As IT professionals in an ever-evolving digital world, one thing that we’re used to is change. As you know, technology is constantly changing, and, as technology professionals, we work diligently to keep up and stay ahead of the curve. Changes in technology are no different than the administrative changes that happen within organizations. With this in mind, I encourage you to embrace change as an opportunity for growth and professional development. For those who are willing to embrace it, change often translates to opportunity. From expanding your knowledge, learning new skills, and taking on new responsibilities in your current role, to the possibilities of working toward a new position/title and working collaboratively with new teams – change within an organization brings the chance to “stretch” yourself professionally and grow.

Over the past seven years, we’ve worked together to build, support, and provide innovative and improved technological tools and services for our UM community. Looking back on my time at UMIT, we have all confronted business challenges, but, in the end, we have always persevered and achieved the best possible outcomes. I’ve seen our teams navigate these hurdles in ways that have certainly made UMIT a stronger organization. The challenges we’ve conquered and achievements we’ve made over the years are remarkable, and we should all be very proud.

Before I go, I want to ensure that UMIT continues to provide the best level of service and support to our community of faculty, staff, students, parents, researchers, and patients. In order to continue promoting our culture of excellence, I encourage UMITers to embrace and practice unity in the workplace. Continue to come together as a team to complete projects and tasks. With cooperation, teams are more productive and create an atmosphere of trust. I know that UMITers will continue to increase our trust in one another by being respectful, open, and holding each other accountable in the years to come.

As my time at the University of Miami draws to a close, I would like to extend a sincere thank you to all of you for your hard work and efforts throughout the years. Each of you plays a vital role in the progress and success of our department, and I thank you for keeping a positive attitude throughout all of the transformations we have experienced. I am especially proud to have worked alongside such a diverse yet united group of people who strive to transform lives through teaching, research, and service each and every day.

In partnership,

Steve

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UMIT JOB OPPORTUNITIES

Transform lives by referring a qualified candidate! We are constantly on the lookout for people who are passionate about what they do. We believe that the people in the best position to recommend a new UMIT employee are those who are already working here. This demonstrates exemplary teamwork and ties back to our DIRECCT Values and Behaviors. Future UMIT ‘Canes can apply at: miami.edu/careers. Below we have several exciting job opportunities:

- Business Systems Analyst
- Sr. Database Administrator
- Research Pharmacist
- Database Analyst, Intermediate
- Systems Administrator
- Clinical Systems Trainer
- Sr. Programmer
- Security Engineer
- Sr. Audio Visual Technician
- Desktop Support Technician
- Director, Business Operations
- Systems Analyst (Temporary)
- Application Support Specialist
- Business Systems Analyst
- Programmer, Intermediate
- Sr. Systems Engineer
- Clinical Systems Analyst
- Clinical Systems Trainer
- Intermediate Programmer
- Healthcare Cyber Infrastructure Security Manager
- Sr. Clinical Systems Analyst
- Healthcare Endpoint Security Manager
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Sr. Clinical Systems Analyst
- Business Systems Analyst
- Instructional Designer (Temporary)
- Sr. Programmer
- Business Systems Analyst (Temporary)
- Desktop Support Technician
- Security Analyst
- Computer Systems Validation Specialist (Temporary)
- Security Analyst (Temporary)
- Desktop Support Technician (Temporary)

PROFESSIONAL DEVELOPMENT

Essentials of Leadership Program

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
Building Confident Leaders:
University leaders learn more about themselves and one another through the popular Essentials of Leadership program.

Celia McFadden is a first-time manager in the University of Miami’s Information Technology (UMIT) department. Yet despite her limited experience in leading teams in the UM community, McFadden is embracing her new role with confidence thanks in large part to the skills she acquired while participating in the Essentials of Leadership (EOL) program this spring.

“EOL isn’t specifically geared for first-time managers, but there was lot of value I could pull out,” said McFadden, noting that what she learned has helped even in her personal life with running her own household.

Before starting EOL, McFadden met with her supervisor, Ismael Pimienta, director of Point Solutions at UMIT, to set professional goals and identify areas of growth. These initial conversations helped prepare McFadden to complete the program, which kicked off with a panel discussion on “The Business of the U,” was followed by several day-long training sessions in smaller cohorts at the Gables campus, and then by four modules spaced out over five months.

“One of the reasons I encouraged Celia to participate in EOL was that I want her to know that as an organization we’re investing in her,” explained Pimienta. “I was happy to see her take advantage of the opportunity and be serious about it.”

