



Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee
March 17, 2026
10:15 a.m.

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 services projects.

Attachment

3.1 Information Technology Services Update

UNCG Information Technology Services

Compliance, Audit, Risk Management and Legal Affairs Committee

March 17, 2026

Donna Heath

Vice Chancellor for Information Technology Services
& Chief Information Officer

Casey Forrest

Associate Vice Chancellor for Enterprise Technology Infrastructure
& Chief Technology Officer

Damal Raval

Chief Information Security Officer



ITS UPDATE | MARCH 2026

Artificial Intelligence Governance

- **UNCG AI Oversight Committee - Purpose**

- *The Artificial Intelligence (AI) Oversight Committee was commissioned by UNCG's Chancellor and UNCG's Vice Chancellor for Information Technology Services in February 2025. The AI Oversight Committee is charged with providing strategic guidance and oversight for how UNCG will responsibly embrace, engage, and empower AI use across the university in its approach to learning, academic integrity, professional development, and operational efficiency.*

- **UNCG AI Oversight Committee - Top Accomplishments in 2025**

1. **Responsible AI Principles:** Accuracy, Dependability, Privacy and Security, and Accountability.
2. **AI Digital Trust Guidelines:** Ensure data privacy of Students, Faculty and Staff.
3. **Academic Integrity Policy Addendum:** Guide use of generative artificial intelligence (GAI) tools in the classroom.
4. **AI Use Statement (AUP and Data Integrity):** Regulate the procurement and use of AI with University data.
5. **Central AI Hub Website:** Provide detailed information about UNCG's (AI) initiatives, guidelines, resources, and news.

ARTIFICIAL INTELLIGENCE

Welcome to UNCG's central AI Hub for the Spartan Community.

TRAINING IN AI

[Learn more...](#)

AI RESOURCES

[Find what you need...](#)

NEWS & EVENTS

[Stay up-to-date...](#)

The UNCG central AI Hub website is a platform to access detailed information about UNCG's Artificial Intelligence (AI) initiatives, guidelines, resources, news and events, and related links from across the University. See below to learn how UNCG will responsibly embrace, engage, and empower the use of Artificial Intelligence.



AI @ UNCG

University guidelines, approved tools, foundational concepts, and campus governance.

[Get Started](#)



PROGRAMS

UNCG AI-driven academic programs, courses and certificates that align with your areas of interest.

[Begin Your Educational Journey](#)



TRAINING

Explore curated AI training, expert insights, and collaborative discussions.

[Learn More](#)



RESOURCES

Explore a range of resources and information to unlock AI's potential for enhancing ways to learn, teach, research and work at UNCG.

[Find What You Need](#)



COMMUNITY

Exchange knowledge and best practices, and collectively shape the future of AI at UNCG.

[Learn Together](#)



NEWS & EVENTS

Stay informed about the latest AI-driven research and innovative projects to conferences, workshops, and seminars at UNCG.

[Stay Up to Date](#)

[🏠 NGWP Starter Site](#) | [AI at UNCG](#) | [Digital Trust Guidelines](#)

DIGITAL TRUST GUIDELINES

As the use of generative AI tools continues to grow at our university, it's important to understand how to use these tools safely and appropriately. Generative AI can create new content (text, images, video, and more) based on user input, but like any new technology, it has its benefits and its limitations. It's essential to understand that generative AI is not infallible and can sometimes generate incorrect information. It is also important to consider the ethical and privacy implications of using these tools, and to use them in a manner that is respectful and compliant with university policies. We are committed to protecting the privacy of our students, faculty and staff.

Before using a generative AI tool, consider the following questions:

What information am I submitting to the tool? Could it include personal information?	+
Are you using this for personal usage or is this for UNCG business or academic purposes?	+
Are you requiring students to use the tool?	+
Is it easy to find and understand who owns the data?	+
What is the public discourse around the ethics and policies of the tool?	+

INTELLECTUAL PROPERTY CONSIDERATIONS

Intellectual property laws are designed for humans, and we're just beginning to have legal cases to help establish how we'll protect

AI at UNCG

[Oversight Committee](#)[Responsible Principles](#)[Digital Trust Guidelines ▶](#)[Permissible Use Cases](#)[Approved Tools](#)[Brand and Marketing Guidelines](#)

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Artificial Intelligence Governance

