



**Sunday | November 7, 2021**

**8:00 a.m. – 12:00 p.m. PST**

### **Workshop 1: Ready and Relevant**

**Tim Berichon, CIA, CRMA, QIAL, CPA**

**Director, Global Advocacy**

**The Institute of Internal Auditors**

**Author of “Ready and Relevant: Prepare to Audit What Matters Most”**

This workshop will focus on getting internal auditors to the point where they have the confidence to say yes and not lose great opportunities to be strategically relevant. Ready & Relevant is for internal audit leaders, department heads, and managers who are looking to transform their teams to a more risk-based approach.

In this session, participants will:

- Delve into internal audit as a rotational department.
- Know what matters most — enterprise risk management (ERM).
- Understand how to build a more diverse resource plan.
- Learn the importance of focusing on competencies more than skills.
- Gain insights into proactive relationship management.
- Explore strategies for revisiting and overcoming challenges.

**Tim Berichon** is a finance leader and speaker whose diverse, in-depth experience in financial, operational, and compliance activities has spanned multiple divisions, processes, technologies, and international geographies. Adept at improving processes, controls, employee engagement, and customer service, he possesses a 30-year background in finance and operational management and leadership that includes internal audit, operational finance, public accounting, and strategic alliances. Berichon has provided internal audit leadership for multibillion-dollar global public companies, and operational finance leadership in both small and larger business units, including a \$250m complex, international assignment.

Tim is a CIA and QIAL, and earned his CPA while at PwC. Recently, he also became a CRMA. Tim has a Bachelor’s degree in Accounting & Economics and an MBA in Global Management.

NASBA CPE Credit: 4.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate



**Sunday | November 7, 2021** **1:00 – 5:00 p.m. PST**

**Workshop 2: Auditor’s Guide to Data Governance and Literacy**

**Shawna Flanders, CISA, CISM, CRISC, SSBB, SSGB**  
**Director of Product Development**  
**The Institute of Internal Auditors**

According to CRN.com’s “10 Biggest Data Breaches of 2021 (So Far)” released on July 23, 2021, “more than 98.2 million individuals were impacted by the 10 biggest data breaches in the first half of 2021, with three of the 10 largest breaches occurring at technology companies.” What does this statistic have to do with data governance and data literacy?

Simply, ungoverned data is a recipe for disaster. Many of the year’s events have been directly attributed to data and information assets being improperly protected from either external bad actors, trusted insiders, or both. As an audit community, we need to validate that our organizations have adequate data literacy, governance, and protections in place to reduce the potential of data exposure or worse yet, data leakage or destruction.

During this four-hour interactive workshop, participants will learn:

- The origins of data and information.
- The importance and key elements of data governance.
- Common threats to data and information assets.
- The most common tactics to protect data and information assets.
- The fundamentals of data literacy: Reading Data, Working With Data, and Communicating Through Data.
- Simple techniques to apply data literacy to the internal audit process.

After the workshop concludes, participants will have an enhanced understanding of:

- How to perform a data governance audit.
- Where to look, what to ask for, and how to assess the strength of data protection controls against common threats to data and information assets.
- How to read, assess, and communicate results from data analysis into actionable audit observations.

**Shawna M. Flanders** has 30+ years of audit, risk, cyber, project, and process experience in the financial services sector. She has taught technology-related topics throughout North America as well as internationally for more than a decade, presenting at dozens of conferences, NASBA CPE seminars, webinars, and custom in-house training courses for both business and technology auditors. Flanders has conducted 100+ ISACA CISA, CISM, and CRISC certification review courses and was part of the CRISC development team. She has also designed multiple audit-related courses and contributed and/or reviewed numerous audit-related publications.

NASBA CPE Credit: 4.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate



**Monday | November 8, 2021**

**8:30 – 9:45 a.m. PST**

**Opening Keynote: Ethical Leadership: It's Harder Than You Think**

**Michael “Bret” Hood, CFE**

**Director**

**21st Century Learning and Consulting, LLC**

As soon as you ascend to a position of power, there are changes in the way your brain processes information and makes decisions. In this presentation, you will learn how these changes occur as well as how to create methods to positively engage your followers, increase intrinsic motivation, and maintain your ability to empathize with others.

