MESSAGE FROM THE CIO

We are currently working on our next UMIT strategic plan, which will guide us over the next several years. We analyzed our most recent strategic plan, and have employed a SWOT analysis in order to evaluate UMIT’s strengths, weaknesses, opportunities, and threats. The first half of the SWOT analysis – strengths and weaknesses – takes a look inside UMIT’s current positive trends and capabilities, as well as areas where we can improve. The second half of the SWOT analysis – opportunities and threats – takes a view from the outside, where we consider new trends and innovations as well as risks external to our organization.

Your input is critically important in creating the next strategic plan for our department. We need your help to provide us a well-rounded view of our current and future potential. We have received some great feedback from many of you that responded to the Qualtrics survey we sent out after last month’s all-staff meeting. Below are some highlights from your submissions:

Strengths:
- Collaboration and teamwork within UMIT and across the University.
- UMIT Leadership team transparency.
- Modernized, cloud-based technology and systems.
- Strong service desk and desktop support teams to serve the UM community.
- Recognition and praise for UMIT products and services across UM.
- Strong IT security position, including multi-factor authentication and SSO.

Weaknesses:
- Budget limitations/constraints, including limited promotions, new system implementations, and training opportunities.
- Lack of knowledge transfers for retirement and/or employee departures.
- Trouble focusing on a particular opportunity with so many competing deadlines and projects.
- Lack of rewards and/or incentives for a job well done.

Opportunities:
- Be more proactive, instead of reactive.
- Streamline business areas and reduce duplicate system functions across sub-units.
- Develop a discretionary budget to acquire and test new technologies.

Threats:
- IT Security threats, such as phishing campaigns and/or brute force hackers, that may affect and/or steal sensitive data from within our UM network.
- UMIT Leadership needs to provide guidance and supervision of all things technical at UM in order to ensure the safety of our systems.
- Loss of talented IT professionals within UMIT to competitive technology companies and/or other educational institutions with more incentives.

If you have not yet had an opportunity to submit your feedback for the next UMIT Strategic Plan, you still have time! Please click here to submit your anonymous comments via Qualtrics as soon as possible. The UMIT Executive Cabinet and I are carefully reviewing all of your submissions as we work on creating the next strategic plan.

As soon as we have reviewed all your feedback and President Frenk’s strategic plan for the university, we will begin to build our plan. We will be sure to keep you informed throughout the entire process.

I look forward to our bright future at UMIT, and I thank you for all you do to support our department and 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:

- Systems Analyst (Temporary)
- Network Engineer, Intermediate
- Sr. PACS Administrator
- Clinical Systems Analyst
- Switchboard Operator
- Data Entry Clerk (Temporary)
- Help Desk Technician
- Security Analyst
- Computer Systems Validation Specialist (Temporary)
- Sr. Instructional Designer
- Decision Support Analyst (BI Developer)
- Business Systems Analyst (Qgenda)
- Sr. Security Engineer
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Healthcare Endpoint Security Manager
- Sr. Clinical Systems Analyst
- Desktop Support Technician
- Programmer, Intermediate
- Sr. Systems Engineer
- Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Decision Support Analyst
- Clinical Systems Trainer
- Intermediate Programmer
- Healthcare IT Security Risk Manager
- Healthcare Cyber Infrastructure Security
- Clinical Systems Trainer
- Security Analyst (Temporary)
- Audio Visual Technician
- Security Analyst
- Desktop Support Technician (Temporary)
- Desktop Support Technician (Temporary)
ULearn Expansion: Thousands of New Courses!

As you may know, 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 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. Currently, the following training is featured on the ULearn homepage:

**Driving High Performance:**
Effective performance evaluations help both leaders and staff. It’s an opportunity to recognize exemplary performance, acknowledge improvements, and provide feedback and coaching on areas of opportunities.

**First Time Manager Essentials:**
Being a first time manager can be difficult. This series of courses will provide you the essentials needed to get started.

**Microsoft Excel 2016:**
Get the most out of your data with several courses available to help you arrange, format, and conduct analyses.

