



**Compliance, Audit, Risk Management and Legal Affairs (CARL) Committee**  
**September 22, 2026**  
**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, and Casey Forrest, Associate Vice Chancellor for Enterprise Infrastructure and Chief Technology Officer, will provide an update on information technology services projects.

**Attachment**

3.1 Information Technology Services Update

# UNCG Information Technology Services

## Compliance, Audit, Risk and Legal Affairs Committee

September 22, 2026

### **Donna Heath**

Vice Chancellor for Information Technology Services  
& Chief Information Officer

### **Casey Forrest**

Associate Vice Chancellor for Enterprise Technology Infrastructure  
& Chief Technology Officer



# Network Intrusion Attempts

UNCG perimeter defenses | Last 30 days

BLOCKED

1,873,556

network intrusion attempts

More than 1.8 million attempts stopped before reaching UNCG systems.

AVERAGE PER DAY

62,451

attempts blocked

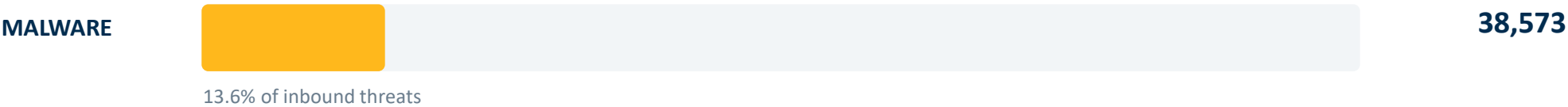
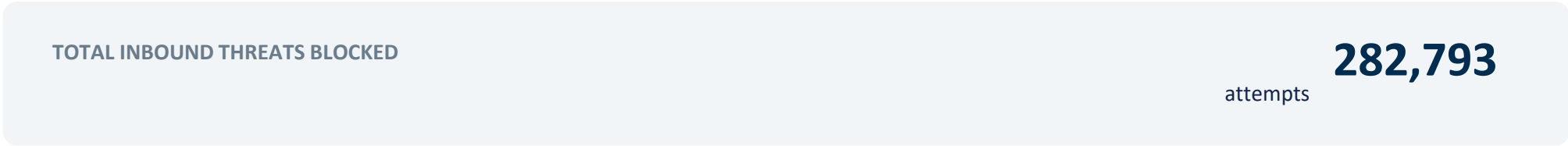
30-DAY DEFENSE WINDOW



Each block represents one day of active protection.

# Inbound Phishing and Malware Attempts

Blocked since June 12, 2026



Phishing remains the dominant form of blocked inbound email threat.

# Simulated Phishing Campaign Results

Q2 2026 campaign | June 15–26

CAMPAIGN REACH



emails sent

Faculty and staff participation  
across the campaign.

PHISH-PRONE

12.99%

376 failures

REPORTED SUSPICIOUS EMAIL

13.5%

390 submissions

REMEDIAL TRAINING COMPLETED

93%



as of September 8, 2026

# Comparative Maturity Score

One-year maturity comparison | Q2 2026

Benchmark score

Education leads the comparison group at 5.3%.



Reference benchmarks supplied for comparative context.

Education All industries

# NC National Guard Cyber Security Response Force Assessment

Penetration test conducted March 9–20, 2026

**ASSESSMENT FOCUS** Simulated cyber-attacks against UNCG technical infrastructure and systems to identify exploitable vulnerabilities.

**IDENTITY  
MANAGEMENT**

**SERVER  
CONFIGURATION**

**NETWORK  
SECURITY**

**DATA ACCESS  
CONTROLS**

**REMEDIATION STATUS**

**The most significant risks have been remediated or have active remediation plans in place.**

Continued coordination with system owners and infrastructure teams will further reduce the attack surface and strengthen UNCG’s security posture.

# Planned or Continuing Activities Through December 2026

Security priorities and ongoing review work

CONTINUING

**Privileged-Access & Financial-Audit Reviews**

Oracle, Banner, database, and global administrator accounts.

OCTOBER

10

**Cyber Security Awareness Month**

Annual Cyber Security Awareness Training.

CONTINUING

**AI Security & Governance Reviews**

AI platforms, agents, and data-protection controls.

Focus: strengthen account controls, reinforce cyber awareness, and embed security governance as UNCG evaluates AI capabilities.

# UNCG AI Pilot Programs

Approved AI tools for teaching, research, and work

UNCG’s enterprise AI evaluation program gives faculty and staff secure, supported access to approved tools. ITS-funded access is available during the 12-month evaluation period.

## M365 Copilot

Work smarter across Microsoft 365

Meeting preparation, email management, document creation, data analysis, and day-to-day work.

## ChatGPT Edu

Advanced AI for coding, automation, and exploration

For advanced reasoning, script generation, automation support, and specialized AI workflows.

## Claude

Long-form analysis and research support

For large documents, research materials, reports, and complex analysis projects.

## Choose the tool that fits the work

Everyday productivity • Advanced research • Coding and automation • Secure AI access

# Meet Spartan AI

UNCG's university-supported workspace for generative AI



Spartan AI, powered by nebulaONE, gives the UNCG community access to multiple leading AI models in one supported workspace. Spartan AI provides a centralized workspace with model choice for learning, teaching, research, administration, and daily work.

#### MODEL CHOICE

ChatGPT • Claude • Grok • Mistral