



**Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee**  
**April 1, 2025**  
**10:15 a.m.**

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**Discussion Item**

CARL-3 Information Technology Services Update

**Background Information**

Donna Heath, Vice Chancellor for Information Technology Services, Casey Forrest, Associate Vice Chancellor for Enterprise Infrastructure and Chief Technology Officer, and Damal Raval, the University's new 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 Management and Legal Affairs Committee

April 1, 2025

### **Donna Heath**

Vice Chancellor for Information Technology  
& Chief Information Officer

### **Casey Forrest**

Associate Vice Chancellor for Enterprise Technology Infrastructure  
& Chief Technology Officer

### **Damal Raval**

Chief Information Security Officer



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## ITS UPDATE | APRIL 2025

- **New UNCG Chief Information Security Officer**

- *Welcome, Damal Raval -- joined ITS on March 3, 2025*

- **Phishing and Malware Activity**

- *Increase in phishing scams pretending to be "Payroll Updates" or offering free items for the cost of shipping.*
- *These emails may ask you to reply, call a number, or click a link to enter your account credentials*
- *UNCG PD contacted ITS to share their increased volume of reported victims to the phishing email and scams*
- *ITS promptly developed and sent a Campus Communication on February 25, 2025*

- **Network Intrusion Attempts [2024]**

- *107,086,268 intrusion attempts on UNCG network in 2024*
- *Approximately 293,387 per day*

- **Simulated Phishing Campaign**

- *Total emails sent during the campaign (Mar 3 – Mar 5) – 2,975; and 2,015 emails were opened*
- *Participants that took the bait and failed (Phish-Prone) – Q32024: 8.7%; Q12025: 10.6% (313 clicks)*
- *Participants that have completed remedial training, as of 3/11/25 -- 46%*
- *Comparative Baseline Score -- Education: 31.7%; Government: 28.6%; All Industries: 37.5%*
- *Comparative Maturity Score -- Education: 18%; Government: 15.6%; All Industries: 18%*

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## ITS UPDATE | APRIL 2025

- **NC National Guard Cyber Security Response Force Assessment**
  - Network Security and Vulnerability Assessment – Activities planned for September 2025
    - Identify potential security configuration, or network design deficiencies which may adversely impact the confidentiality, availability or integrity of an organization's networks, devices, and services.
  - Penetration Test – Activities planned for March 2026
    - Simulated cyber attack against our technical infrastructure and systems to check for exploitable vulnerabilities
  
- **Microsoft Copilot Readiness Assessment - Results**
  - 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
  - Final Report Received: February 7, 2025
  - UNCG's M365/Azure tenant configurations could be considered "Mature"
  - Minimal findings were simply the result of Microsoft default configurations remaining unchanged, while these default configurations are generally somewhat secure. Note: 15 Total Findings (Only 1 of 15 found critical)
  
- **Artificial Intelligence Oversight Committee**
  - Chancellor's Council commissioned a new UNCG AI Oversight Committee, effective, February 3, 2025
  - Charged with providing strategic guidance and oversight for how UNCG will responsibly use AI:
    1. Discover and/or evaluate opportunities for innovation and efficiency improvements.
    2. Field and provide recommendations for potential security risks and data privacy issues.
    3. Advocate/Promote committee initiatives in respective campus divisions.

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# QUESTIONS?