



# **University Compliance, Ethics, and Risk Update**

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Board of Trustees Audit and Compliance Committee – December 5, 2024

# 2024 Compliance and Ethics Week



2024 Compliance and Ethics Week  
Promoting a Culture of Ethics, Compliance, and Accountability

## Promoting a Culture of Ethics, Compliance, and Accountability

### Training

- Drug-Free Schools and Workplace
- Privacy Related to Emerging Technologies
- *IntegrityStar* Newsletter

### Activity

- University Compliance and Ethics Website Scavenger Hunt – Find Beacon



# Department of Justice Updated Evaluation of Compliance Programs

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**September 2024 update**



**Additional focus on  
assessment and management  
of emerging risks**

Focus on AI

Processes for evaluating emerging  
risks and integration using ERM



**Deployment of compliance  
resources in a risk-based  
manner**

# Emerging Issues & Crisis Response Team (EICRT)

- Cross-functional team responsible for UCF's emerging issue and crisis response
- Formation approved by BOT February 2020
- Provide leadership prior to and during an emerging issue, crisis, or incident
- Provide recommendations to the president for university action as appropriate
- Communicate to the president and Board, as needed, regarding emerging issues or crisis management
- Meet quarterly and as needed to address emerging issues and crisis

# EICRT Member Composition

<b>Member</b>	<b>Title</b>
Rhonda Bishop	Vice President, Compliance, Ethics, & Risk, EICRT Chair
Youndy Cook	Vice President & General Counsel
Courtney Gilmartin	Assistant Vice President, Strategic Initiatives and Communication
Mike Kilbride	Executive Chief of Staff
Michael Johnson	Provost and Vice President for Academic Affairs
Gerald Hector	Senior Vice President, Finance and Administration
Janet Owen	Vice President, Government Relations
Jon Varnell	Vice President, Administrative Operations
Bill Self	Professor of Medicine / Associate Director of Undergraduate Affairs
Adrienne Frame	Vice President, Student Success and Well-Being
Sheila Amin Gutierrez de Pineres	Interim Vice President, Information Technology and Chief Information Officer

# Key Definitions

- **Issue** – an incident that:
  - an organization would have time to address,
  - has not stopped normal activities,
  - does not represent the potential for long-term repercussions
  
- **Crisis** – an event, which is often sudden or unexpected, that disrupts the normal operations of the institution or its educational mission and threatens the well-being of personnel, property, financial resources, and /or reputation of the institution (Zdziarski, 2006)
  
- An issue may become a crisis when not appropriately addressed or other instigating factors are present

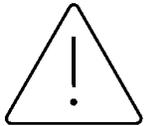
# Crisis Examples

	Natural	Physical	Informational	Organizational / Personnel
Gradual emergence, external origin	Sinkhole	Pandemic	UCF partner mismanages / abuses UCF data or brand	Board member accused of scandal at another organization
Gradual emergence, internal origin	Flooding as a result of severe weather	Chemical poisoning	Student led protest on social media with negative reputational impact	Mishandling of key partnerships leading to negative reputational impact
Abrupt emergence, external origin	Hurricane	Contaminated food served at an on campus restaurant	Ransomware attack	University donor charged with heinous crime
Abrupt emergence, internal origin	Fire as a result of lightning	Fire	Employee sabotage of UCF payroll system	Resignation of senior administrator due to misconduct

# EICRT Responsibilities and Duties



- Detect early signs of an emerging issue and determine crisis level
- Recommend strategic decisions, protocols, and policies
- Collaborate and provide direction to response teams and university community



- Identify emerging issues that represent enterprise risks which may significantly impact the university



- Oversee UCF's various crisis and incident response teams
- Conduct review of university crisis response management plans
- Actively practice crisis response

EICRT

Emergency Operations Center

Security Incident Response Team

International Incident Advisory Team

Campus Events Response Team

# A Year in Review

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- Team activated for Hurricane Helene and Hurricane Milton
- Discussion concerning student resiliency
- Roundtable conversation on potential emerging issues impacting higher education
- Presentation and review of emergency protocols and response plans
- Tabletop regarding a potential crisis regarding artificial intelligence (AI)



# Questions?

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