

Welcome to HR Partners!
November 13, 2018



Agenda

- **IT Security Initiatives**
- **QPR (Question, Persuade, and Refer) Suicide Prevention Training**
- **Announcements and Deadlines**
- **Spin the Wheel!**

IT Security Initiatives

Jon Weber

**Director, IT Security, ID Management, &
Compliance**

Ongoing Major Projects

ITS is working on three projects aligned with the University's enterprise risk management strategy that will significantly enhance our ability to mitigate security threats:

- Network Border Firewall
- Multi-factor authentication (Duo)
- Information Security Awareness Training

Why Security is Important

The University possesses different types of data and is subject to statutory requirements:

- Personal information (students, parents, employees, alumni; tax records, health records)
- Research data (intellectual property, non-disclosure agreements, data use agreements)
- Statutory requirements (FERPA, GLBA, HIPAA, TN Data Breach Notification Law)

Failure to mitigate security threats poses financial and reputational risk to the University.

The Risks of Not Acting

- Data Breach – the estimated cost of remediating a single breached record is \$166. The cost to remediate all current faculty, staff and students would exceed **\$4 million** and insurance may not cover total cost. Costs for remediating all current and former f/s/s would be significantly higher.
- FERPA violations – a compromised password could lead to inappropriate access to or modification of a student record. Violations could lead to fines or loss in federal student aid funding from Department of Education (**> \$100 million**)
- Students – a compromised account could lead to modification of student grades in eCourseware or Banner, or inappropriate communication, such as changes to assignments, cancelling of classes or schedule modifications.
- Research – a compromised password could lead to theft or destruction of research or intellectual property, inappropriate modifications to grant or effort reporting and other potential violations that could effect receipt of current or future grant funding (**> \$30 million**).
- Library Resources – attackers routinely compromise accounts at Universities to access journals and other databases. Failure to control access properly could lead to loss of access to services or litigation.

Network Border Firewall

- The University's network border currently allows most network traffic to automatically pass through our firewall and connect directly to devices throughout the infrastructure (e.g., desktops, IoT devices, printers, etc.)
- ITS plans to block, by default, all external incoming connections to the University network
 - Most individuals will not be impacted by this change because they use our network to initiate internal outgoing connections
 - VPN can still be used to connect to remote desktop
 - Exceptions will be allowed for legitimate traffic (e.g., University web sites, research and teaching activities, etc.)
 - Exceptions can be requested via the ITS Service Desk at extension 8888
 - Effective November 12, 2018

Multi-Factor Authentication (DUO)

- Phishing and social engineering campaigns continue to target University account holders
- The University will enable multi-factor authentication for all employees
 - Provides an additional layer of authentication
 - Does not include student workers/GAs who don't teach
 - Can use office phone, mobile phone, or mobile app for secondary authentication
 - Protects all single-sign on (SSO) resources
 - Assistance can be requested via the ITS Service Desk at extension 8888
 - Current employees opt-in period: Now through February 4, 2019
 - New employees effective: November 1, 2018
 - Effective all employees: February 4, 2019

Information Security Awareness Training

- Educating account holders about security threats is key to protecting the University
- The University will provide information security awareness training for all employees
 - Does not include student workers/GAs who don't teach
 - Training period will open annually for 3 months
 - ITS will provide participation information to Human Resources
 - Human Resources will monitor annual completion and report to supervisors
- Timeline:
 - 2018 annual training period: November 1, 2018 – February 4, 2019

Contact Information

<http://www.memphis.edu/its/security/>

<http://www.memphis.edu/its/about/its-suggestion-box.php>

<http://www.memphis.edu/its/about/contact-us.php>

Email: jweber2@memphis.edu

THANK YOU!!!

***QPR (Question, Persuade, and Refer) Suicide
Prevention Training***

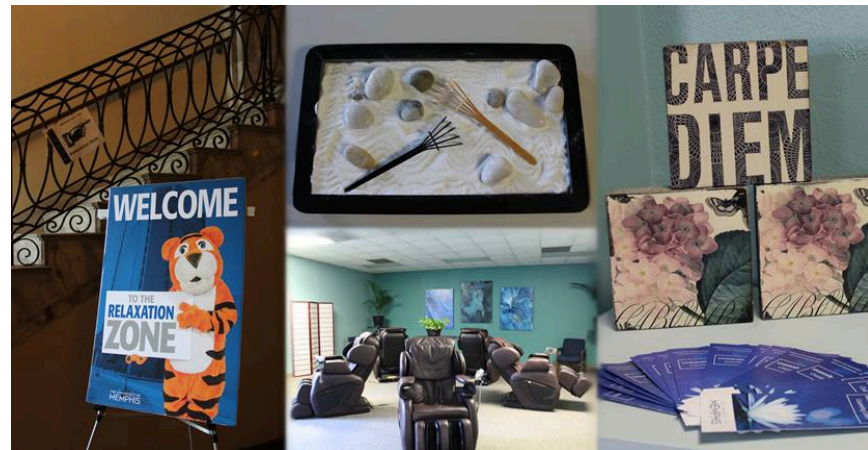
***Victoria Jones, LMSW, Counseling Center
Dr. Linh Luu, Health Center***

