



Minutes from Staff Senate Monthly Meeting of November 2, 2017

Location: Newcomb Hall, South Meeting Room

Time: 11:00 AM–1:00 PM

Meeting Summary

Welcome and Announcements: Jess Wenger and Michael Phillips - Co-Chairs

Information Security Briefing: Jason C. Belford – Chief Information Security Officer - Information Technology Services

Senate Spotlight: Prevention: Rachel Kiliany

Senate Business: Executive Committee: Executive Updates, Working Group and UP Updates

Welcome and Announcements

Jess Wenger and Michael Phillips, Co-Chairs

- Diane Ober and Bruce Carveth were present with new, digital attendance system so those in attendance could sign in.
- Parking passes for Central Grounds Garage were made available.

Information Security Briefing

Jason C. Belford – Chief Information Security Officer - Information Technology Services

- ITS goodies were offered
- Obligatory Legal Disclaimer
- Threat Landscape
 - Who they are and where they are
 - Have vested interest in getting into places that will help their industrial base
 - Who are the bad guys?
 - What do they want?
 - Your Email – the Connection to Everything
 - Illustration of everything your email is connected to – example is of personal computer
 - Email has a lot information; all accounts are tied to your email
 - How are they going to get it?
 - Exploit Vulnerabilities
 - Social Engineering – Phishing

- It is WHEN not IF
 - Examples of corporate breaches
 - Not enough room on the slide to list all breaches over the last few years.
- Summer 2015
- Winter 2016
 - Attackers were extradited and arraigned. One has been charged guilty; one awaits trial.
 - Attacked 125 higher education institutions
- Summer 2017
 - Equifax breach
 - Identify how we authenticate in the future; this will change.
- Fall 2017
 - Students' bank account information was fraudulently updated
 - The University had to pay students their refund
- Most Popular Method
 - Phishing
 - 90% of all breaches we hear about start with Phishing
- What is Phishing?
 - Scam
 - Anyone is susceptible
 - For most of us, they are not going to go to great lengths; more generic
 - You have to start looking at the messages and not trust everything
 - How do we tell it's a fake?
 - Looking for your user name and password – they can then see the things you do and use the things you do
 - Usually sent (falsely) from someone of high authority
 - Some involve money or a transfer of money.
 - Always call the person it appears to be sent from...don't reply to the email; it gives the sender the information they want.
 - Malware – would encrypt files on your machine and ask for money to un-encrypt them (examples are emails from UPS, Fed-Ex).
 - Usually a sense of urgency. Email says "within 48 hours" or "must be taken care of immediately.
- Find the domain
 - <https://netbadge.virginia.edu/>
 - Virginia.edu is the domain
 - The three the before the third slash, including the dot.
 - One exception: 3rd slash optional if the domain is the last part of the line

- Technical Controls
 - If you get a phishing message, please forward it to our team of analysts so it can be blacklisted
 - Everyone should be using Duo by now
- Non-Technical controls
 - Please invite us to your department. We are happy to come do training
 - We send out Phishing simulations – not to punish; as a test
 - We take that info and look for hotspots across Grounds; what we are trying to protect.
 - See sample phishing email sent by ITS
 - Hold your mouse or thumb over link
 - What it says isn't always where it actually goes
 - Phishing Simulation – Fall 2017
 - Identified areas where click rates were high
 - Came in and did training with areas that had high click rates
- Technical Controls + Non-Technical Controls
 - I-key provides additional protection – may be able to get some information, but not all
- DUO - 2 Step
 - Everyone should be using this by now.

Q: Regarding the Duo feature which enables access for 7 days. I have to re-authenticate every time. Even if I check the box.

A: The way that works, when you check the box, is if you go back to that router and use that certificate it won't ask you to authenticate again for 7 days. May have stored it as a cookie. Every time you shut down, it wipes out your cookies. If you haven't done so, be sure you to enroll a second device. Can get a set of scratch off codes in case you forget your cell phone. Go to the ITS website – devices – have a little screen on them, will generate a number you can use in lieu of a cell phone.

If you have a smart phone, and you have the DUO app, you don't have to have Wi-Fi or get SMS messages or phone calls to authenticate.

- How do I pick out a secure password (passphrase)?
 - Needs to be memorable, but not hard to remember
 - The longer you can make your password, the harder it is to break
 - The more stuff you add to a password doesn't necessarily make it secure.
 - It makes it harder for a human, but not for a computer

Q: The examples given of “good and bad” passwords: one of the features of the ones that seem to work is that they don't include special characters.

A: The examples we just showed did include special characters. Research shows that the “!” is the most used. There is talk of stop requiring special characters, stop asking people to change their passwords often. I don’t agree with that. Passwords help protect you and the University. What can we do with passwords? We’re looking at minimum requirements... right now, minimum requirement is eight characters. Some parts of the Medical Center only require seven characters.

