FOCUS ON FINANCE & HR

OCTOBER 19, 2021
Today’s Agenda

• IT Security Updates
• Procurement Card Refreshers
• COVID-19 Latest Information
• Announcements & Deadlines
IT Security Updates

JARROD B. TAYLOR
IT SECURITY COMMUNICATIONS COORDINATOR
# Account Access Termination

- Office 365 account purged after termination
  - Outlook, OneDrive, OneNote, etc.

<table>
<thead>
<tr>
<th>Role</th>
<th>Access Termination Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Immediately following last date of employment</td>
</tr>
<tr>
<td>Full-Time Faculty</td>
<td>365 days following last date of employment</td>
</tr>
<tr>
<td>Part-Time Faculty</td>
<td>365 days following last date of employment</td>
</tr>
<tr>
<td>Student</td>
<td>365 days following last date of enrollment</td>
</tr>
</tbody>
</table>

memphis.edu/its/security/access-termination.php
Phishing

# of Complaints*

- 2020: 791,790
- 2019: 467,361
- 2018: 351,937
- 2017: 301,580
- 2016: 298,728

Losses*

- 2020: $4.2 billion
- 2019: $3.5 billion
- 2018: $2.7 billion
- 2017: $1.4 billion
- 2016: $1.5 billion

*(All crimes, including phishing)
Quick request

Anne Hogan <annehogan601@gmail.com>
Sun 8/8/2021 1:04 PM
To: "[Removed]" <[Removed]@memphis.edu>

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and trust the content is safe.

Send me your available cell number --
Anne Hogan, Ph.D.
Dean, College of Communication and Fine Arts
Hello @memphis.edu,

We thought you’d like to know that we’ve dispatched your item(s). Your package is on the way. If you need to return an item from this shipment or edit this order, please reach Order Support at:

Order Helpdesk: (844) 998-1410

Arriving:
Friday, June 04

Your package was sent to:
Mike D
12321 W Doris Dr, Odessa,
TX 79764, USA

Your item(s) is (are) being sent by Priority Delivery Services.

Order summary

| Item Subtotal: | $ 1399.99 |
| Shipping & Handling: | Rs 0.00 |
| POD Convenience Fee: | Rs 0.00 |
| Shipment Total: | $1399.99 |

P.S. If you haven’t placed this order, Reach Account Support Immediately on (844) 998-1410

We hope to see you again soon!

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.
Phishing

Document shared with you: "MEMO.docx"

From: IT HelpDesk (via Google Drive) <drive-shares-dm-noreply@gmail.com>
Sent: Friday, July 16, 2021 2:23 PM
To: ithelppdesk002@gmail.com
Cc: @memphis.edu; @memphis.edu;
Subject: Document shared with you: "MEMO.docx"

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and trust the content is safe.

ithelppdesk002@gmail.com shared a document

ithelppdesk002@gmail.com has shared the following document:

Dr. Keri Brando shared a file with you

MEMO.docx

Open

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA
You have received this email because ithelppdesk002@gmail.com shared a file or folder located in Google Drive with you.
Forward suspicious emails to abuse@memphis.edu
Data Storage

- **PCI** – Credit/Debit card, Bank account, etc.
  - Never stored anywhere, digital or paper

- **PII** – SSN, Driver License, Passport, etc.
  - Never in email, only approved and encrypted storage when absolutely necessary

- **FERPA** – Course enrollment, final grades, etc.
  - Never in email. Don’t use personal device as filing cabinet!