**Project Management:**
Managing projects can be a difficult task without proper knowledge and experience. Learn more on project scope, schedule, and budget through these courses.

**Navigating Through Change:**
Every organization goes through change. Sometimes we are prepared, and other times we are not. These courses will provide you with foundational skills and insights needed to properly adjust to change.
Gmail’s New Design will Include a ‘Confidential Mode’
New feature gives you control over how emails are used.
Visit Website >>

MIT is Making a Device That Can ‘Hear’ the Words You Say Silently
It’s like having Siri listen to your internal commands.
Visit Website >>

Standards Milestone Could Mark Beginning of End for Passwords
A Web standards milestone announced Tuesday could point to the end of the road for pesky passwords.
Visit Website >>

Google Neural Network Can Isolate Individual Voices in Videos
The bleeding edge of computer science these days is all about making computers more like humans.
Visit Website >>

Transcription and Accessibility — New Partnerships from Microsoft and Amazon
Announcement of higher-education partnerships that leverage transcription technology to make educational materials more accessible.
Visit Website >>

UV ‘Raes’ Wipe-Out Germ-Infested Phones, Keyboards, and More
When Nathan Nguyen got pink eye from his sister using their at-home keyboard, he knew there had to be a way to prevent germs from spreading.
Visit Website >>

May (Full Month):

Asian-American and Pacific Islander Heritage Month (US) - Commemorates the immigration of the first Japanese people to the United States on May 7, 1843, and marks the anniversary of the completion of the transcontinental railroad on May 10, 1869. The majority of the workers who laid the tracks on the project were Chinese immigrants.

Haitian Heritage Month - A celebration in the United States of Haitian heritage and culture.

Jewish American Heritage Month - Recognizes the diverse contributions of the Jewish people to American culture.

Older Americans Month - Established in 1963 to honor the legacies and contributions of older Americans, and to support them as they enter their next stage of life.

May 1: Lailat al Bara’a - Also known as Barat or Night of Forgiveness, this is an Islamic holiday during which practitioners of the faith seek forgiveness for sins.

May 3: World Press Freedom Day - 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 - A Mexican holiday commemorating the Mexican army’s 1862 victory over France at the Battle of Puebla during the Franco-Mexican War (1861-1867). This day celebrates Mexican culture and heritage, including parades and mariachi music performances.

May 13: Mother’s Day - Children of all ages show appreciation for their mothers.

May 14: Lag B’omer - A Jewish holiday celebrating the end of a divine-sent plague and/or Roman occupation during Rabbi Akiva’s lifetime (died c. 135 CE).

May 15-June 14: Ramadan - An Islamic holiday marked by fasting, prayer, devotion to Islam.

May 17: International Day Against Homophobia, Transphobia and Biphobia - A global celebration of sexual-orientation and gender diversities.

May 20: Pentecost - The celebration of the giving of the 10 Commandments by God at Mount Sinai.

May 21: World Day for Cultural Diversity for Dialogue and Development - A day set aside by the United Nations as an opportunity to deepen our understanding of the values of cultural diversity and to learn to live together better.

May 23: Declaration of the Báb - This Bahá’í holiday commemorates when the Báb, 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 - This Christian holiday is celebrated 40 days after Easter/Pascha, and commemorates the ascension of Jesus into Heaven.

May 28: Memorial Day (US) - A federal holiday established to honor military veterans who died in wars fought by American forces.

May 29: Ascension of Bahá’u’lláh - Observance of the anniversary of the death in exile of Bahá’u’lláh, the prophet-founder of the Bahá’í Faith.

May 29: Buddha Day (Vesak or Visakha Puja) - A Buddhist festival that marks Gautama Buddha’s birth, enlightenment, and death. It falls on the day of the full moon in May and it is a gazetted holiday in India.

