

November 2022

Office of the Chief Information Officer Monthly Update

Additional security measures significantly reduce phishing threats and combat compromised accounts:

Beginning October 27, additional security measures including modern authentication and expanded use of Duo two-factor authentication began to roll out across Northeastern. These measures further help protect the personal information of students, faculty and staff, and the university's research, intellectual property, and institutional data—popular targets for threat actors looking to capture sensitive data through phishing, ransomware, and other cyber-intrusion tactics. Since the start of fall semester, Northeastern, like higher education peer institutions, has seen a dramatic increase in the amount of phishing emails and account compromises—126 compromised accounts and over 12,000 reports of phishing attempts in the 30 days just prior to implementation of these enhanced security measures. Since implementation, there have been no compromised accounts and a more than 90% week-over-week reduction in the amount of reported phishing emails.

Information security education program ramps up to help Northeastern community stay safer online:

As part of National Cybersecurity Awareness Month, Northeastern's information security program rolled out numerous initiatives and activities to help educate the Northeastern community about the most prevalent types of malicious threats and best practices for staying safe online. Of all Northeastern faculty and staff who were assigned annual Information Security Awareness training, 76% completed the modules, which were focused on current threats and information relevant to Northeastern's highly mobile global university community. Other activities run as part of the month's awareness campaign included a dedicated website with relevant infographics and video resources, annual Data Destruction Day—where over 1,200 pounds of electronics were safely and securely recycled—and panel discussions with Khoury College faculty who shared information about personal privacy and security.

Improvement to billing process supports better admissions outcomes and compliance for Canadian students:

Improving the data integration between the admissions and student systems to Financial Force means that entrance dates for Canadian students can be updated more quickly in the billing system. As a result, pre-invoice records can be created earlier, supporting better admissions outcomes and compliance for our international students.

High-speed wired and wireless internet service activated at new Charlotte campus location: Global campus connectivity will support the teaching and learning activities of more than 400 faculty, staff and students this coming spring. Services such as NUwave and eduroam have been activated in Charlotte's new classrooms and other spaces, while existing service at the legacy location is being maintained through the remainder of fall.