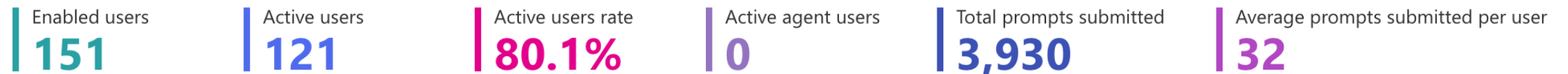
- Microsoft 365 Copilot Chat (No Additional Cost) - Usage at UNCG

Filters: Periods: Past 30 days (Dec 29, 2025 - Jan 27, 2026) 



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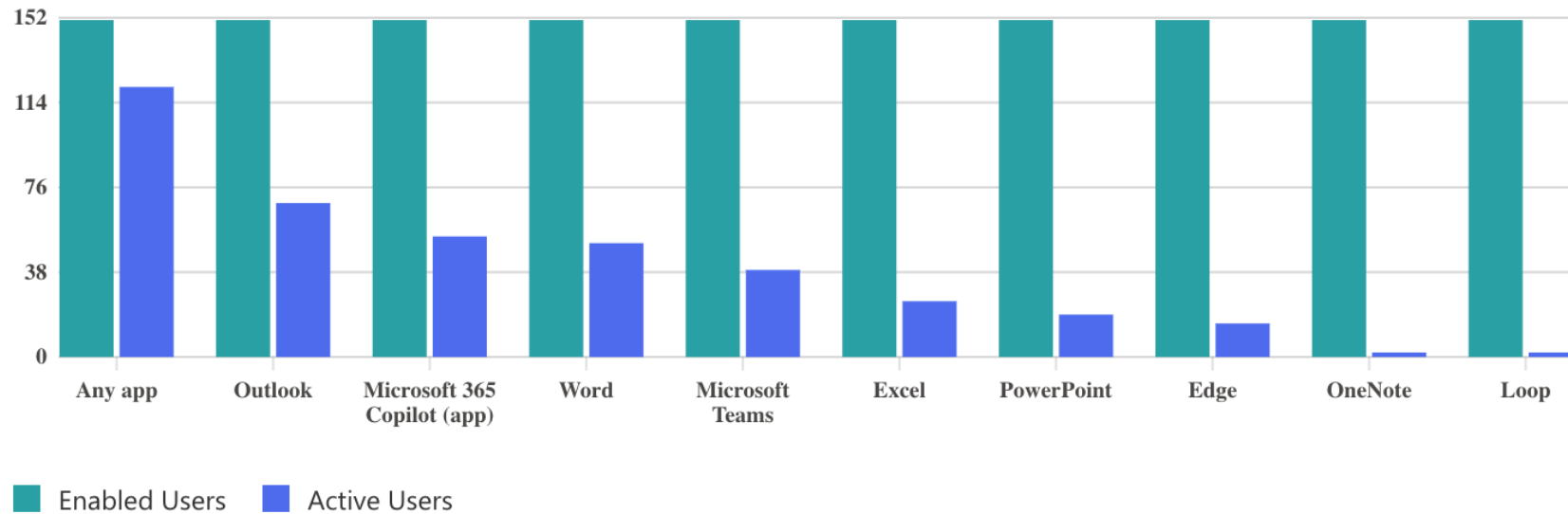
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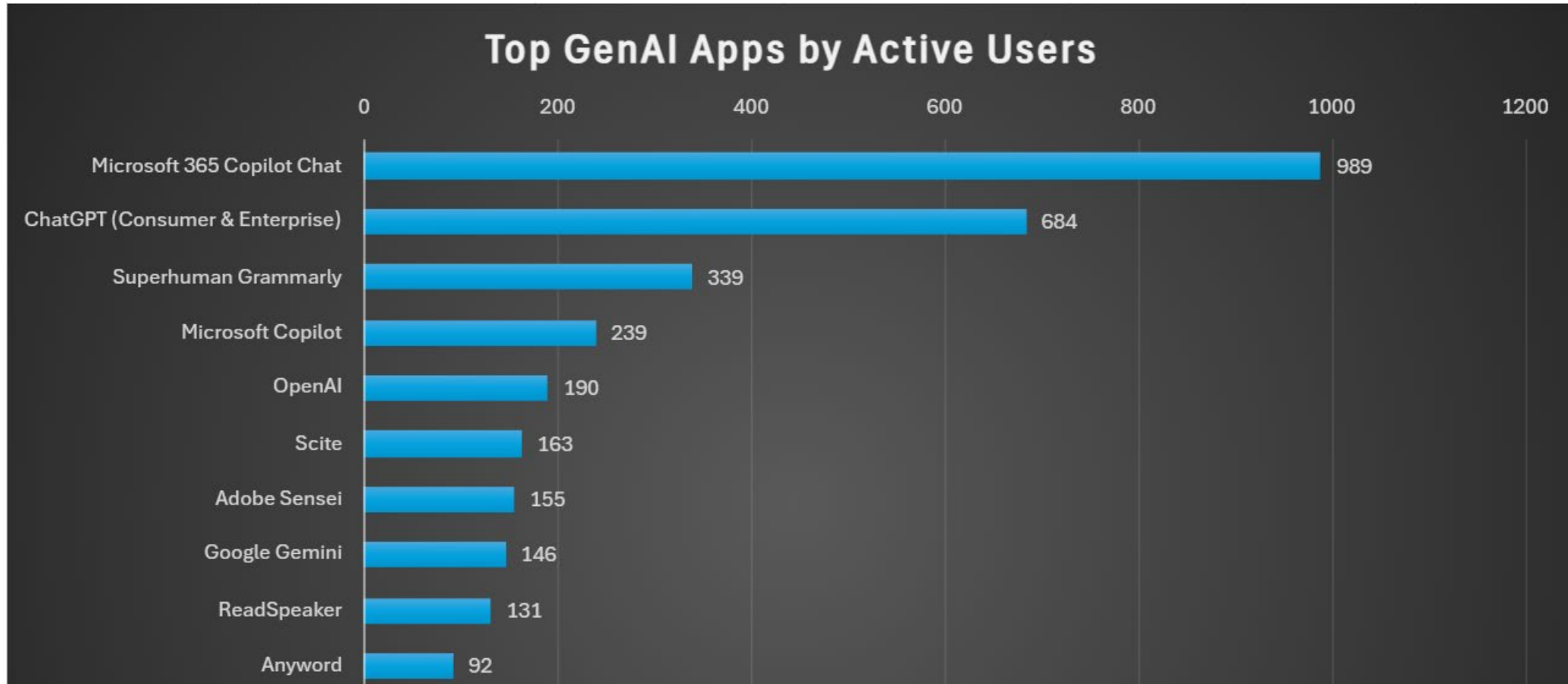
Enabled users **151** Active users **121** Active users rate **80.1%**