Q: Should I freeze my credit for previous residency?

A: No. Only where you are a resident. Equifax is free through November 21. Virginia freeze credit is \$10. It’s good money spent because they can’t get to you. Credit monitoring is not necessary – it doesn’t prevent anything from happening. If it’s free, go ahead and take them up on it.

- Last Pass

- A password manager – use it at home; cannot use it at UVA
 - Working on a site license for UVA
- You should have a different password for every site you use
- Last pass stores your passwords, encrypted
 - When you go to the site, it remembers you have a password for it and fills it in for you.

Q: What’s the cost for Last Pass?

A: From home, it’s free. There will be a charge to the University to have a subscription, but for you using it here, it will be free.

Q: Is Share Drive considered back-up?

A: You’re putting all things on the server. If your computer gets infected, and you’re connected to the drive, the Share Drive will get infected. Where is the back-up for the Share Drive? They should have a system to back it up.

Q: I archive all my emails.

A: The big risk here is that if your machine is infected, they can log in and access your information. You should be doing things to protect it.

Q: You mentioned if you get an email you think is phishing, that you should report it. How do you do that?

A: Send it to us at abuse@virginia.edu. The email is abuse@hscmail.mcc.virginia.edu for the Medical Center.

Q: Anti-virus software. Can you provide information on dispersing this software?

A: It’s being used here on a private basis, isn’t being used here on a licensed basis. We are looking for new desktop anti-virus right now.

Q: For the test Phishing emails that UVA sends out, who gets notified of results? How is information in regard to how to improve, based on results, shared?

A: We have not done a good job notifying departments. We have not notified unless there is a need to share the information. We have a Security Advisory Committee made up of tech folks from each department. If you're not represented by a tech person, reach out to me (Jason Belford) and I will share the information collected from any tests so that we can either congratulate or arrange for training (dependent upon results). Head's up emails are sent to LSPs before test phishing emails. I want them to play dumb and stay scarce. We wanted folks to be able to make the decision (as to whether the email is phishing or not) on their own, not because an LSP told you it was or because they told you not to click on it.

Q: Many of us are going to be sending out notes from this meeting. Is there a link we should share for educational purposes.

A: Note that the numbers (data) on the slides are protected under FOIA. We cannot include those for public distribution.

Q: In regard to receiving information. Sometimes, I need a copy of someone's passport. They tend to email it. Is it more secure to load it to a box account?

A: We can't stop people from emailing it. Even if we tell them not to email it, they will probably still email it. We only allow moderately sensitive data in box. I would put it somewhere where it has been verified. If you have it in email, accept it, but just don't keep it in your email.

Q: The more I sit in meetings regarding security, the more I get the impression it's almost a dire situation. On a personal level, how can we be assured that our personal information is safe? Everyone has a digital footprint. What can we do to safeguard that? Is it possible to approach HR here at UVA to consider a benefit option for identity management? Insurance coverage?

A: We buy insurance with the intention to use it. I have seen it work but not on an individual level. You pay for a service, and you only use it when something has already happened. I approached HR with that very same thing. If we can't do it automatically, maybe we could at least offer it as an option. Maybe there could be a Staff Senate committee about that. An optional benefit for fraud protection.

Q: Personally, what kind of software do you recommend we use? Which is the best one to protect you overall?

A: They change every day. Macafee, Microsoft, etc. They're all going to be ok. Just have one. I would not waste your time with anti-virus on your phone – it will drain your battery and not protect you.

- Other things you can do
 - Android – make sure you are downloading from reputable stores
 - iPhones – Jailbreak
 - Take time with every email; be mindful and purposeful
 - Last Pass

- Will also update/change a password for you if it identifies you are associated with a site where there's been a breach.

Q: Do you do something regular and on-going for LSPs so they have an update as to what's going on at all times?

A: Not at this time. It is in the budget for next year. We will have onboarding training and additional and technical training more ongoing with the increase in budget.

Prevention of Sexual Violence and Hazing Prevention

Rachel Kiliany – Program Coordinator for Prevention

- Green Dot program
 - Bystander program to prevent sexual violence
 - Requirement for all colleges and universities
 - Students have recently been in a situation where someone was in a high-risk situation; in order to help
 - Training the third party; intervention.
 - Next training for Staff and Faculty – Thursday, Nov. 10 from 1-4 p.m. in Ruffner
 - Sign up: www.notonourgrounds.virginia.edu
- #Hoo's Got Your Back?
 - One partnership with Corner merchants - how they can assist as bystanders
 - Engage the UVA community – provide shirt, attend your staff meeting
 - Email Rachel rachelk@virginia.edu – get on the schedule for next year
 - Promote the #HGYB video: <https://youtu.be/Cn63eIJqeH4>
 - Contact us about getting #HGYB T-shirts
- Social media campaign
 - Sign alumni petition:
 - <https://womenscenter.virginia.edu/2017/10/to-fellow-alumni>
 - You can sign if you are not an alum
- Be an active bystander
 - Direct, distract, or delegate
 - Report to <http://justreportit.virginia.edu>

Q: How often do you have the training?

