Agenda

• Introductions and Vision
• Enterprise Risk Management Status
• Audit and Advisory Services Update
  – MARS Update
• Campus Claims Update
  – Property Claim Trends and Issues
  – Data Safety and Breach Management - Trends and Issues
• Policy Development Update
  – Overview
  – Current Initiatives In-Progress
• 2017 ARC Committee Meeting Calendar & Wrap Up
SFSU STRATEGIC PLAN

Community

Courage

Resilience

Life of the Mind

Equity
From November 9 to 19, 2014, URMIA surveyed its members.
MARS
Campus Claim Update
Annex II Fire

January 24, 2017 Fire in Annex II resulting in damage to fine art objects being readied for campus exhibit

• 45 pieces irreparably damaged
• 80 objects to be restored
• Over 1,000 boxes containing art and artifacts undergoing smoke and soot remediation
• Value of damaged items is undetermined.
Annex II Fire
Annex II Fire
Annex II Fire
Annex II Fire
Annex II Fire
Annex II Fire

Remediation Action Plan Developed by Museum Studies Department

- Package all exposed pieces
- Clean Annex II Building, including ceiling and walls, of smoke and soot
- Construct “clean room” to perform repair work
- Clean and cover all artwork and boxes
Annex II Fire
Annex II Fire
Annex II Fire
Annex II Fire
Annex II Fire
Annex II Fire
Annex II Fire

- Fine Arts Policy has a $0 deductible
- Underwriters have agreed to an initial payment of $160k.

Existing lighting is still an issue. Funding is being identified for the replacement of existing lighting with energy-efficient LED lighting.
Property Coverage – CSURMA

- $1BN per occurrence for loss or damage of buildings due to:
  - Fire
  - Water Damage
  - Flood

- $100,000 deductible
Number of Property Claims

- 2009: 1
- 2010: 0
- 2011: 5
- 2012: 3
- 2013: 9
- 2014: 1
- 2015: 6
- 2016: 6
Cost of Property Claims

- 2009: $700,000
- 2010: $0
- 2011: $0
- 2012: $400,000
- 2013: $900,000
- 2014: $0
- 2015: $150,000
- 2016: $100,000
Trends and Findings

- The bad things will happen
- “Pay as you go” is not fiscally sound claims management practice
- The goal is to find a way to soften the unwanted effects (spikes)

Proposed Solution

- **Annually fund a self-insured layer**
  - $100k to $200k annually with good years (i.e. no claims) funding bad years (rainy days). Reserves accrue and allow for better fiscal management
Data Security and Breach Management
Data Security and Breach Management

# of compromised accounts per month since 8/1/13
## Data Security and Breach Management

<table>
<thead>
<tr>
<th>Division</th>
<th># of Incidents 2016</th>
<th>% of Total Incidents 2016</th>
<th>% of Employee Headcount</th>
<th>% of Employees with Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Affairs</td>
<td>8</td>
<td>30%</td>
<td>62%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Administration &amp; Finance</td>
<td>2</td>
<td>7%</td>
<td>11%</td>
<td>0.2%</td>
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<tr>
<td>Office of the President</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Student Affairs &amp; Enrollment Management</td>
<td>1</td>
<td>4%</td>
<td>10%</td>
<td>0.1%</td>
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<tr>
<td>University Advancement</td>
<td>0</td>
<td>0%</td>
<td>2%</td>
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</tr>
<tr>
<td>University Corporation</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other (emeritus/unknown)</td>
<td>16</td>
<td>59%</td>
<td>N/A</td>
<td>1.5%</td>
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</tbody>
</table>
Observations

- Extremely high rate of incidents for Emeriti/us accounts – need annual confirmation that account is still being used and security awareness training
- High rate of incidents for UNKNOWN affiliation – need to de-provision former employee and consultant accounts more quickly
- Incident distribution by area shows similar distribution to relative headcount by area
Proposed Strategies

• De-provision former staff/faculty accounts more quickly
• Confirm Emeriti/us individuals want to keep their account before retaining
• Add enhanced password policy to Emeriti/us accounts to ensure password complexity
• Work to find a campus department to maintain a relationship with Emeriti/us individuals to check-in with emeriti/us individuals annually to confirm account is still needed
Policies in Progress

- Delegation of Authority
- Minors on Campus
- Animals on Campus
- Mail Services
- Green Cleaning
- Clearance
- Honorarium
- Special Consultant
- Independent Contractor
- Time, Place, and Manner
- Systemwide Non-smoking Policy

http://policiesandpracticedirectives.sfsu.edu/
2017 ARC Meeting Schedule

- Wednesday, June 14, 2017
- Wednesday, August 23, 2017
- Wednesday, October 18, 2017
- Wednesday, December 13, 2017
CAMPUS SAFETY DAY
JOIN US IN THE QUAD! NOW...