DIVERSITY CALENDAR: MAY 2018
by Titanya Ramsingh-Pierce
Announcement: New Required Process for Technology Requests

In an effort to reduce the risk of security vulnerabilities and redundancy, and provide streamlined and efficient technology solutions to the UM community, UMIT has implemented a policy for acquiring new computer hardware and software. Requests for new hardware, software, and IT consulting services must go through a required review process called IT governance. (Please note that requests for personal devices, e.g., laptops, tablets, desktop computers, do not need to undergo this process, they follow the regular ordering process.)

Why the Need for IT Governance?:

The governance process enables UMIT to continue to align, integrate, and optimize technology, meanwhile mitigating security risk, and streamlining and reducing costs at the University.

Requests for technology are submitted via our secure IT service management system, UService. Then, specialized teams analyze each request and ask in-depth questions, which are beyond the expertise of most users, such as:

- **Security**: Is the new hardware or software vulnerable to attacks? Is the data secure as it is transmitted and where it is stored? Does the new hardware of software put our academic, medical, or payroll information at risk? Can we log in to the system with our CaneID and password? Can the system be protected by multifactor authentication?

- **Licensing**: Does the system or hardware replicate something that already exists? Can we combine groups of software licenses into a university-wide purchase?

- **Hosting**: Are we able to house the new hardware or host the new software? Can we use existing cloud-based services instead of buying new hardware?

- **Integrations**: Does the new hardware or software integrate with existing systems such as CaneLink, Workday, and Epic? Are there extra components that need to be purchased to make this work? Is custom programming or integration work needed? If so, when can it be scheduled?

This process ensures that all IT-related purchases and projects meet the University’s stringent security standards, and also helps to minimize redundancies and reduce costs wherever possible. An overview of the governance process can be seen here:

Learn More:

For additional information about this new required process, please view the Acquisition of Computer Hardware and Software policy here. To learn more about the UMIT governance process, please visit the UMIT Governance SharePoint site. If you have questions, please email the team at: UMITGovernance@miami.edu.
It is imperative that UMITers understand the UService priority scales when creating an incident. For example, when a priority 1 (P1) ticket is created in UService, many colleagues throughout the UM community are notified in an effort to resolve the issue as soon as possible. Below you’ll see more information regarding the incident priority matrix:

Impact + Urgency = Priority

### Incident Priority Matrix

**Step 1:** Determine impact based on number of people affected:

<table>
<thead>
<tr>
<th>IMPACT</th>
<th>Number of People Affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - CRITICAL</td>
<td>&gt;= 100 persons affected</td>
</tr>
<tr>
<td>2 - HIGH</td>
<td>&lt; 100 persons or VIP</td>
</tr>
<tr>
<td>3 - MEDIUM</td>
<td>&lt; 10 persons</td>
</tr>
<tr>
<td>4 - LOW</td>
<td>1 person</td>
</tr>
</tbody>
</table>

**Step 2:** Determine impact based on effect on system:

<table>
<thead>
<tr>
<th>URGENCY</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - CRITICAL</td>
<td>Work halted on core system, or materially damaged overall</td>
</tr>
<tr>
<td>2 - HIGH</td>
<td>Work halted, no reasonable alternative exists</td>
</tr>
<tr>
<td>3 - MEDIUM (STANDARD)</td>
<td>Work slowed or halted, but reasonable alternative(s) exist</td>
</tr>
<tr>
<td>4 - LOW</td>
<td>Work unaffected, but near-term change is desired</td>
</tr>
</tbody>
</table>

**Step 3:** Based on impact and urgency, the priority is automatically calculated when you save:

<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>IMPACT</th>
<th>1 - CRITICAL</th>
<th>2 - HIGH</th>
<th>3 - MEDIUM</th>
<th>4 - LOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - CRITICAL</td>
<td>P1</td>
<td>P1</td>
<td>P2</td>
<td>P3</td>
<td>P4</td>
</tr>
<tr>
<td>2 - HIGH</td>
<td>P1</td>
<td>P2</td>
<td>P3</td>
<td>P3</td>
<td>P4</td>
</tr>
<tr>
<td>3 - MEDIUM</td>
<td>P2</td>
<td>P2</td>
<td>P3</td>
<td>P3</td>
<td>P4</td>
</tr>
<tr>
<td>4 - LOW</td>
<td>P3</td>
<td>P3</td>
<td>P4</td>
<td>P4</td>
<td></td>
</tr>
</tbody>
</table>

**Hints & Tips**

- If you think you have a P1 incident, contact the UMIT Service Desk at: (305) 284-6565 for immediate assistance.
- If you’re unsure what priority your incident is, ask a UMIT Service Desk supervisor or call (305) 284-6565.

