslims to pray five times daily. Note that in the Muslim calendar, a holiday begins on the sunset of the previous day, so observing Muslims will celebrate Lailat-al-Miraj on the sunset of Saturday, April 22.

April 14: Vaisakhi (also spelled Baisakhi) - The celebration the founding of the Sikh community as the Khalsa (community of the initiated) and the birth of the Khalsa.

April 20-May 2: The Festival of Ridvan - A holiday celebrated by those of the Baha’i Faith, commemorating the 12 days when Baha’u’llah, the prophet-founder, resided in a garden called Ridvan (Paradise) and publicly proclaimed His mission as God’s messenger for this age.

April 22: Earth Day - Promotes peace and sustainability of planet Earth. Events are held globally to show support of environmental protection of the earth.

April 23 - April 24: Holocaust Remembrance Day - A time to “mourn the loss of lives, celebrate those who saved them, honor those who survived, and contemplate the obligations of the living”— former President Barack Obama.

April 24: Armenian Martyrs’ Day - Recognizes the genocide of approximately 1.5 million Armenians between 1915 and 1923 in Turkey.

April 27: The Day of Silence - During which students take a daylong vow of silence to protest the actual silencing of lesbian, gay, bisexual and transgender (LGBT) students and their straight allies due to bias and harassment.
The UService Knowledge Base is currently in the middle of a big update! All existing articles on the most frequently used Knowledge Bases are receiving a new look that is both easier on the eyes and mobile-friendly, so you can access the Knowledge Base on-the-go. Currently, all of the University Information and much of the Licensed Users knowledge bases have received this mobile-friendly update.

To access the UService Knowledge Base on a desktop, simply select Knowledge under the “Self-Service” module, which will show you all of the knowledge bases that you have access to (example below):

To access the UService Knowledge Base on a mobile device, select the icon to access the Navigator Page.
• Note: On iOS, this icon is on the bottom left of your screen. On Android, this icon is on the upper right of your screen.

Select Knowledge Base, again under the “Self Service” module (fig 1, iOS). Selecting this will show you all of the knowledge bases you have access to (fig. 2). From there, you can click on a knowledge base and select an article you’d like to view (fig. 3):

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.
Access UM’s Network via UMIT’s Approved Remote Access Tools

Unsupported Remote Access Tools Unable to Access the UM Network as of Thursday, March 15

As you may know, the utilization of remote access tools to dial in to on-campus computers poses a potential security risk to your and the University’s sensitive information — since hackers may try to use these access tools to steal information or mask the activity of computers infected by malware.

In an effort to reduce these types of security risks, University of Miami Information Technology (UMIT) has turned off the ability to log in to the UM network through the use of the following unsupported tools as of Thursday, March 15, 2018:

- Apple Remote Desktop
- Chrome Remote Desktop
- Honeywell Total Connect
- Microsoft Remote Desktop Protocol
- Radmin
- Telnet

Please review the following UMIT approved and supported remote access services, which provide a more secure way to access your data from anywhere in the world:

Box – Access Your Files from Anywhere, at Anytime:
- Instead of saving files on your desktop computer, save them in Box so that you can securely access and share your files quickly via the cloud from any of your devices: desktop computers, laptops, tablets, smartphones, etc.
- To log in, please visit: box.miami.edu.
- For information, benefits, and log in information, please review the Box Made for U showcase.

Pulse VPN – Connect to the UM Network while Traveling or Working Remotely:
- Use the University of Miami’s virtual private network (VPN) Pulse to make secure connections when you’re off campus.
- To install, please visit: miami.box.com/vpn (click here to review installation instructions).
- Once installed, you can log in to Pulse at any time by visiting: remote.miami.edu.
- For more information, including the benefits of using Pulse, please review our VPN Made for U showcase.

Citrix (for Clinical Systems):
- The use of Citrix is approved when using specified clinical systems.
- To log in, please visit: citrix.med.miami.edu.
- If you do not have a Citrix log in enabled, please contact the UMIT Service Desk at: help@miami.edu with the subject line: “Citrix for Clinical Systems Access Request.” Within the message body, please list the clinical system(s) that will be accessed via Citrix.

Submit a Remote Access Request to the UMIT Service Desk:
- Some applications are only available on university-managed devices and may not be accessible outside of the UM network. If you would like to remotely host an application, please contact the UMIT Service Desk at: help@miami.edu with the subject line: “Remote Access Request.”

For more information about remote access at UM, please click here to review the University of Miami’s remote access policy. If you have any questions or concerns, please contact the UMIT Service Desk at (305) 284-6565 or help@miami.edu.

Thank you.

If you would like learn more about remote access tools, please contact the Information Security Office (ISO) at: ciso@miami.edu or visit: security.it.miami.edu.
UMIT IN THE KITCHEN
by Mariano Estrada

Zucchini Boats

Ingredients:
• 4 medium zucchinis
• 1 ½ cups of your favorite topping (i.e. ham, ground beef, sausage, chorizo, tofu scramble, tomato sauce, etc.)
• ½ cup of cheddar cheese, shredded
• 1 teaspoon of parsley, chopped

Directions:
1. Preheat oven to 390°F.
2. Slice the zucchinis in half (length-wise) and scoop out the seeds in the center, making a canoe-like shape.
3. Place the zucchini halves onto a lined roasting tray.
4. Spoon the stuffing into the zucchini canoes evenly and top them with shredded cheddar cheese.
5. Bake the zucchini boats in the oven for 10-15 minutes, until the cheese is melted and golden brown.
6. Sprinkle with parsley and serve.

