

UCF Technology Securly Auditor 24

Problem

- UCF filters and scans email and internet traffic to flag potential risks for staff intervention
- Filters are alerting on ~50 items daily that require further review, contextualization, and analysis
- 98% of items are false positive
- Administration spend 2.5 hours per week to filter out false positives
- Administrator review is limited to regular school business hours
- UCF lacks tools for record keeping and to manage workflow
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Solution

- Contract out the service and leverage trained resources
- Achieve 24x7 coverage
- Focus administrator time on true risks
- Improve record keeping and workflow

How it works

- Flagged email or web activity will be sent to the Securly 24 team
- Securly 24 team will analyze flagged items for context, including other search activity by the student to accurately determine intent
- If determined student is struggling with issues of self-harm or bullying, Securly 24 team will determine a threat level
- Securly 24 will forward flagged activity to administration based on threat level
- UCF administration will be responsible for remediation of the flagged activity following internal UCF policies and procedures

Action Plan

- Present information about Securly 24 to the Board for discussion and approval - November 2018
- Execute Securly 24 addon to current contract (\$7,940) - November 2018
- Finalize workflow with Securly 24 team - November 2018
- Transition email and web activity monitoring to Securly 24 team and observe results - December 2018 and forward