



Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee
August 27, 2024
10:15 a.m.

Discussion Item

CARL-3 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

3.1 Information Technology Services Update

UNCG Information Technology Services

Compliance, Audit, Risk and Legal Affairs Committee

August 27, 2024

Donna R. Heath

Vice Chancellor for Information Technology
& Chief Information Officer

Casey J. Forrest

Associate Vice Chancellor for Enterprise Infrastructure
& Chief Technology Officer



ITS UPDATE | AUGUST 2024

- **Phishing and Malware Attacks**

- *Activity has normalized since reported uptick in February 2024*
- *JUL: Blocked Phishing: 1,373; Blocked Malware: 408,338*
- *FEB: Blocked Phishing: 29,045; Blocked Malware: 1,357,814*

- **May 2022 ITS Audit Corrective Actions**

- *Completed a 2-Year consulting engagement with UNCG Internal Audit to guide and document progress*
- *Memo of completion submitted with Office of the State Auditor and Chancellor in JUN 2024*

- **Distributed Technology Staff - Security & Compliance Reviews**

- *Program outlines the minimum security controls for protecting information assets*
- *Training and resources provided to DTS personnel in 2023*
- *9 of 12 Planned Compliance Reviews completed in 2024*

- **NC National Guard Cyber Security Response Force - Penetration Test**

- *Simulated cyber attack against our technical infrastructure and systems to check for exploitable vulnerabilities*
- *Planning now in-progress; Engagement is scheduled for SEP 2024*

ITS UPDATE | AUGUST 2024

- **2nd Annual Cybersecurity Seminar for UNCG Students**
 - *Literacy event on Cybersecurity Basics, Digital Footprint, and Risks of Social Media*
 - *Partnering with CDW Education; Planning now in-progress for event in OCT 2024*
- **Simulated Phishing Campaign**
 - *Educates and empowers UNCG fac/staff to recognize and avoid phishing threats in the future*
 - *Pilot completed in JUN 2024 with ITS Personnel; Quarterly campaigns for all fac/staff to begin SEP 2024*
- **Noteworthy Division Updates**
 - *FY24-29 ITS Strategic Plan Development: In-Progress*
 - *UNCG AI Symposium and Prompt-a-thon: Forthcoming Development and Planning*

QUESTIONS?