# Data Storage

<table>
<thead>
<tr>
<th>Data Storage Service / Location</th>
<th>Restricted Data Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FERPA</td>
</tr>
<tr>
<td>UMmail Email</td>
<td>No</td>
</tr>
<tr>
<td>ITNAS File Storage</td>
<td>Yes</td>
</tr>
<tr>
<td>OneDrive for Business</td>
<td>Yes</td>
</tr>
<tr>
<td>umWiki</td>
<td>Yes</td>
</tr>
<tr>
<td>ITS-Managed Server</td>
<td>Yes</td>
</tr>
<tr>
<td>Removable Storage</td>
<td>Yes¹</td>
</tr>
<tr>
<td>Local PC</td>
<td>Yes¹</td>
</tr>
<tr>
<td>Mobile Device</td>
<td>Yes¹</td>
</tr>
<tr>
<td>Non-ITS-Managed Cloud Service</td>
<td>No</td>
</tr>
</tbody>
</table>

[source: memphis.edu/its/security/data-storage-guidelines.php]
Data Storage

Data Loss Prevention (DLP)

Restricted data includes:

- Social Security Number (SSN)
- Individual Taxpayer ID Number (ITIN)
- Credit/debit card information
- Bank account information
- Driver’s license information
- U.S. passport number
Multi-Factor Authentication

Duo Bypass Codes

Save your Duo backup codes

If you lose or do not have access to your device(s), you can use one of the following bypass codes to authenticate.

- 647798851
- 134650213
- 261405763
- 978874653
- 302487653
- 445501379
- 311648756
- 643102577
- 100224657
- 310065322

These are single-use codes. Keep these backup codes somewhere safe but accessible.

memphis.edu/duo
Multi-Factor Authentication

Duo Bypass Token

(Mobile app is recommended for normal use)

memphis.edu/duo
Multi-Factor Authentication

Password Reset: Personal Email

myuofm.memphis.edu
2021–22 Security Awareness Training is due Feb. 28!

satrain.memphis.edu
Questions?

Jarrod Taylor
IT Security Communications Coordinator
Jarrod.Taylor@memphis.edu
Procurement Card Refreshers

Kerri Reece
Procurement Card Administrator
P Card Cycle and Due Dates

• Billing cycles end on or after the 25th of the month, depending on where the 25th falls – weekends and holidays push the cycle close out.

• Coding, Receipts, and Approvals are due on or after the 30th. The due date is included in the reminder email each month.

• If nothing else, complete your coding on time. We pull transactions the next day and post into Banner. The systems are not linked. This saves you and Accounting having to do transfer vouchers. You must still complete your approvals and receipts timely.
Approvals and Receipts

• Approvals by Cardholders and Reviewers must be completed.

• If your department is having trouble keeping up with receipts and approvals, consider adding an Admin or a Backup approver.

• Receipts must be itemized, not just a total. Incomplete or missing receipts can be supplemented with an order copy, acknowledgement, packing list, screen shot, recreation of the order, etc.

• Business Purpose should be included in the “Comments” tab of the transaction. This makes it easily viewable by all parties (think auditors) and is reportable / exportable.
Questions?
COVID-19 Latest Information

DANNY LINTON
ASSOCIATE DIRECTOR, HUMAN RESOURCES
Contact Tracers

• Ashley Green and Melissa Doss

• Contact Information: hr_contact_tracing@memphis.edu or 901.678-3573

• E-mail communications should NOT contain any personal medical documentation or sensitive materials. To send personal medical documentation or other sensitive materials to HR, please use our secure file upload utility at https://securefile.memphis.edu/form/hr. This e-mail address and upload utility are for EMPLOYEES only.
Latest Employee Work Location Numbers

• Remember to have your employees (including student workers, GAs, part-time faculty, and temps) keep their work locations updated in MyMemphis. An e-mail went out on October 6 regarding this to ALL employees. Please follow up with your departments to ensure all employees respond.

• “Working Remotely” and “Hybrid (Both)” responses require an approved ADA/AWA form from HR.

• Responses and appropriate departmentally-approved AWA/ADA requests must be received by **October 22, 2021** or employees must fully return to campus by **November 1, 2021**.

