MESSAGE FROM THE CIO

As you may have read in Dr. Travisano’s recent announcement, I have decided to step down from my role as VP for Information Technology and CIO at UM on August 31, 2018 to start a new chapter in my life with my growing family. I have been fortunate enough to work closely with many of you on a wide variety of technological projects to reach incredible milestones at the university. I am overwhelmingly proud of the work we have accomplished together as one UMIT and will forever be grateful to each and every one of you for making the past seven years incredibly rewarding.

During my tenure, my most memorable milestone is the implementation of a robust, cloud-first strategy. These milestones include, but are not limited to, the implementation of: CaneLink, our student information solution; Workday for human resources and finance; Reports, our Business Intelligence reporting tool; Microsoft Office 365’s ever-expanding productivity tools; Cloud-based storage solutions Box, Google Drive, and OneDrive; Hyland OnBase document management; and Epic, our electronic medical record (EMR) and billing system for the clinical environment.

UM has already launched a national search for a new CIO. I will be working closely with UM and UMIT leadership to ensure the transition goes as smoothly as possible. Although change can be difficult at times, change can actually be very positive – especially those changes that come with welcoming new leaders who bring fresh perspectives to our organization.

Lastly, and most importantly, I am sincerely grateful for the privilege of working with you all – this team and place has been my family and home for the last seven years, and I am proud of the work we do every day at UMIT. I appreciate that I have been able to spend my time at the U working with such spectacularly talented IT professionals, and I am extremely optimistic about the future of this IT organization and its brilliant team members.

In partnership,
Steve

WHAT’S INSIDE

ON THE COVER
Team UMIT at the Corporate Run

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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:

- Director, Clinical Business Operations
- Assistant VP, Clinical Business & Financial Services
- Systems Analyst (Temporary)
- Application Support Specialist
- Data Entry Clerk
- Business Systems Analyst
- Programmer, Intermediate
- Sr. Systems Engineer
- Clinical Systems Analyst
- Clinical Systems Trainer
- Intermediate Programmer
- Healthcare IT Security Risk Manager
- Healthcare Cyber Infrastructure Security Manager
- Sr. Clinical Systems Analyst
- Sr. PACS Administrator
- Healthcare Endpoint Security Manager
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
PROFESSIONAL DEVELOPMENT

The Talent and Organizational Development Department is happy to announce that registration for Essentials of Leadership (EOL) Series 11 is now open! The EOL program brings managers and supervisors together to learn essential management and leadership skills that will help develop them into exceptional leaders. EOL is undergoing a few changes this summer that will improve the overall experience in the program. Due to these changes, all sponsors (new and returning) will have to attend the following: an online information session, sponsor orientation, and Module 1: Business of the U. Some of the changes and updates are highlighted below:

Updates to the EOL Experience
We have added additional content to the program that includes a coaching model and the basics of structuring a critical conversation with employees. This content added 1 additional day to the program. There have also been updates to the Leadership in Action form, a document that outlines a participant’s development goals throughout the program. This form now documents 3 meetings the participant has with their sponsor and provides a few questions that they can answer and submit together.

Enrollment Process
In order to enroll a participant in the program, a sponsor must first take an online information session through ULearn. Once completed, the sponsor will receive a link to submit a commitment form on the participant’s behalf. The sponsor will also receive notice to register for an orientation session after they complete these 2 tasks.

Admission Requirements
Every participant must be a full or part time employee, and must directly oversee one or more employees (including student employees). The participant must be able to attend all sessions in their cohort and in the program.

For more information on registering a participant and requirements, please refer to the EOL website: https://learn-inspire.hr.miami.edu/learning-hub/eol/ or email: TOD@miami.edu.

Thank you!

Quick Links

The Essentials of Leadership (EOL) program provides University leaders with the opportunities, resources, tools and support to ensure a successful developmental journey. Since its inception, over 500 leaders have successfully graduated from the program, which is designed to advance a participant’s development through interactive modules, leadership discussions, individual assessments, experiential learning activities, networking and coaching.