Since its inception in 2014, more than 500 University leaders have graduated from EOL. The program, which is hosted by the Office of Talent and Organizational Development (TOD) and is open to employees who have at least one direct report, invites participants to explore their individual leadership style, understand learning styles, gain confidence in handling difficult conversations at work, and expand their professional network with colleagues across the University.

“Throughout the program our cohort of about 16 people became very close,” McFadden said. “I got to learn from the experiences of employees that I wouldn’t normally be exposed to since we work on different campuses and have different roles.”

Participants walk away from EOL having learned much about themselves, and many choose to take other trainings offered by the office. TOD’s Learning Hub will soon launch a new training titled Crucial Conversations, which focuses on teaching skills for handling high stakes, emotional, or risky topics. Pimienta has already signed up for the class and says he will likely enroll in the next round of EOL himself.

“Everyone is looking to grow in their position and their profession,” said Pimienta. “If you can do your job better, and if these programs help you do it better, it leads to a more satisfying experience. Programs such as EOL contribute to that satisfaction.”

To learn more about professional development opportunities available to UM employees, visit: learn-inspire.hr.miami.edu.
Adobe is Integrating PDF Services Directly into Microsoft Office 365
Microsoft and Adobe are extending their close partnership this week with the integration of Adobe PDF services into Office 365. Visit Website >>

Stretchy Circuits Could Give Way to Flexible Electronics
A new hybrid conductor that’s part polymer and part liquid metal could be a critical new innovation in bringing the world flexible electronics. Visit Website >>

Amazon's Alexa for Hospitality Handles Hotel Checkout, Pool Time and More
Get ready to start chatting with Alexa in your hotel room. Visit Website >>

IBM's Machine Argues,Pretty Convincingly, with Humans
IBM's Project Debater spoke, listened and rebutted a human's arguments in what was described as a groundbreaking display of artificial intelligence. Visit Website >>

The Top Ten Games from E3 2018
Prepare for falling blocks, superheroes, and competitive nuclear apocalypse. Visit Website >>

Microsoft Teams with RIT to Boost Student Accessibility via AI Transcription
A digital partnership between Microsoft and Rochester Institute of Technology brings new learning opportunities to deaf students. Visit Website >>

DIVERSITY CALENDAR: JULY 2018
by Titanya Ramsingh-Pierce

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.

July 1: Canada Day or Fête du Canada - A Canadian federal holiday that celebrates the 1867 enactment of the Constitution Act, which established the three former British colonies of Canada, Nova Scotia, and New Brunswick, as a united nation called Canada.

July 4: Independence Day aka Fourth of July - A United States federal holiday that celebrates the adoption of the Declaration of Independence on July 4, 1776. The original thirteen American colonies declared independence from Britain, and established themselves as a new nation known as the United States of America.

July 9: The Martyrdom of the Bab - Baha'i's observe the anniversary of the Bab's execution in Tabriz, Iran, in 1850.


July 14: Bastille Day - A French federal holiday that commemorates the Storming of the Bastille, a fortress-prison in Paris which held political prisoners who had displeased the French nobility. The Storming of the Bastille, which took place on July 14, 1789, was regarded as a turning point of the French Revolution. Celebrations are held throughout France.

July 18: Nelson Mandela International Day - Launched in recognition of Nelson Mandela’s birthday on July 18, 2009 via unanimous decision of the UN General Assembly. It was inspired by a call Nelson Mandela made a year earlier, for the next generation to take on the burden of leadership in addressing the world’s social injustices when he said “It is in your hands now”. It is more than a celebration of “Madiba’s” life and legacy. It is a global movement to honor his life’s work and act to change the world for the better.

July 21-22: Tisha B’Av - A fast in commemoration of the destruction of two very holy and sacred temples of Judaism destroyed by the Babylonians (in 586 B.C.E) and Romans (in 70 E.C). At the of Tisha B'Av, after very select passages from the Torah are read and understood, netilat yadayim, or the washing of the hands, is performed.

July 23: The birthday of Haile Selassie I - The former Emperor of Ethiopia, who the Rastafarians consider to be their Savior.

July 24: Pioneer Day - Observed by the Mormons to commemorate the arrival in 1847 of the first Latter Day Saints pioneer in Salt Lake Valley.


July 28: Asalha Puja Day or Dharma Day - A celebration of Buddha’s first teachings.