In this session, participants will:

- Create a working definition of leadership.
- Discuss the importance of followership.
- Define illusory superiority.
- Explain the effects of power on the brain.
- Develop methods to mitigate the effects of power on leadership.

**Michael “Bret” Hood** is a retired 25-year FBI Special Agent who worked many complex financial crime, money laundering, corruption, and major cases including the 9/11 terrorist attacks, HealthSouth, and Maricopa Investments. He is an ACFE faculty member, forensic accounting professor for the University of Virginia and Mt. St. Mary’s University, and the author of two critically acclaimed leadership books, *Eat More Ice Cream: A Succinct Leadership Lesson for Each Week of the Year* and *Get Off Your Horse! 52 Succinct Leadership Lessons from U.S. Presidents*.

NASBA CPE Credit: 1.5 | NASBA Field of Study: Behavioral Ethics | Learning Level: Advanced

**Monday | November 8, 2021**

**10:15 – 11:15 a.m. PST**

**CS 1-1: Communicating Your Way to Success in the “New Normal”**

**Tracie Marquardt, CPA**

**Audit Communication Specialist**

**Quality Assurance Communication**

Today’s “new normal” is not something we ever could have imagined 10 months ago. The reality is, we spend most of every day communicating via technology now instead of in person. This *could* prevent us from building trustful business relationships, taking effective action in response to the crisis, and achieving valued-added audit results. But it doesn’t have to be this way. What can you do to ensure your success? What are your contemporaries doing that might work for you, too?



In this session, participants will:

- Explore proven communication strategies, techniques, and insights as they settle into the disruption and new routine of leading and communicating in 2020.
- Assess their readiness for successful communication.
- Reinvent ways to build and nurture relationships.
- Discover new communication strategies to influence for success.

**Tracie Marquardt** is Europe's leading audit communication specialist, empowering international internal audit executives and their teams to become more effective in their global communication. As consultant, coach, and trainer, she partners with client audit teams so they can build stronger, more trustful relationships and deliver value-added audit results with the right information at the right time. Marquardt is passionate about inspiring audit leaders to be more, do more, and create more in their work and in their lives through the art and science of positive communication. She is a proud past president and active member of Toastmasters International.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate

### **CS 1-2: Introduction to Agile Auditing**

**Shawna Flanders, CISA, CISM, CRISC, SSB, SSGB**  
**Director of Product Development**  
**The Institute of Internal Auditors**

Auditing at the speed of risk requires an audit team to be nimble, but what does nimble look like? In this session, you will learn what agile audit is and how organizations of all sizes can adopt agile auditing concepts to enhance their auditing processes, improve their client relationships, and increase job satisfaction amongst their internal audit teams. We will discuss how adopting agile auditing provides trust and transparency, and how diligent risk focus improves internal audit's value proposition.

In this session, participants will:

- Learn what agile auditing is and how it differs from agility in the audit process.
- Identify who participates in an agile audit.
- Consider how the Agile Manifesto relates to internal audit.
- Understand why agile auditing conforms to the IIA Standards.

**Shawna M. Flanders** has 30+ years of audit, risk, cyber, project, and process experience in the financial services sector. She has taught technology-related topics throughout North America as well as internationally for more than a decade, presenting at dozens of conferences, NASBA CPE seminars, webinars, and custom in-house training courses for both business and technology auditors. Flanders has conducted 100+ ISACA CISA, CISM, and CRISC certification review courses and was part of the CRISC development team. She has also designed multiple audit-related courses and contributed and/or reviewed numerous audit-related publications.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Basic



### CS 1-3: Exploring Cybersecurity Connections to Networking Concepts

**Megan Hall, CIA, CPA**  
**Chief Information Officer**  
**First National Bank of Paragould**

**Scott Peyton, CPA, CGEIT**  
**Partner, Advisory Risk**  
**Grant Thornton**

Last year's network security audit was rated satisfactory, yet the external penetration test identified multiple deficiencies and the senior board leaders are calling up the audit leader to explain why the results are varied. This session will examine the connection between networking and cybersecurity and explain how network infrastructure design plays a significant role in the security of an organization's data and information assets, especially with regards to the organization's capability to traverse the internet.