- How to Enroll
- Participant and Sponsor Requirements
- Program Objectives
- Program Dates
- Frequently Asked Questions
- Why It Works
- Get Involved with EOL
As the Web Moves Toward HTTPS by Default, Chrome will Remove “Secure” Indicator
The browser is changing to flag the things that are dangerous, not the ones that are safe. Visit Website >>

Scientists Transferred Memories From One Snail to Another. Someday, They Could Do the Same in Humans
You may not carry your house on your back, but you’ve got a lot more in common with a sea snail than you may think. Visit Website >>

The Internet’s Problems Haven’t Changed in 22 Years
Data collection, backdoor keys, and user education are as problematic in 2018 as they were in 1996. Visit Website >>

What is 5G? The Next Generation of Wireless, Explained
Every decade or so, the wireless industry rolls out a new cellular communications standard that can transmit more data more quickly. Already under development is the next round, called “5G.” Visit Website >>

Faculty Leading the Way in Innovation: The Dawning of a New Era
This past month has revealed the incredible reality that the profession of teaching has entered a new era of embracing innovation and technology. Visit Website >>

This Startup’s 2 Helmets Are Officially the Safest in Football, According to the NFL
Vicis’s unique, soft 2018 helmet came in first in a new safety test. The second place finisher? Vicis’s 2017 helmet. Visit Website >>

What is 5G? The Next Generation of Wireless, Explained
Every decade or so, the wireless industry rolls out a new cellular communications standard that can transmit more data more quickly. Already under development is the next round, called “5G.”

TECH BYTES
by Jamil Porta

DIVERSITY CALENDAR: JUNE 2018
by Titanya Ramsingh-Pierce

June (Full Month):

Caribbean-American Heritage Month - Established by the U.S. House of Representatives in 2005 to recognize the significance of Caribbean people and their descendants in the history and culture of the United States.

Lesbian, Gay, Bisexual, and Transgender (LGBT) Pride Month - Established to recognize the impact that gay, lesbian, bisexual, and transgender individuals have had on the world. LGBT groups celebrate this special time with pride parades, picnics, parties, and memorials for those lost to hate crimes and HIV/AIDS. The last Sunday in June is Gay Pride Day.

June 10: Lailat al-Qadr - The holiest night of the year for Muslims traditionally celebrated on the 27th day of Ramadan. It is known as the “Night of Power,” and commemorates the night that the Quran was first revealed to the Prophet Muhammad.

June 14: Flag Day in the United States - Observed to celebrate the history and symbolism of the American flag.

June 15: Eid al-Fitr - The first day of the Islamic month of Shawwal, marking the end of Ramadan. Many Muslims attend communal prayers, listen to a khutba (sermon) and give zakat al-fitr (charity in the form of food) during Eid al-Fitr.

June 15: Native American Citizenship Day - Commemorating the day in 1924 when the United States Congress passed legislation recognizing the citizenship of Native Americans.

June 16: The Martyrdom of Guru Arjan Dev - Observed by members of the Sikh faith. Guru Arjan Dev was the fifth Sikh guru and the first Sikh martyr.

June 19: Juneteenth - Also known as Freedom Day or Emancipation Day, it is observed as a public holiday in 14 U.S. states. This celebration honors the day in 1865 when slaves in Texas and Louisiana finally heard they were free, two months after the end of the Civil War. June 19, therefore, became the day of emancipation for thousands of Black Americans.
Thank You UMIT for Adopting the New Governance RFS Process!

UMIT Governance would like to thank all UMITers for their adoption and involvement in the Governance request for service (RFS) process. We are currently processing a high volume of requests in partnership with the various UMIT areas and our customers. Below you’ll see some encouraging data regarding the number of RFSes received since the process was added to our secure IT service management system, UService:

The UMIT Governance process is a structured approach to manage the requests for technology acquisitions, consulting, and/or information technology resources. It is a due-diligence process aimed at reducing risk, planning resource utilization, and providing leadership with the necessary information to make knowledgeable strategic decisions.

Learn More:

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 UService. Then, specialized teams analyze each request and ask in-depth questions, which are beyond the expertise of most users.

