



Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee
February 20, 2024
10:15 a.m.

Discussion Item

CARL-2 Information Technology Services Updates

Background Information

Donna Heath, Vice Chancellor for Information Technology Services, and Casey Forrest, Chief Information Security Officer, will provide an update on cybersecurity and the University's information technology projects and priorities.

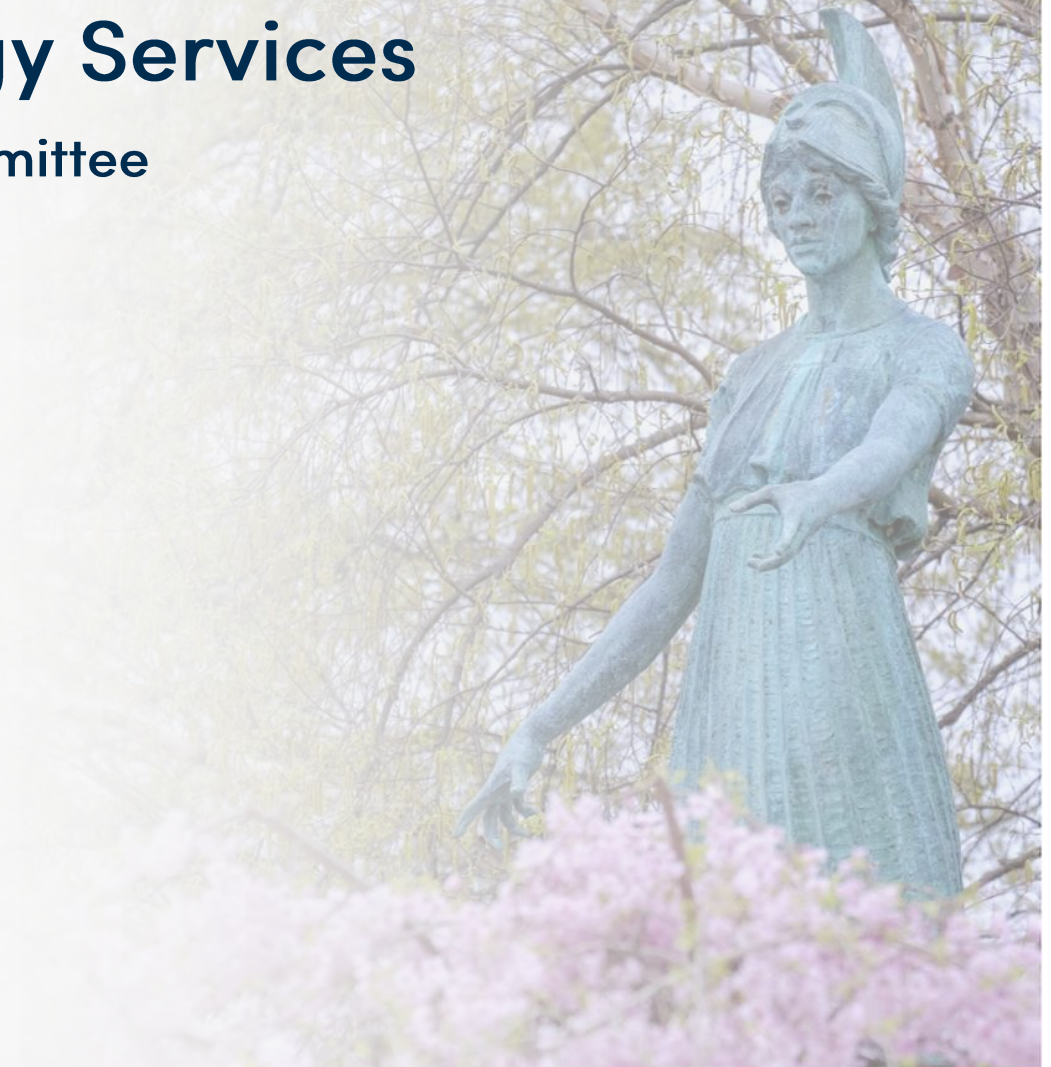
UNCG Information Technology Services

Compliance, Audit, Risk and Legal Affairs Committee

February 20, 2024

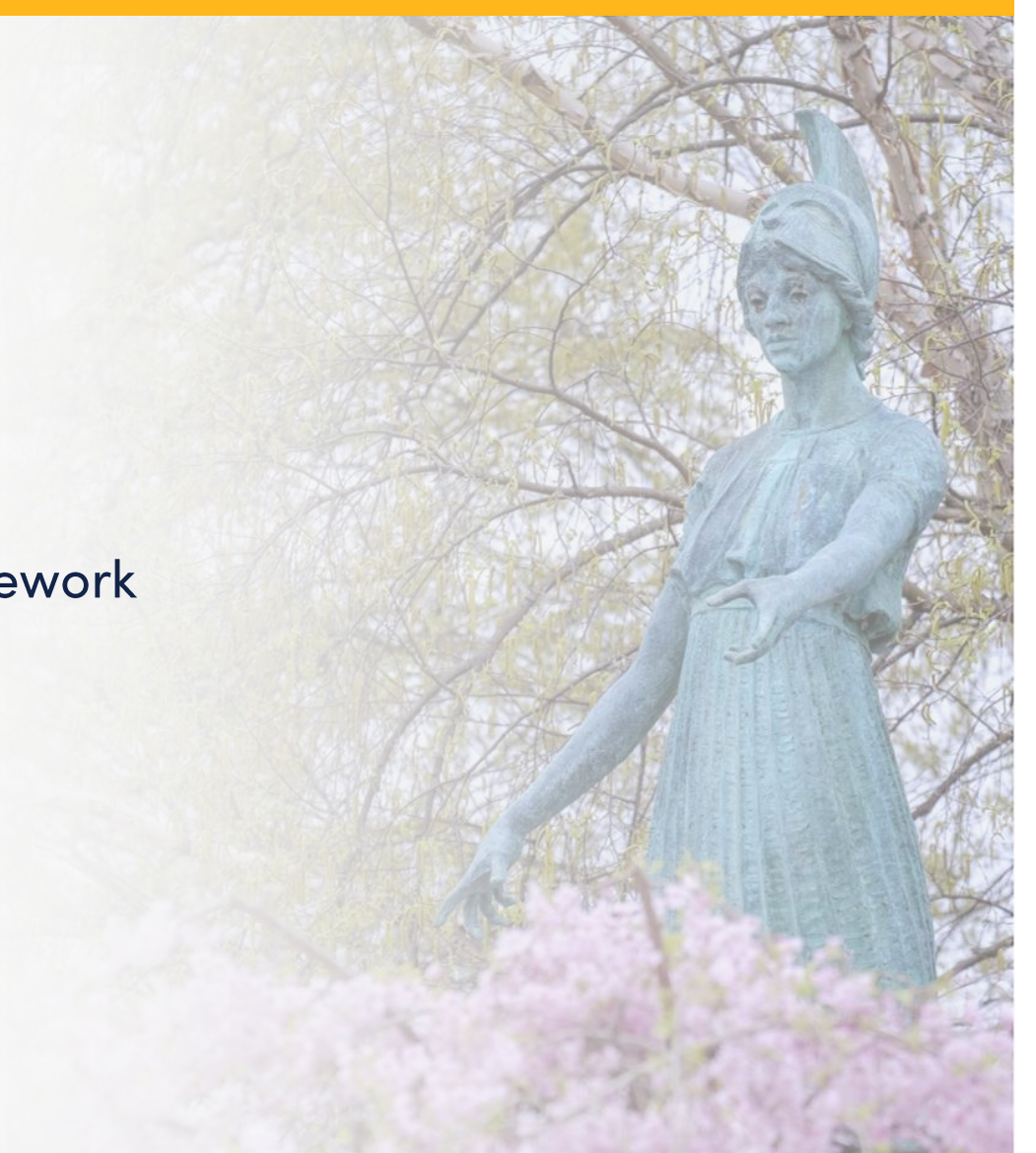
Donna R. Heath
Vice Chancellor for Information Technology
& Chief Information Officer

Casey J. Forrest
Chief Information Security Officer



AGENDA

- [CISO] Year In-Review | Q3/Q4 2023
- [CISO] Data & Trend Analysis | Q1 2024
- [CISO] Current Initiatives | Q1/Q2 2024
- [CISO] Future Focus | Q3/Q4 2024
- [CIO] ITS FY 24 – 29 Strategic Planning Framework
- [CIO] Major Programs
- [CIO] Timeline



YEAR IN-REVIEW | Q3/Q4 2023

- **Provided critical support and tactical response for key events**
 - *Finance Audit, Financial Aid Audit, HR terminations, Litigation holds, etc.*
- **Sustained Security Awareness training & education compliance**
 - *2017: 63%; 2018: 87%; 2019: 93%; 2020: 96%; 2021: 97%; 2022: 98%; 2023: 95%*
- **Overhauled ITS Disaster Recovery Plan**
 - *Enhances cyber incident response and support of cloud-first modernization*
- **Refreshed or Created ITS policies and supporting documents**
 - *Published university-wide Privacy Policy; Data Integrity Policy, forthcoming in Q1 2024*
- **Conducted Cybersecurity Tabletop Exercises**
 - *Provided separate events with ITS and HIPAA Committee*
- **Created an Information Security Risk Submission Portal**
 - *Identifies and catalogs UNCG information security risks*
- **Hosted Student Cybersecurity Seminar**
 - *Literacy event on Cybersecurity Basics, Digital Footprint, and Risks of Social Media*