**Examples:**

- "Networking is down for the whole floor of 100+ people." = P1 incident
- "Email is down, but only for my team of five people." = P2 incident
- "My office’s air conditioning is not working." = Not an IT Incident

For an air conditioning problem, call UM Facilities at: (305) 284-8282. For phone and telecom requests, submit a work order via UService.
IT SECURITY TIPS

Update: Access UM’s Network via UMIT’s Approved Remote Access Tools

Beginning Thursday, May 10, 2018, the UM community will not be able to access the UM network using the following remote access tools: Dameware, Rsupport Remote View, and VNC.

As you 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, UMIT will turn off* the ability to log in to the UM network through the use of the following unsupported tools on Thursday, May 10, 2018:

• Dameware
• Dameware.Remote
• Rsupport Remote View
• VNC
• VNC Clipboard

*UMIT previously turned off the ability to log in to the UM network through the use of the following unsupported tools: Apple Remote Desktop, Chrome Remote Desktop, Honeywell Total Connect, Microsoft Remote Desktop Protocol, Radmin, and 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

Cilantro Lime Chicken Thighs

Main Ingredients:
• 8 chicken thighs (bone in, skin on)
• 1 tbsp seasoned salt
• 1 tsp sweet Spanish paprika
• 1 tsp black pepper
• 1 tbsp garlic powder
• 1/2 tsp ground nutmeg

Liquid Simmering Mix Ingredients:
• 6 garlic cloves, roughly chopped
• 1 cup dry white wine
• 2 limes, juice of
• 2 cups chicken broth
• 1 bunch cilantro, stems removed, chopped; (save extra for garnish)

Directions:
1. Preheat oven to 375°F.
2. Pat the chicken thighs dry and season each thigh on both sides with the spices. Let the chicken thighs sit in, room temperature, for about 15 minutes.
3. When ready, heat 1-2 tbsp of olive oil in a cast iron skillet with a lid or a dutch oven. Brown the chicken thighs on both sides in the heated oil. Remove from skillet and set aside briefly.
4. Lower the heat and deglaze the skillet with the white wine. Let cook to reduce and then add the broth. Bring the liquid to a simmer then add the lime juice and garlic.
5. Return the chicken to the skillet; toss in the cilantro. Bring to a high-simmer for about 5 minutes.
6. Cover and transfer to the 375°F-heated oven for 45 minutes or until chicken is cooked through.
7. Remove from the oven and let sit for 5 minutes before serving.
8. Garnish with more cilantro, to taste.

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

UMIT Picnic 2018

Click here to view all of the photos on Facebook!
ANNOUNCEMENTS & MILESTONES

Kudos: Randy Borges

“Randy is extremely collaborative and proactive with very effective communication skills. Knowing that the current reports from the UService Governance module are very limited, he developed a report for the TPA team so that I could readily review the status of all projects and corresponding tasks assigned to TPA. He reaches out to the project requesters and follows up with them to ensure they submit the required initiating project documents, including the CISO security questionnaire, in a timely manner. In a very short time, Randy has become a SME with the UService application in general, creating filters and views to facilitate overall project management for those of us that are project managers. He is very analytical and has made positive contributions to improve the UMIT Governance business process. He has effectively coached others in the UMIT Governance process and uses sound judgement in negotiating project requests.”