For additional information about this 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.
New Feature: UService Guided Tours

Guided tours are a new feature that allow for step-by-step instructions within UService! To use guided tours on enabled-pages within UService, first click the “Toggle Help Sidebar” button on the right side of the UService page on the desktop* (fig. 1). Next, click the “Take a Tour” button, which should appear at the bottom of the sidebar that pops-up on the right side of the screen (fig. 2):

Then, you’ll notice a pop-up appear on the screen. As you can see below, the guided tour used in this example has 18 pop ups. Some pop ups require you to click the “Next” button to progress to view the next pop-up (fig. 3). Other pop-ups lack a next button and instead ask you to click a button in the actual UService interface (fig. 4):

Currently, there are three guided tours available to view, specifically while navigating the main UService page – How to Report a New Incident, How to Use the Home Page, and How to Create a New Template – with several more on the way. In the upcoming months, look forward to guided tours on creating reports, how to navigate the My Open Incidents table, and much more!

* Guided tours are currently not available on the UService Mobile App.

If you have any questions or experience any issues when using the guided tours and/or UService, 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.
IT SECURITY TIPS

IT Tips for Summer: Protect Your Personal Information!

Researchers estimate that close to 77% of Americans will take a vacation this summer, and most will bring their electronic devices with them. With this in mind, criminals are hard at work to determine how to access and steal your personal information.

When taken abroad, mobile electronic devices – such as laptops, cell phones, and tablets – may be successfully attacked with malware and automated attack tools. As you continue to make plans for summer travel, the University of Miami wants to ensure that your data remains safe while you travel.

Connecting your personal devices to public hotspots and accessing personal information may make you the perfect target for criminals!

Here are some tips to ensure the safety of your information when you travel:

**Before You Go**

*Never* post your upcoming travel plans on social media sites. You never know who can access that information in order to know when your home will be vacant and vulnerable to an attack.

**Back up your data and wipe it clean** before leaving. If you must travel with important information, *encrypt the data.* (Note: Use of encryption to protect information may be forbidden in some countries. Check with the Office of Export Compliance for more information.)

**Rename your mobile devices** to something other than the generic/default name that is assigned to them at the factory. Also, *ensure your software and hardware is fully updated* on your devices before traveling.

**While You’re Away**

A good general rule is to assume that *anything* you do over public Wi-Fi is part of a public conversation. Try to use a travel router with a prepaid SIM card for your own personal Wi-Fi network. If you must use public Wi-Fi, **secure your connection using a virtual private network** (like the University of Miami’s Virtual Private Network (VPN), which can secure your connection on public networks).

**Use strong passwords** that employ numbers, characters, and special characters. **Disable file sharing, and turn on your device’s firewall** to block incoming connections. **Use secure services like Skype** to call/chat with your friends and family back home.

**Be aware of your surroundings**, and consider purchasing a privacy screen. **Disable your device(s) from connecting to hotspots automatically. Avoid using shared computers** in cyber cafes, public areas, hotel business centers, or devices belonging to other travelers, colleagues, or friends. **Don’t log in to applications and/or websites** you don’t need while traveling.

**Turn off data roaming**, as the use of data while traveling abroad can be very expensive. Always **keep your Bluetooth off when you’re not using it**, and ensure your Bluetooth is only paired with known devices. **When not using your device(s), shut it off** and physically remove its battery.

Lastly, and very importantly, **keep your device(s) with you at all times** during your travel! Do not assume they will be safe in your hotel room or in a hotel safe. **If the device is lost or stolen**, many devices provide the option to **remote wipe** or wipe after 10 unsuccessful attempts.

**When You’re Back**

Upon return, **change any and all passwords you may have used abroad**. Back up any data you stored on your devices, and **wipe it clean** upon your return. Also, **delete access points (Wi-Fi connections, etc.) stored on your device(s) during travel** when you return home.

For more information on how to travel safely, please contact the Information Security Office (ISO) at: ciso@miami.edu or visit: security.it.miami.edu.
UMIT IN THE KITCHEN
by Mariano Estrada

Low Carb Bread

Main Ingredients:
- 4 large eggs
- 1/2 tsp. cream of tartar
- 1/4 cup cream cheese
- 1/2 tsp. salt

Directions:
1. Crack the eggs and separate the whites from the yolks. Put all the whites into a bowl and whisk with an electric mixer for 1-2 minutes.
2. Add the cream of tartar and whisk again for 1 minute. The mixture should start making soft peaks.
3. In another bowl, add the yolks and the cream cheese, mixing on high until well combined. Gently fold this mixture into the egg whites.
4. Spoon out the final mixture onto a tray lined with baking paper.
5. Bake in the oven at 375°F for 15-20 minutes until slightly golden brown on top.