A: Students have a 6-hour training which is held monthly. Training for Staff and Faculty is 3 hours long and is held 3-4 times a year.

Senate Business – Executive Update

Jess Wenger and Michael Phillips, Exec Co-Chairs

- Membership Update

- If you have contacted Andrea Johnson about any of the working groups and your name is not on the slide (**see slide 4**), please contact her.
- Staff Senate luncheon – need at least one more person
- Communications Best Practices and Website Working Groups
 - Need more people in order to keep them working
 - You run it; Andrea will direct
- Membership Database
 - You noticed when you came in that you signed in electronically.
 - Bruce took your name and entered a status of presence. Will accumulate data over the year and track your rate of attendance; how your department is being represented.
 - Electronic membership record taking will also simplify Elections process which is currently a huge undertaking.
 - Once the basic things are solidified, we will take a closer look at it.
 - Central reporting options, etc. These are future options.
- Senator Development
 - Leadership development is a perk of being a Senator.
 - Working with Tonia Duncan-Rivers of Center for Leadership Excellence to develop recommendations
 - May have those by the next Staff Senate meeting
 - Put them in your development plan, etc.
 - CLE special in-meeting courses. 30 minutes
 - Things like “Making Your Voice Heard.”
 - Small pieces of courses, like those that come from the CLE’s Exceptional Assistant’s Network (EAN) that can be presented in single servings.
- Staff Spotlight
 - Rachel was a great example of what Staff Senate does and where we’re all from.
 - Good opportunity for training and development.
 - Reminder of resources and training available.
 - Think about becoming speaking at a Staff Spotlight.
 - If you’re interested, let Andrea or Executive Committee know.
- University Partnerships
 - Met with President of Student Council and Grad Student representative of College of Arts and Sciences
 - Grad students are forming a new council Pan Grad, made up of the 11 presidents representing each graduate school. (**See slide 6**)
 - Students feel there is a large inaccessibility to administration
 - Create quarterly stakeholders meeting – hope to have a representative for each department

- Create a list-serve to keep faculty and staff up-to-date as to what's going on with students – Follow-up in December
- University Partnerships – Sustainability **(See slide 8)**
 - <http://energytracker.fm.virginia.edu/index.html>
 - All buildings are being charged individually for energy use now, instead of as a group
- University Partnerships – Parking & Transportation **(See slide 9)**
 - Pay by cell – 40% adoption in metered spaces
 - Regional Transit Partnership
 - <http://campo.tjpc.org/committees/regional-transit-partnership/>
- Website Working Group – **(See slide 10)**
 - Goal: Provide specific recommendations for UVA Staff Senate website, specifically focusing on the home page, to better facilitate announcements, remove the suggestion box, and generally increase usefulness (and awesomeness).
 - Deadline – February 13, 2018
 - Exec Sponsor – Maggie Stein
- Senate Representation Working Group **(See Slide 11)**
 - Two meetings have taken place!
 - Leaning toward removing alternates
 - Want every unit to have at least two Senators to represent each area
 - Still considering options for how this might work
 - Working Group Lead – Amy Muldoon
- Other Working Group Ideas? Send them over!
 - Email to staffsen-exec@virginia.edu

Comment: There is now a UVA IT Green working Group – they are looking for new members. Can we send out a link?

<https://sustainability.virginia.edu/topics/buildings/infotechnology.html>

- Executive Update **(See slide 13)**
 - There are no reserved seats at BOV meetings
 - If we invite more than 2 BOV members to attend our meeting, it's considered a BOV meeting and it has to be publicly announced
 - We just need to be strategic as to how we invite them
 - Pat Hogan, Rick Shannon and Tom Katsouleas coming to our April meeting
 - Town Hall, Q&A type meeting
 - Exec sending a welcome letter to President Ryan
 - Informal interaction with administration – working on this
- Special Meeting Update **(see slide 14)**

- Reminder on diversity; if your term is coming up, consider reaching out to a diverse candidate
- We are largely women and largely white
- We will work with HR on supervisors saying you can't go because of time
 - Shouldn't be a barrier to attend Staff Senate meetings
- Unofficial Jess Update (**see slide 15**)
 - Event for alumni by Alumni Association
 - Risa Goluboff, Pat Lampkin, Bryanna Miller, Rusty Conner, Kurt von Daake, Greg Jackson
 - Three things the Working Group has been focusing on:
 - Safety and Security (#1 focus)
 - Look inward at our culture
 - How do we think about our teaching and research mission differently

Next Meeting:

- **Thursday, December 14**
Newcomb South Meeting Room
11:00 AM – 1:00 PM
Melody Bianchetto – Vice President for Finance
Julie Bird – Ufirst update