• Remember that a new choice of “Working Remotely: Position Was Established as Remote” has been added and does not require additional paperwork.
## Latest Employee Work Location Numbers

### Regular Faculty/Staff Only

<table>
<thead>
<tr>
<th>Working Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working on Campus</td>
<td>1,886</td>
<td>78.5%</td>
</tr>
<tr>
<td>Working Remotely</td>
<td>202</td>
<td>8.4%</td>
</tr>
<tr>
<td>Hybrid (Both)</td>
<td>288</td>
<td>12.0%</td>
</tr>
<tr>
<td>Working Remotely (Position Was Established As Offsite)</td>
<td>11</td>
<td>0.4%</td>
</tr>
<tr>
<td>No Answer Received</td>
<td>16</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,403</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Regular Faculty/Staff + Temps & PTF

<table>
<thead>
<tr>
<th>Working Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working on Campus</td>
<td>2,136</td>
<td>68.0%</td>
</tr>
<tr>
<td>Working Remotely</td>
<td>447</td>
<td>14.2%</td>
</tr>
<tr>
<td>Hybrid (Both)</td>
<td>369</td>
<td>11.7%</td>
</tr>
<tr>
<td>Working Remotely (Position Was Established As Offsite)</td>
<td>78</td>
<td>2.5%</td>
</tr>
<tr>
<td>No Answer Received</td>
<td>112</td>
<td>3.6%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,142</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
COVID-19 Vaccine Executive Order

• You may have heard about a federal executive order regarding vaccine requirements.
• The University is reviewing this information now and will communicate with the campus population as appropriate, so please pay attention to your e-mails.
Announcements & Deadlines

• Welcome to all first-time attendees at Focus on Finance & HR!
Announcements & Deadlines

• Don’t forget to review the University’s current job openings at workforum.memphis.edu.

• Follow the Division of Business & Finance on Twitter at @uofmemphisbf!

• Subscribe to our WorkforUM Twitter feed at @umemphisjobs!

• Follow us on Instagram! @uofmhr
Announcements & Deadlines

October E-Contract IN PERSON trainings:

- Student Workers: Oct. 20, 2pm, AD178
- Extra Compensation: Oct. 20, 3pm, AD178
- Sign up in Learning Curve!
Announcements & Deadlines

WorkforUM IN PERSON training:
• October 27, 9:30am, AD178
• Sign up in Learning Curve!
Announcements & Deadlines

Upcoming Finance Zoom trainings:
• Reporting Holiday Hours: Nov. 17 at 10:30am
• Sign up in Learning Curve!
Announcements & Deadlines

Career Milestone Awards:

• Tuesday, November 16
  9 a.m.

• Watch your e-mails for the ceremony details.
Announcements & Deadlines

Expanding Temp and Student Contracts:

• Remember to renew any needed temporary employees or student workers while they still have access to their memphis.edu e-mail accounts!

• If you get us these e-contracts by December 10, there should be no lapse in system access for these employees.

• Questions? hrbp@memphis.edu
Announcements & Deadlines

ARE YOU FEELING OVERWHELMED?

The State of Tennessee’s Employee Assistance Program can help.

- The EAP is available for all benefits-eligible employees and their dependents, 24/7/365.
- You do not have to be enrolled in health insurance to take advantage.
- The EAP can help with work-related, personal and/or financial issues.
- You may receive five EAP visits per situation per years at no cost to you.
- All conversations are confidential.

For authorization, call or visit:
855-HERE4TN or Here4TN.com
Announcements & Deadlines

- The University is implementing a new system called **Softdocs**, which will **eventually replace DocuSign** as our digital tool for electronic signatures.

- Current B&F DocuSign forms are being converted to Softdocs to increase Banner connectivity and reduce costs.

- These include the Direct Deposit forms, Volunteer Registration forms, Adjustment Time Sheets, and others.

- Be on the lookout for these new versions!
Announcements & Deadlines

• Other Finance & HR trainings can be held via Zoom, dependent upon demand.
Announcements & Deadlines

• Need someone added to the Focus on Finance & HR mailing list?

• Don’t forward to them—forward to us!

• hr@memphis.edu
NEXT MEETING

Tuesday, November 16, 2021
2:30 p.m.

Web: memphis.edu/focus
Meetings: memphis.edu/focuszoom