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: Phil Leone and Jorge Fernandez

“I’d like to give kudos to Phil Leone and Jorge Fernandez for all of the countless projects they have managed. They do an excellent job in coordinating the efforts of each IT team to successfully complete major enterprise projects! My team and I really appreciate all that they do.”

- Elizabeth Perez, Sr. Manager, Director, Information Technology

Kudos: Maribel Maduro

“Maribel was superb – she was patient, knowledgeable, and professional yet friendly. She quickly explained what I had done incorrectly with processing a reimbursement in Workday. She gave me a clear explanation so I won’t repeat my errors. She is a superb instructor!”

- Service Now Customer Satisfaction Survey

Kudos: Paul Diprima

“Paul Diprima works in the Bascom Palmer Eye Institute satellite office in Palm Beach Gardens (PBG). Since Paul started working here, it has been extremely beneficial to have an IT person on-site. Rather than having to make a phone call trying to describe a problem (which has sometimes been frustrating), Paul is able to respond by coming directly to the root-source problem and – in most cases – he is able to solve it right away. The few times he was unable to solve a problem, Paul was able to accommodate by giving us a temporary solution until he was able to solve the issue. In the time that Paul has been here, we have become very dependent on him to solve all sorts of computer/technical issues so that we are able to have minimal down time and keep our clinics running smoothly. His excellent knowledge of computers, effective problem solving skills, and not to mention his wonderful personally make him highly valuable to us and is certainly ‘worth his weight in gold.’”

- Tina Smith, Administrative Assistant, University of Miami Miller School of Medicine

Kudos: Carlos Soto

“I am writing to thank Carlos Soto for such prompt and professional technical support in helping me with a problem I was having with my computer. Mr. Soto was courteous, very willing to go the extra mile, and obviously knew his stuff. I really appreciate Mr. Soto helping me to get back up and running!”

- Richard A. Preston, Professor of Clinical Medicine, University of Miami Miller School of Medicine
Kudos: Yanatha Desouvre

“Kudos to Yanatha Desouvre on his recent personal accomplishment as a featured author in the Little Haiti Book Festival. He recently appeared on Voices with Jawan Strader from NBC 6 speaking about his new book Revelations: Roads to Redemption. He even celebrated his book launch by conquering his own fears and went sky diving! On behalf of the ERP Change Management team, thank you for sharing with us the gift that you have worked so hard to refine. I trust your book will soon be on the best seller list!”

To learn more about the author, please visit: yanatha.com

-Janisse Patino-Martinez, Communications Manager, ERP

Academic Technologies: New White Paper on Wireless Projection

Click here or on the image above to access Academic Technologies white paper on wireless projection!

Wireless screen-mirroring can introduce new ways for instructors and students, teams, and meeting groups to communicate their ideas and collaborate on projects. Discover how to eliminate cables and adapters, and share your vision seamlessly.

Wireless screen-mirroring systems provide users with the ability to:

- Wirelessly share a computer or mobile device screen to a TV, computer monitor, or projector display.
- Eliminate the need to worry about what type of connection a device requires by providing a bring your own device (BYOD) solution that handles many popular protocols.
- Certain solutions allow more than one user to share their screens at a time, with or without moderation.
- Some systems allow screen recording, annotation, or the ability to screenshot (capture) what is being mirrored.

Learn more about how units around the University of Miami are tackling their wireless display needs with examples from the School of Architecture, College of Engineering, and others.
ANNOUNCEMENTS & MILESTONES

Team Building Exercise: Beth Hernandez’s Team Scavenger Hunt

Beth Hernandez's team took part in a fun, team building exercise on May 1, 2018 – a scavenger hunt in the UM Arboretum! Participants were provided with a scavenger hunt card, which was stamped for every correct item found. You’ll see a few photos from the event below:
ANNOUNCEMENTS & MILESTONES

Event Photos:
UMIT’s Tech that Works for U - Collaboration Tools at the U

To learn more about UMIT’s Tech that Works for U events, please click here.
ANNOUNCEMENTS & MILESTONES

Team UMIT at the 2018 Mercedes-Benz Corporate Run

[Images of the Team]
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

umitnewsletter@miami.edu