Shannon J. Urban is the 2017-18 Chairman of The Institute of Internal Auditors (IIA) North American Board of Directors. In this role, Urban provides direction for The IIA’s strategic plan in North America and oversees its implementation.

Urban’s service as an active volunteer leader with The IIA began in 1999, and includes roles as past-president of the Greater Boston Chapter and as a director on the Global Board of Directors. As a committee member, Urban actively supports The IIA’s North American Advocacy agenda in promoting the value of internal auditing with key stakeholders and legislators.

“Internal Audit Innovation” is the theme Urban chose for her term as IIA North American Board Chairman. “I passionately believe that internal audit has a vital role to play in the success of our organizations,” she says. “But I also believe that, to be up to the task, we need to refresh our commitment to innovation in internal audit. We need to push further and harder on the steps we have taken so far in areas such as audit automation, data analytics, and rethinking our audit processes and methodologies, as well as taking the first steps toward the use of robotics in our audit work.”

Urban is an executive director in the Risk Advisory Services practice of Ernst & Young LLP in Boston. She is a Certified Internal Auditor (CIA) and holds the Certificate in Risk Management Assurance (CRMA). She has nearly 25 years of experience in internal audit, enterprise risk assessment, and control design and assessment, and specializes in helping organizations understand and assess risks within their operations, assessing the design of processes and controls, and providing tailored solutions to enhance internal audit effectiveness and value.

Currently, Urban serves as Internal Audit and Internal Controls Competency Leader for the Northeast region for EY, and leads risk advisory engagements at several Northeast-area clients in the government, healthcare, technology and life sciences industry sectors.

In a previous role with EY, she led an effort to refresh the firm’s internal audit methodology, training, and knowledge platforms. Urban also led efforts to update the firm’s global co-sourcing methodology, and create approaches for conducting internal audit diagnostics and IIA quality assessments. These methodologies are now used by all EY internal audit practitioners globally.

Urban began her career in the financial services industry, and held internal audit roles at Citizens Bank, State Street, and Fidelity Investments. She has a bachelor’s degree from Boston University and a Master of Business Administration degree from Bryant (R.I.) University.

Read Urban’s article, “The Innovative Internal Auditor,” in Internal Auditor magazine.