DATA & TREND ANALYSIS

In the first 2-3 weeks of Spring Semester 2024, UNCG's information security systems blocked or prevented:

7,760 


Malware infections

Fall 2023: 1,472

■ **413,697** 

Brute force password-guessing attempts

Fall 2023: 137,969

■ **6.3 billion** 
Network intrusion attempts

Fall 2023: 118 million


■ **> 10,000** 
Phishing attempts

Fall 2023: 66,544



■ **> 10,000**
Spam emails

Fall 2023: 297,000+

■ **24,909** 
blocked queries from known malware URL or IP addresses

Fall 2023: 9,426

UNCG Perimeter Intrusion Activity

Intrusion Attempts Report [A]

Report Date Range: 1/8/24 – 1/26/24

Russia: 436k	Taiwan: 10k
China: 1.5M	France: 64k
North Korea: 0	North Carolina: 0

Intrusion Attempts Report [B]

Report Date Range: 8/14/23-8/31/23

Russia: 1.2M	Taiwan: 51k
China: 1.7M	France: 36k
North Korea: 0	North Carolina: 0

CURRENT INITIATIVES | Q1/Q2 2024

- **Advance Information Security Compliance Review Program**
 - *Evaluate maturity level of minimum information security controls*
 - *Central and Distributed IT reviews to occur APR-DEC*
- **Progress Vulnerability Management Program**
 - *Refine SOPs, Vuln Management Committee Membership and Charter*
- **Operational Security Improvements**
 - *Security Information & Event Management (SIEM) system, improved event data & threat intelligence feeds*
- **Mature Microsoft 365 Compliance and Cybersecurity capabilities**
 - *Supports UNCG's new single destination for file storage and collaboration tools*
- **Renew Cyber Liability Insurance**
 - *\$5 million coverage policy expires in APR*
- **Design Simulated Phishing Campaign proposal**
 - *Facilitated via email for all faculty and staff; potentially impacts cost of cyber insurance premium*

FUTURE FOCUS | Q3/Q4 2024

- **Refresh UNCG remote site IT Governance and Inventory**
 - *Evaluate physical and logical access controls, and asset inventory*
- **Complete an Enterprise IT Business Impact Analysis (BIA)**
 - *Applies to Central and Distributed IT*
 - *Refreshes understood recovery time expectations for ITS DR Plan*
- **Conduct Physical Access Audit and Evaluation**
 - *Includes campus building and door access as provisioned via Transact and Millenium*
- **Complete NC National Guard External Penetration Test**
 - *Designed to test the effectiveness of perimeter security controls to prevent and detect attacks*

ITS FY 24 – 29 Strategic Planning Framework



Student (faculty, and staff) Success

- *Our job is not to provide UNCG students, faculty, and staff with great technology, it is to enable success. Great technology is invisible.*

Outcome Driven

- *We intend to achieve outcomes in which UNCG technology solutions are optimally leveraged by our students, faculty, and staff to support and enhance their work.*

Support Through Change

- *We are responsible for effectively managing change for our students, faculty, and staff in ways that accelerate technology adoption and productivity.*

High Value Investment

- *We commit technology investments to the highest institutional priorities in alignment with the University's strategic goals and mission.*

Optimized Services

- *We provide technology solutions that are right-sized for UNCG, operationally efficient, cost-effective, and sustainable.*

Stabilize ITS Budget

- *We take action to ensure that the ITS Division has adequate baseline budget to provide the technology services that University leadership deems critical in supporting the University mission and goals.*

ITS FY 24 – 29 Strategic Plan Major Programs

- **Accessible Data**

- *Provide accurate, complete, and relevant data to campus stakeholders in a timely fashion to support informed managerial decision-making and efficient campus operations.*

- **Centrally Managed Technology**

- *Keep faculty and staff equipped with up to date, secure computing hardware and software that they don't have to manage, at a reduced cost and improved security posture for the University.*

- **Consolidate, Align, & Automate**

- *Streamline and consolidate enterprise technology platforms and automate critical campus business processes to provide better user experiences, greater operational efficiency, and reduced costs.*

- **Role Based Access**

- *Fully automate access (and removal of access) to campus services and data based on UNCG role.*

- **Wireless First**

- *Optimize network connectivity services for students, faculty and staff to improve flexibility and mobility while reducing ongoing required investments in the largest campus technology cost center.*

ITS FY 24 – 29 Strategic Plan Timeline

- **ITS Internal Team Work Sessions – Draft Strategic Plan**
 - *September 2023 – March 2024*
- **Campus Stakeholder Engagement (ESC, Council, Division Leadership, Campus) – Final Strategic Plan**
 - *April 2024*
- **ITS Program Development – Projects, Deliverables, Timelines**
 - *May - June 2024*
- **Revised ITS 5-Year Budget**
 - *July 2024*

QUESTIONS?