Counseling Center & Relaxation Zone



Relaxation Zone Services

- State of the art Massage chairs
- Biofeedback Programs
 - Meditation guidance
 - Heart rate regulation training
 - Breathing Exercises
- Soothing music
- Zen Garden
- Sand Stress balls
- Stress relief coloring
- Staff consultation



The Counseling Center Services

- Individual Counseling
- Career Counseling
- Couples/Family Counseling
- Crisis Counseling
- Group Counseling
- Assessment
- Consultation/Outreach
- Psychiatric Referrals



- Must be enrolled in 6 credit hours to receive services

Operation Hours

- Counseling Center
- Wilder 214
- 9016-678-2068
- counseling@memphis.edu
 - Monday-Wednesday
 - 8:00 a.m. - 7:00 p.m.
 - Thursday-Friday
 - 8:00 a.m. -4:30 p.m.
- Walk-In Hours
 - Monday- Friday
 - 10:00-4:00
 - After Hours Crisis
 - 901-678-HELP (4357)
 - Ask for on call therapist
- Relaxation Zone
- Brister 302
 - Monday-Friday
 - 9:00 a.m. - 4:00 p.m.
 - 30 minutes, last appointment at 3:30



Important Contacts

- Suicide Prevention Lifeline
 - 1-800-273-8255
- Spanish Suicide Prevention Lifeline
 - 1-888-628-9454
- Options for Deaf and Hard of Hearing
 - 1-800-4889
- Veterans Crisis Line
 - 1-800-273-8255
- Memphis Crisis Center
 - 901-274-7477
- Crisis Text Line
 - Text HOME to 741-741

Questions?

Announcements & Deadlines

Announcements & Deadlines

- **New HR Partners**

Announcements & Deadlines

- Don't forget to review the University's current job openings at workforum.memphis.edu.
- Subscribe to our Twitter feed at [@umemphisjobs](https://twitter.com/umemphisjobs)!

Announcements & Deadlines

- Under no circumstances should any employee be approving his/her own time sheet or leave report.
- Even if you have the ability to do this systematically, doing so can result in an audit finding and disciplinary action.

Announcements & Deadlines

- **Academic departments: Please review your list of faculty positions in WorkforUM and submit any needed retitle actions during November.**
- **This will help ensure accurate titles on faculty performance appraisals in 2019.**

Announcements & Deadlines

- **Brown Bag Sessions Remaining**
 - **Nov. 14: The Science of Goal Setting**
 - **Nov. 28: SAMS — Staff Appraisal Management System**
- **Sign up in Learning Curve**

Announcements & Deadlines

- **Customer Service Training**
November 13, 2 – 3:30pm
AD177B

November 27, 10:30am – 12pm
AD177B

Announcements & Deadlines

- **Banner Navigation — SOLD OUT!**
November 27, 2018
10 a.m. AD178

Announcements & Deadlines

- November payroll DOES NOT run early.
- December payroll DOES run early due to Holiday Break.
- December payroll deadlines:
 - Monthly 12/12
 - Biweekly 12/7 for BW25
 - 12/14 for BW26

Announcements & Deadlines

- Health insurance premium holiday will be reflected on November paychecks.

Announcements & Deadlines

- **Banner 8 will be gone after the December break!**

Announcements & Deadlines

Red Flag Policy – UM Policy BF4013

- Everyone is tasked with the responsibility of protecting each individual's personally identifiable information (PII) and to be alert for suspicious activity whether online or on paper.
- Report any suspicious activity to your supervisor or by e-mail to informationupdate@memphis.edu.

Announcements & Deadlines

HR Holiday Open House

Friday, December 7, 2018

9:30-11 a.m.

Administration Building Main Hallway

Announcements & Deadlines

Recruitment Fact Sheets are now available for both staff and faculty. These documents can be distributed during applicant interviews.

Staff:

https://www.memphis.edu/workforce/pdf/hiring_highlights_staff.pdf

Faculty:

https://www.memphis.edu/workforce/pdf/hiring_highlights_faculty.pdf

Thank you for attending!
memphis.edu/hrpartners