July 30: International Day of Friendship - Proclaimed in 2011 by the UN General Assembly with the idea that friendship between peoples, countries, cultures and individuals can inspire peace efforts and build bridges between communities.
550 New Requests for Service (RFS) in FY18!

Yes, you read the headline correctly – UMIT Governance has already received 550 new requests for service (RFS) in fiscal year (FY) 2018. On average, governance has approximately 100 active requests on any given day. Most requests were closed between five and ten days of receipt, while more complex requests take on average four to six weeks to complete.

The UMIT Governance process is a structured approach designed 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 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.
Using Requests in UService

In UService, requests refer to specific forms that are used to obtain a distinct item or service that our department can fulfill. Requests are distinguished from Incidents in that incidents are typically used for break-fix situations. For example, if your email is not functioning, that is an incident. If you desire a new departmental mailbox, that is a request (with a standard form in UService*).

To access requests, use the Can We Help You? menu at the top of the Self-Service Homepage (fig. 1, below). (If you’re using the Self-Service Portal, the Order Items and Services button on both the homepage and top navigator will direct you to the same request forms in a more user-friendly format.)

![Fig. 1](image1.png)

By hovering over any of the icons, you can read a description of each on request. Though every request form is different, they all use similar formatting and terminology.

Using the UMIT Governance – Request For Service (RFS) form (fig. 2, above), it’s easy to see how requests are made up of individual fields of various types. The third and fourth fields from the top are both marked with a red asterisk (*), indicating that those fields are mandatory.

By using the “▼ More Information” selector, you will see a drop-down menu which gives more direction on how to best fill out the form. Fields that are greyed out have already been auto-filled for you, and these fields cannot be changed. Once all necessary fields have been filled out, click the blue Order Now button at the bottom of the form.

Currently, the most commonly used requests are the New Supplier Request (for entering in new suppliers not already in the Workday system), the UMIT Governance – Request For Service (RFS) (for requests for UMIT services that are subject to governance, a process that handles requests consistently and ensures alignment with the strategic objectives, fiscal policies, and enterprise architecture of the University) and the Email Alias Request (for an additional email address that will deliver messages to a mailbox). That being said, new requests are in development – so check for new requests updates in upcoming UMIT newsletters!

![Fig. 2](image2.png)

For any questions regarding UService, or to set up a UService training session, 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.

* If you are part of a team that currently uses incidents to perform routine, non-break/fix actions with a standard workflow that could be solved through a dynamic form, contact Betty Spencer or Kevin Sands to see if a request form could speed up your workflow.
IT SECURITY TIPS

Stay Safe this Summer: Tips from the IRS

The Internal Revenue Service (IRS) periodically releases various cybersecurity tips to keep you from falling victim to tax-related scams. Tax season may be over, but there are still cybercriminals out there with new tricks looking to catch anyone who is not aware of the dangers that exist.

There are several different schemes criminals will try, ranging from illegitimate tax bills to transferring information via gift cards. Here are a few of the scams you should look out for this summer:

- **EFTPS Scam**: This is a new scam that is connected to the Electronic Federal Tax Payment System (EFTPS). Criminals call victims to demand immediate tax payment, and they claim to be calling from the IRS. The criminal then tell victims that they were unable to notify the tax payer via certified mail. The scammer will threaten victims with arrest and will ask for a specific prepaid debit card that is linked to the EFTPS.

- **“Robo-call” Messages**: If you receive a prerecorded call with urgency asking you to call back, it is not from the IRS. Scammers use this tactic to raise fear in victims, and they do so by saying you will be arrested if you do not call back. If you do respond to these calls, do not send money or make any wire transfers.

- **Private Debt Collection Scams**: Scammers will often pose as private collection firms. The IRS will only call if you have debt that you have been aware of for years and have been previously contacted.

- **Limited English Proficiency**: Tax payers with limited English proficiency are a major target for phone and phishing email scams. Criminals often threaten victims with deportation, arrest, or license revocation. Scammers typically ask for payments through a preloaded debit card or a wire transfer.

Now that you aware of some the scams that exist, let’s look at how to spot them:

- The IRS will *never* call to demand immediate payment using a specific method such as a prepaid card, gift card, or wire transfer.
- The IRS will *never* threaten you with local police or other law enforcement agencies.
- The IRS will *not* demand your taxes to be paid without the option to question or appeal the amount you owe.
- Lastly, the IRS will *never* ask for credit or debit card numbers over the phone.

