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Chair of the Assembly of the Academic Senate
Faculty Representative to the Regents
University of California
1111 Franklin Street, 12th Floor
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June 6, 2018

**TOM ANDRIOLA, VICE PRESIDENT AND
CHIEF INFORMATION OFFICER**

DWAINE DUCKETT
VICE PRESIDENT, HUMAN RESOURCES

Re: Cybersecurity Improvements for Payroll & Pension Access

Dear Dwaine and Tom:

At its May 30, 2018 meeting, the Academic Council unanimously endorsed the attached letter from the University Committee on Faculty Welfare (UCFW) urging the University to implement cybersecurity improvements for payroll and pension access following the theft of a pension payment from emeriti faculty members.

UCFW notes that although the incident may reflect cases of identity theft and not the breach of a UC firewall, there have been three similar instances in recent months, and UC does not use multi-factor authentication (MFA) for access to all human resources portals, including UC Path and At Your Service. Council supports UCFW's recommendation that UC implement MFA to confirm a user's identity for all computing processes that allow changes to salary/pension information, as well as other interim measures to protect employees and retirees, such as considering a waiting period to implement any major payroll or pension distribution changes, and/or requiring a separate confirmation.

Council also notes that although retirees as a group may be less tech-savvy and more prone to identity theft, employees and retirees of all ages can fall victim to phishing and other forms of cyber-attack. While cybersecurity education and training are important, the University should consider the problem in the context of data security, and implement the additional security measures recommended by UCFW. They also note that solutions requiring relatively sophisticated equipment or procedures should have a less technological alternative, where appropriate, to accommodate less tech-savvy members. Finally, as an act of goodwill, the University should recut stolen pension checks.

We encourage the Department of Information Technology Services to work with campuses to establish these additional minimum security standards.

Sincerely,

A handwritten signature in black ink, appearing to read "Shane N. White", enclosed within a hand-drawn oval.

Shane N. White, Chair
Academic Council

Encl

Cc: Academic Council
Senate Director Baxter
Senate Executive Directors



UNIVERSITY COMMITTEE ON FACULTY WELFARE (UCFW)
Roberta Rehm, Chair
roberta.rehm@ucsf.edu

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May 23, 2018

**SHANE WHITE, CHAIR
ACADEMIC COUNCIL**

RE: Enterprise Cybersecurity

Dear Shane,

The University Committee on Faculty Welfare (UCFW) heard with alarm that UC's cybersecurity processes are out of date in many areas. This issue was brought to our attention through reports of pension theft, which UC blamed on external identity thieves victimizing a single-individual, rather than as a breach of UC firewalls. However, since the source of the information used to access retirement accounts is unknown, we must entertain the possibility that the hack was of one of UC's servers or databases. Such could indeed be the case since, as we learned, UC's use of multifactor authentication (MFA) is sporadic at best. Even at locations that use MFA, it is not necessarily required for shibboleth-accessed applications.

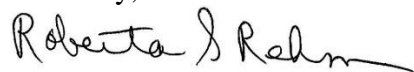
On May 11, 2018, UCFW spoke with representatives from Human Resources, UC Path, and Information Technology Services (ITS) regarding our concerns. All parties agreed with the severity of the issue, and voiced initial agreement to pursue the following three goals in the immediate term:

1. Place all computing processes that allow changes to salary/pension information behind a wall with multifactor authentication, and assure that this is the minimum standard for all campuses. Set a deadline for this to occur. This augmented authentication should occur at the primary sign on access point. Although some increased security is in the works, neither UC Path (salaries) nor At Your Service Online (AYSO, pensions) is currently or universally protected in this way.
2. Institute interim measures to protect active and retired employees until a universal high standard of security is in place.
3. Set up a separate discretionary fund that can be used to reimburse victims of pension theft when the investigation determines that victims followed established processes.

UCFW also contacted our sister committee on Academic Computing and Communications for their expertise in this area, and we welcome their and others' suggestions. ITS representatives further assured UCFW that this issue and these recommendations will be presented to the Information Technology Leadership Council, as well.

Thank you for helping to advance our shared goals.

Sincerely,

A handwritten signature in black ink that reads "Roberta S. Rehm". The signature is written in a cursive style with a long horizontal flourish at the end.

Roberta Rehm, UCFW Chair

Copy: UCFW
Hilary Baxter, Executive Director, Academic Senate