Discussion Item

CARL-4  Enterprise Risk Management Update

Background Information

Enterprise risk management is a strategic area of focus for both the UNC System and UNC Greensboro. This item is to inform the Committee of our identification and analysis of risk, the structure we use to assess and mitigate risk across the broad spectrum of University operations, and to discuss the submission of our top five risks to the UNC System.

Attachment

4.1  Enterprise Risk Management Presentation
Enterprise Risk Management Update

Bob Shea, Vice Chancellor for Finance and Administration
Zach Smith, Assistant Vice Chancellor for Emergency and Risk Management
Agenda

• Top 5 Risks Update for 2022
• Top 5 Risks for 2023
• Program Collaboration
Top 5 Update for 2022

Enrollment Growth

• Significant amount of work has been done to improve the science of enrollment
• Implementing new scholarship leveraging model
• Improving the visit experience and doubling the number of visit opportunities have led to higher satisfaction rates for visitors to campus
• Increased the number of applications received
• Hosted a large-scale school counselor conference on-campus

Business Model Sustainability

• Senior leadership is actively planning for a sustainable future for UNCG
• EAB briefed the Board of Trustees and Chancellor’s Council in September
Top 5 Update for 2022

University Compliance

• Transferred compliance functions to General Counsel's office to better align related risks and responsibilities
• Reviewing all major policies, development of a compliance calendar, and the designation of compliance liaisons throughout campus
• Utilizing ethical screens to provide independent and professional operation without undue influence from any internal or external entities

Information Technology

• Implemented IT Governance model that includes Data Governance and Research Cyberinfrastructure Advisory functions
• Restricting access to high-risk data to Citrix workstations and not on the local desktop
• Implemented of MFA and elimination of shared accounts
• Ensuring system backups are immutable
• Implemented advanced authentication security controls through Microsoft Azure AD
• Conducted a cyber incident tabletop exercise moderated by JPMorgan Chase.
Top 5 Update for 2022

Public Safety

• Conducted internal safety inspections of all UNCG properties during this fiscal year. Corrected over 450 inspection findings.

• Completed the annual campus-wide safety walk with Campus Police, Housing and Residence Life, Facilities Operations, and Office of Accessibility Resources and Services

• Conducted a campus-wide COVID-19 After Action Report

• Reviewed and conducted over 37 injury and illness investigations and root cause analysis with a desired outcome of preventing future occurrences. Over 18 workplace hazards eliminated.

• Administered training on 22 topics related to safety and proper behavior. Trained over 525 employees, faculty, and students.
Top 5 Risks for 2023

1. Enrollment
2. Business Processes Sustainability
3. Information Technology
4. Recruitment and Retention of Faculty and Staff
5. Campus Health & Safety
Program Collaboration

- Creating an enterprise risk management framework
- Increasing collaboration with OIIGC and ITS
- Integrating risk management collaboration software
- Enhancing partnership with UNC System
Find your way here