



Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee
October 29, 2024
10:15 a.m.

Discussion Item

CARL-4 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

4.1 Information Technology Services Update

UNCG Information Technology Services

Compliance, Audit, Risk and Legal Affairs Committee

October 29, 2024

Donna R. Heath

Vice Chancellor for Information Technology
& Chief Information Officer

Casey J. Forrest

Associate Vice Chancellor for Enterprise Infrastructure
& Chief Technology Officer



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- **Phishing and Malware Activity**

- *SEPT: Blocked Phishing: 9,649; Blocked Malware: 29,056*
- *JUL: Blocked Phishing: 1,373; Blocked Malware: 408,338*
- *FEB: Blocked Phishing: 29,045; Blocked Malware: 1,357,814*

- **Simulated Phishing Campaign**

- *Total emails sent during the campaign (Sept 9 – Sept 11) -- 2,887*
- *Participants that took the bait and failed (Phish-Prone) -- 8.9%*
- *Participants that have completed remedial training -- 74%*
- *Comparative Baseline Score -- Education: 31.7%; Government: 28.6%; All Industries: 37.5%*

- **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*
- *Initial goal to complete 12 Reviews in 2024; ITS completed 16 as of Sept 2024*
- *Strengths: ITS Asset Inventory, Security Patches & Updates, Asset Vulnerability Scans*
- *Weaknesses: Information security compliance self-assessment tool not utilized, Review of Access Rights*

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- **NC National Guard Cyber Security Response Force - Penetration Test**
 - *Simulated cyber attack against our technical infrastructure and systems to check for exploitable vulnerabilities*
 - *Penetration Test activities occurred September 16 – 20, 2024*
 - *Existing Infrastructure Security Controls blocked pen test attempts as expected*
 - *Most Actionable Remediation: Large population of printers identified with default credentials*
- **2nd Annual Cybersecurity Seminar for UNCG Students**
 - *Literacy event on Cybersecurity Basics, Digital Footprint, and Risks of Social Media*
 - *Partnered with CDW Education; included UNCG Google Cyber Clinic, Faculty, as Keynote Presenters*
 - *Event held on October 9, 2024, with 22 attendees*
- **Noteworthy Division Updates**
 - *Certificate Based Authentication: Completed September 30, 2024*
 - *Why This Matters: Improved security and alignment with industry recommendations*
 - *Core Network Upgrade: Completed October 11 – 12, 2024*
 - *Why This Matters: Ensures Network Reliability, Supports Emerging Tech, Improves Cost-Effectiveness*
 - *FY24-29 ITS Strategic Plan Development: In-Progress*

QUESTIONS?