The IRS will normally contact you via mail delivered by United States Postal Service. There are some circumstances where the IRS will contact you through phone or email, which include the following:

- When you have an overdue bill and/or have not responded to mail delivered to you
- To secure a delinquent tax return or unemployment tax payment
- To tour a business regarding an audit or criminal investigation

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

Cauliflower Mac & Cheese

Ingredients:
• 1 large head cauliflower, cut into small florets
• Vegetable oil spray
• 1 cup heavy cream
• 2 ounces cream cheese, cut into small pieces
• 1 1/2 teaspoons Dijon mustard
• 1 1/2 cups shredded sharp Cheddar, plus 1/2 cup for topping the casserole
• 1/4 teaspoon freshly ground black pepper
• 1/8 teaspoon freshly ground black pepper
• Salt to taste

Directions:
1. Preheat oven to 375°F.
2. Bring a large pot of water to a boil. Season the water with salt.
3. Spray an 8"x8" baking dish with vegetable oil spray.
4. Cook the cauliflower in the boiling water until crisp-tender, about 5 minutes.
5. Drain well and pat between several layers of paper towels to dry. Transfer the cauliflower to the baking dish and set aside.
6. Bring the heavy cream to a simmer in a small saucepan, and whisk in the cream cheese and mustard until smooth. Stir in 1 cup of the cheese, salt, pepper and garlic and whisk just until the cheese melts, about 1 to 2 minutes.
7. Remove from heat, pour over the cauliflower, and stir to combine. Top with the remaining 1/2 cup cheese and bake until browned and bubbly hot, about 15 minutes.

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: Alexis Guerrero

“I know usually people are quicker to voice a complaint these days; however, I wanted to let you know that this morning Alexis assisted me in a bit of a complicated issue with my computer (actually, complicated to me but he handled it with great ease) and I was impressed by his knowledge and top notch customer service skills. He was beyond helpful and courteous. Thank you!”

- Eliana R. Dominguez-Roque, Executive Assistant, Research and Innovative Medicine

Kudos: Carlos Gonzalez

“I want to share with you a very positive work experience. Mr. Carlos Gonzalez assisted me with missing files after our shared drive was moved to the UM Box. Mr. Gonzalez was very professional, patient, and polite despite my numerous inquiries. Mr. Gonzalez’s work demeanor represents your department well.”

- Javier Salazar, Residency Program Coordinator, Department of Medicine

Kudos: Cristina Perez

“Cristina just helped me with a subscription problem on my Adobe CC account. She was GREAT! She called Adobe and they sorted out an email issue that was not making it possible for me to use Photoshop, InDesign, and even Acrobat! Thanks you – I really appreciate the fine support.”

- Mario A. Hernandez, Sr. Research Associate, Center on Aging

“Please pass along my sincere thanks to your staff member, Cristina Perez, who was wonderful to work with on Tuesday morning. She provided excellent customer service for me in what I was expecting to be a frustrating situation (password reset issue) that I was dealing with for the second time. Her consistent clear communication and positive demeanor helped to make the one hour situation the best experience possible. Thank you and your staff for all of your help!”

- Leah Gross, Associate Director, Ticket Sales & Strategy

Kudos: Gilon Levinson

“I wanted to quickly give Gilon Levinson kudos for his expedited service! Thank you for your help!”

- Eduardo Menjivar, Network Engineer, UMIT
**ANNOUNCEMENTS & MILESTONES**

**Kudos: Faisuly Camacho Ruiz**

“Thank you for helping us today, Faisuly! You were very patient, helpful, and kind. We truly appreciate all of your help – you are truly a TEAM player!”

- Nancy Zapata, Sr. Administrative Assistant, Oncology Molecular Therapeutics Research

**Kudos: Edgar Rodriguez**

“Thank you so much, Edgar! You’ve really provided me with excellent service. I really appreciate you working to get to the bottom of the issue.”

- Amy G. Perez, Student Development Director, University of Miami School of Law

**Milestones: Faisuly Camacho Ruiz Tied the Knot!**

Congratulations to Faisuly Camacho Ruiz, UMIT Help Desk Technician, who married her best friend and soulmate Alejandro Ruiz on May 25, 2018. We wish you a lifetime of love and happiness!
ANNOUNCEMENTS & MILESTONES

Tania Velez’s Surprise Bridal Shower
ANNOUNCEMENTS & MILESTONES

Cristina Sotolongo’s Baby Shower
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: you to a leader, you to a peer, you to another UMITer, you to a direct report, and/or you to anyone outside of UMIT.

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

Maggie Ortiz
1050 Gables One Tower
Coral Gables 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