



Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee
February 4, 2025
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, Associate Vice Chancellor for Enterprise Infrastructure and Chief Technology 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

February 4, 2025

Donna R. Heath

Vice Chancellor for Information Technology
& Chief Information Officer

Casey J. Forrest

Associate Vice Chancellor for Enterprise Technology Infrastructure
& Chief Technology Officer



ITS UPDATE | FEBRUARY 2025

- **Phishing and Malware Activity**

- *DEC2024: Blocked Phishing: 2,365; Blocked Malware: 4,184*
- *SEPT2024: Blocked Phishing: 9,649; Blocked Malware: 29,056*
- *JUL2024: Blocked Phishing: 1,373; Blocked Malware: 408,338*

- **Annual Information Security Awareness Training**

- *2024: 93% as of 1/17/25*
- *2017: 63%; 2018: 87%; 2019: 93%; 2020: 96%; 2021: 97%; 2022: 98%; 2023: 95%*

- **Microsoft Copilot Readiness Assessment**

- *Provides guidance on best practices relating to data and network security, boundary defenses, encryption, operational practices, identity and access management, and other security-related features and functions*
- *In-Progress: 12/16/24 - 1/24/25*

- **Develop and Publish “AI Use Statement”**

- *AI products or services must comply with all university policies and standards governing the security and privacy of institutional data.*
- *Any university entity or vendor handling data above L1-Public classification with an associated AI product or service must have approval from VC of ITS, or assigned delegate*
- *Suggested policies to update: Acceptable Use Policy; and Data Integrity Policy*

QUESTIONS?