- Maria T. Pugliese, Director, Information Technology

“I find Randy to be a key player in the Governance process. He is sort of the gate keeper or facilitator in keeping things flowing. I was pleasantly surprised how quickly he was able to pick things up and keep the process flowing. Randy is definitely a seasoned IT professional, based on my conversations with him on IT risks and requirements. The other thing is that he is very pleasant on the phone and in-person, as well as very service oriented.”

- Huntson Lam, Director, Information Security Office

Milestone: Yanatha Desouvre Publishes Second Novel – 
Revelations: Roads to Redemption Now Available on Amazon

Congratulations to Yanatha, who has published his second novel: Revelations: Roads to Redemption – Goodman Chronicles Book Two. This 354-page paperback edition was made available on Amazon on April 16, 2018 (the same day Yanatha was skydiving for his 40th birthday!).

Synopsis:
After Amara’s fiancé goes missing, Grayson Goodman and his unorthodox, ragtag vigilante crew must get ahead of the FBI to find out what happened that night at the upscale Club Escape in Philadelphia. Our heroes take on an action-packed, emotionally charged journey from the city of ‘Brotherly Love’ to the ‘Magic City’ of Miami, that will unravel their deepest, darkest secrets, and force them to face the dire consequences of yesterday’s choices.

Revelations: Roads to Redemption is the sequel to the “impossible to put down” debut novel, To Whom Much is Given, available on Amazon. Inspired by timeless proverbs from Haiti, Book Two of the Goodman Chronicles takes us through high-stakes scenarios that are fast, funny, fierce, and captivating – all the while paying homage to some of the (un)recognized Haitian figures who have guided my own journey.

One of the protagonists uses her STEM skills to guide the teams’ adventures throughout the book from the city of ‘Brotherly Love,’ Philadelphia, to the streets of our ‘Magic City’ of Miami, and so much more. Some of the scenes take place right here in South Florida – from West Kendall to South Beach.

Resources:
- See the movie trailer for the novel here.
- Advance hardcover edition is available here.
- Pre-order the eBook on Kindle here.
- Pre-order the iBooks version here.
ANNOUNCEMENTS & MILESTONES

Kudos:
Terry Moneo Takes On Her Third Ironman 70.3 TriClub Championship Event

First of all – I’d like to give shout out to some fellow UMers: Terry Moneo, Mari Lovo, and Humberto Speziani. These folks are members of a Triathlon Team here in Miami called “Alien Endurance,” and together they compete in various North American Regional TriClub Championship Events, including the Ironman 70.3.

I can personally speak to you about Terry Moneo, a Senior Systems Analyst with the Point Solutions / ECM Team, since I’ve worked for her and alongside her for the last ten years. Not only is she a great person, colleague, wife (husband George), and mother (son Laurence), but somehow finds enough energy and strength to compete in 1/2 Ironman events!

Terry just came back from competing in the 2018 Ironman 70.3 North American TriClub Championship Event that was held in Haines City Florida on April 8, 2018 – This was her third event!

What is Ironman 70.3? Also known as a Half Ironman, Ironman 70.3 refers to the total distance in miles covered in the race – consisting of a 1.2-mile swim, a 56-mile bike ride, and a 13.1-mile run. What? Really? If the word “nausea” doesn’t come to mind folks, then you don’t get it. You have to be really, really fit to fight off the effects and symptoms of hyper-exertion. To get to that level of fitness, Terry has been training since 2015 with 55 minute runs and 50 minutes swimming sessions several times a week…. most of which she does before many of us are awake!

Six months ago, Terry competed in the Ironman 70.3 Puerto Rico earning the nickname “The Little Engine That Could.” After a little downtime and rest, she is now looking forward to Ironman 70.3 Calgary on July 29, 2018 in Canada.

Join me in sending out a well-earned “Kudos” to Terry, Mari, and Humberto for engaging in the one of the most extreme displays of physical and mental toughness on earth. Thank you.

- Derek Cespedes, Technical Analyst
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.

EMAIL YOUR CONTRIBUTIONS TO UMITNEWSLETTER@MIAMI.EDU