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 photos to: umitnewsletter@miami.edu

ANNOUNCEMENTS & MILESTONES

Kudos: Ish Pimienta and the Point Solutions Team
“I would like to congratulate Ish Pimienta and the Point Solutions team for the wonderful ‘Tech That Works for U’ series that started with the ‘Introducing Microsoft Teams’ session. This is a great example of reaching out to help people become aware of the services that are available from UMIT. Once they decide if the service is of interest, they can find training opportunities. I am looking forward to future sessions!”

- Bill Vilberg, Director IT
Kudos: Brett Stephens and Rick Ramos

“I wanted to give a ‘shout out’ for Brett Stephens and Rick Ramos that help pull off the transmission from South Africa for Future Cane Day last month*. Both worked with me on Friday before the event and Brett came in on Sunday, the day of the event, to help get all the moving parts working with the Office of Admissions. I greatly appreciate the continued support from your folks!”

- Prof. Michael S. Gaines, Assistant Provost, Undergraduate Research & Community Outreach

*Brett and Rick helped Prof. Gaines present to pre-health students (pre-med, pre-vet, pre-dentistry) about the UM program. Prof. Gaines presented this information using Blackboard Collaborate from South Africa. He was very pleased with Brett's and Rick's preparations and support during his presentation. Kudos!

Kudos: Savannah Roland

“I wanted to let you know that you have an employee, Savannah Roland, that is very knowledgeable with Workday. I was having issues with my P-card charges; when I called Savannah, she knew exactly what it was, helped me right away, and my work flow continued without any interruptions. I was very impressed. I wanted you know that you have a great employee with a pleasant positive attitude when she answers the phone. Thank you!”

- Alina Gonzalez, Administrative Assistant, Interventional Radiology

Announcements: Check Out Vilberg.com for Bill’s Pre-Retirement Thoughts

As some of you may know, Bill Vilberg will be retiring from the University of Miami soon. A formal retirement celebration is being planned, and information will be communicated to UMITers soon.

In the meantime, Bill has been writing on his blog, vilberg.com, and sharing thought-provoking and helpful information for everyone in the workforce. We encourage you to visit Bill’s blog and learn more about the interesting professional intersection that he specializes in: teaching and technology.

You’re Invited to Join the UCatholic Faculty and Staff Group

Father Phillip Tran, the University's first full-time Catholic priest for the UM community, invites UM faculty and staff to join him for a monthly “Coffee with Catholics” meet and greet. Father Phillip, a UM alumnus, is a resource and spiritual advisor to students, staff, and all who seek his guidance. The chats are an opportunity to meet, chat and spend quality time together in a casual, informal setting (and also enjoy coffee brewed by our very own Catholic priest).

All are welcome! Lookout for announcements in Veritas or click here to subscribe to the distribution list.
Kudos: Announcing Florence Parodi as a Salesforce MVP!

Florence Parodi has been awarded Salesforce MVP™ as recognition of the exceptional contributions she has made to the Salesforce community! Florence was nominated and selected to receive the award of Salesforce MVP because she has demonstrated extensive Salesforce expertise, leadership, responsiveness, and advocacy. She represent the true spirit of Ohana by always jumping in to help others in the Salesforce community. She has answered countless questions, addressed tweets, written blogs, led Community Groups, submitted ideas, written formulas, shared best practices and so much more.

This year Florence was appointed the chair of the Higher Education Advisory Council. The Higher Education Advisory Council is a community-led group of Salesforce users and evangelists from 18 schools across North America that collaborate with Salesforce.org and other industry partners to help higher education institutions be even more successful with Salesforce. At UM, Florence leads the Salesforce enterprise strategy to implement a connected campus system that supports CRM and custom development applications for prospective student and employees. She works closely with technical teams, functional leaders, institutional units, and subject matter experts to architect and develop applications that translate business requirements into scalable solutions.

Florence is an IT Senior Manager in UM IT and has been working in higher education for 15 years. She leads the Salesforce enterprise strategy to implement a connected campus system that supports CRM and custom development applications for prospective students and employees. Her team works to engage undergraduate and graduate students in more than 180 majors and programs in 11 schools and colleges. Florence and her team rolled out Lightning Experience and positioned the University to be the first to go-live on the Higher Education Data Architecture (HEDA). The enterprise implementation included Sales Cloud, Marketing Cloud (Exact Target), and a custom event registration solution. She is a Salesforce.com certified system administrator and Force.com developer.

The UMIT Salesforce team celebrating during the Salesforce MVP Twitter Party!
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.”

**Supervisor Sessions**

- Monday, April 23, 2018 from 11 a.m.-12 p.m.: Register here

**Staff Sessions**

- Tuesday, May 22, 2018 from 2-3 p.m.: Register here
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](mailto: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.