Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee
April 9, 2024
10:15 a.m.

Discussion Item

CARL-2   Information Technology Services Update

Background Information

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

Attachment

2.1   Information Technology Services Update

UNCG Information Technology Services

Compliance, Audit, Risk and Legal Affairs Committee

April 9, 2024

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

Casey J. Forrest
Chief Information Security Officer

UNC
GREENSBORO
Information Technology
Services

ITS UPDATE | APRIL 2024

- **Continued Uptick in Bad Actor activity**
  - *Month of February 2024: Blocked Phishing: 29,045 (12x previous average) and Blocked Malware: 1,357,814*
  - *Potential Explanation: Phishing Campaigns or Phishing as a Service*

- **Multi Factor Authenticator App Update**
  - *Effective 3/4/24, Authenticator app will enhance security by showing the name of the service*

- **Business Email Compromise Training**
  - *Jackson Springs, NC - 3/26/24 and 3/27/24*
  - *Simulation training with UNC System Office, NC National Guard, and the U.S. Secret Service*

- **Renewed Cyber Liability Insurance (Complete)**
  - *Slight premium decrease/effectively flat ($140,815 in 2024 vs. $142,855 in 2023)*
  - *"Given their above average controls, we have maintained the Ransomware coverage at full limits."*

- **FY24 - FY29 ITS Strategic Planning**
  - *ITS Internal Team Work Sessions: September 2023 - March 2024*
  - *Campus Stakeholder Engagement (Executive Steering Committee, Council, Division Leadership, Campus): April 2024*
  - *ITS Strategic Plan - Five Major Programs Development: May 2024 - June 2024*

QUESTIONS?