Last updated: January 27, 2026 (UTC)



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Artificial Intelligence Governance



ITS UPDATE | MARCH 2026

Artificial Intelligence Governance

- **Recognizing UNCG's Primary AI Use Cases (Least to Most Expensive)**
 1. *Individual User (Routine Daily Tasks)*
 2. *Pedagogy / Classroom*
 3. *Using AI for Automation (Operations using Embedded features within Enterprise Platforms)*
 4. *Research and Innovation*

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UNC System Office -- Amplify AI Project

- *Open-source enterprise Generative AI platform developed by Vanderbilt University*
- *Supports multiple model providers (e.g., Anthropic Claude, OpenAI GPT-4 Turbo)*
- *User-controlled data and integrations*
- *Custom assistants, file uploads, and internal content sharing*
- *Provider-agnostic architecture — switch models or self-host as needed*
- *Usage-based pricing deployed in your own AWS account*
- *Lower cost than per-seat licensing (pay only for AWS + tokens)*
- *UNCG will evaluate the platform as an Early Adopter for UNC-SO*

ITS UPDATE | MARCH 2026

- **Phish/Spam Attack [Feb 2026]**

- *On February 4, 2026, UNCG experienced a **malicious external email incident** that resulted in many UNCG email accounts receiving a message containing **inappropriate and disturbing content**.*
- *Email did not originate from UNCG. It originated from an external email (from a Gmail account).*
- **Actions taken by UNCG ITS:**
 - *Law enforcement was immediately involved.*
 - *Message was removed from the UNCG mailboxes.*
 - *Blocked sender and related content.*
 - *Campus-wide communication sent to all students, faculty and staff.*

- **NC National Guard Cyber Security Response Force Assessment**

- Penetration Test in March 2026
 - *Simulated cyber attack against our technical infrastructure and systems to check for exploitable vulnerabilities.*

- **Simulated Phishing Campaign [Q1 – 2026]**

- March 2026 (Do not have the finalized dates yet)

QUESTIONS?