



**Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee  
Subcommittee on Equality Policy Compliance  
April 20, 2025  
1:00 p.m.**

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**Discussion Item**

CARL-3      Information Technology Services Update

**Background Information**

Casey Forrest, Associate Vice Chancellor for Enterprise Infrastructure and Chief Technology Officer, and Damal Raval, 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 20, 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 | AUGUST 2025

### ▪ **Phishing and Malware Activity**

- *Malicious spear phishing attack in July 2025 pretending to offer "Work-Study" and "Remote Work" opportunities.*
- *Scam Emails requested Credentials and Banking Information - greater than 100k phishing emails received 7/11/25 – 7/15/25*
- *ITS personnel responded to 25k+ phishing messages on 7/14, and over 50k+ phishing messages on 7/20*
- *ITS promptly developed and sent a Campus Communication to all students, faculty, and staff*

### ▪ **Network Intrusion Attempts [2025]**

- *107,086,268 intrusion attempts on UNCG network in 2024*
- *3,459,483 intrusion attempts on UNCG network in last 90 days of 2025*

### ▪ **Simulated Phishing Campaign**

- *Quarterly campaigns for all faculty and staff began in SEP 2024*
- *Next campaign planned for Q3 2025 (Fall 2025)*

### ▪ **NC National Guard Cyber Security Response Force Assessment**

- *Network Security and Vulnerability Assessment* – *Activities planned for Q3 2025; Last assessment in Q3 2021*
  - *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.*

## ITS UPDATE | AUGUST 2025

- **Information Protection and Data Loss Prevention**
  - *ITS will update the data sensitivity labels on certain files stored in OneDrive and SharePoint to better protect sensitive information and improve the university's Data Classification and Data Handling practices.*
  - *An automated process will relabel Microsoft Office files as Level 4 (L4 – Restricted) if they meet the following criteria:*
    - *The file contains either Social Security numbers or credit/debit card numbers (SSN/CC)*
  - *ITS will also enable active monitoring for SSN/CC and apply a warning and suggestion to properly label file if faculty/staff create or move a file.*

### DATA CLASSIFICATION LEVELS

<b>L4</b> <b>Restricted</b> SSN, PII, PHI, PCI, GLBA, CUI, FISMA	<b>L3</b> <b>Confidential</b> FERPA, Employee Reviews, Intellectual Property	<b>L2</b> <b>Internal</b> Business Records, Organization Charts, Contracts, Budgets	<b>L1</b> <b>Public</b> Public Websites, Published Research, Marketing
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## ITS UPDATE | AUGUST 2025

### ▪ **Identity and Access Management Assessment**

- *ITS is partnering with Moran to conduct an Identity and Access Management (IAM) and Identity Management (IDM) Assessment.*
- *This assessment will help us understand our current IAM landscape and engage stakeholders across campus.*
- *Moran will evaluate our IAM program, architecture, tools, business processes, and operations and assist in identifying the best IAM platform for the university.*
- *Project is currently in-progress with next milestone to coordinate vendor demos.*

### ▪ **Mitigating AI-Specific Security Risks**

- *Publish policy additions to address "Acquisition and Use of AI-enabled Tools" - Acceptable Use Policy; and Data Integrity Policy.*
- *Launched Central AI Hub Website - <https://ai.uncc.edu/>, a new resource for faculty, staff, and students interested in learning more about AI at UNCC..*
  - *The site serves as a central place for accessing resources and staying informed as the university's use of AI evolves, providing: Campus-wide AI Guidelines, ITS-Approved AI Tools, Supportive Resources, and Information on Events and News.*

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# QUESTIONS?