In this session, participants will:

- Understand the connection between cybersecurity and network security.
- Discover the value of establishing controls related to the cybersecurity triad.
- Study the connection between data protection and the OSI Model.
- Learn the importance of and difference between defense in depth and layered security.
- Identify why boundary controls are important.

**Megan Hall** is Chief Information Officer for the First National Bank of Paragould. Prior, as Director of Internal Audit at Simmons Bank, she was responsible for IT auditing, audit data analytics and innovation, auditor development, and quality assurance. She led Simmons Bank in preparing to transition from a community bank to a regional banking organization (\$10B+ in total assets) and transitioned the department from a fully outsourced model to a co-sourced function. Previously, as a commissioned National Bank Examiner for the Office of the Comptroller of the Currency, she participated and oversaw bank examinations for national banks of all sizes, and delivered an intensive training curriculum to new hires.

**Scott Peyton** has 25+ years of experience as a practitioner and service provider to clients in financial services, health care, utilities, and telecommunications/entertainment. He has held executive-level positions in management consulting firms, finance organizations, and internal audit departments. Peyton is a Partner in Grant Thornton's Advisory Risk services and is the firm's national Internal Audit IT and Cybersecurity practice leader. He is a subject matter specialist in enterprise risk and compliance management, SOX readiness and compliance, SOC examinations, and internal audit process improvement. His background includes leading and performing IT and cybersecurity audits in highly regulated industries, Sarbanes-Oxley (SOX) audits, Service Organization Control (SOC) attestations, and cybersecurity program risk and maturity assessments.



**Monday | November 8, 2021**

**12:30 – 1:30 p.m. PST**

**CS 2-1: COVID-19 and Fraud: How Things Have Changed With the Coronavirus**

**Michael “Bret” Hood, CFE**  
**Director**  
**21st Century Learning and Consulting, LLC**

Since the onset of the coronavirus in 2020, organizations have been forced to quickly adapt to new patterns of conducting business. In turn, the changes presented by COVID-19 have offered unprecedented opportunities for fraudsters. This session will discuss some of the predominant schemes being utilized in the COVID-19 era, how COVID-19 is affecting fraud examiners and auditors, and how to mitigate fraudsters’ schemes.

In this session, participants will:

- Discuss how COVID-19 has affected risk in organizations and how COVID-19 restrictions affect auditors’ ability to properly assess organizations.
- Identify certain fraudulent schemes, such as financial statement and unemployment assistance fraud, which are able to flourish due to standard COVID-19 restrictions.
- Explore the effects of remote work on preventing fraud in organizations.
- Examine COVID-19 vaccine and testing schemes as well as strategies to mitigate the effects of COVID-19-related schemes.

**Michael “Bret” Hood** is a retired 25-year FBI Special Agent who worked many complex financial crime, money laundering, corruption, and major cases including the 9/11 terrorist attacks, HealthSouth, and Maricopa Investments. He is an ACFE faculty member, forensic accounting professor for the University of Virginia and Mt. St. Mary’s University, and the author of two critically acclaimed leadership books, *Eat More Ice Cream: A Succinct Leadership Lesson for Each Week of the Year* and *Get Off Your Horse! 52 Succinct Leadership Lessons from U.S. Presidents*.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate



## CS 2-2: ESG Performance, Reporting, and Assurance

**Robert B. Hirth, Jr.**

**Senior Managing Director, Protiviti**

**Chairman Emeritus, Committee of Sponsoring Organizations of the Treadway Commission (COSO)**

**Co-Vice Chair, SASB Standards Board; Sector Chair, Technology & Communications**

Environmental, Social, and Governance (ESG) performance, reporting, and assurance have gained center stage around the world as organizations seek to better understand the needs and concerns of a variety of stakeholders, improve their own performance, and better communicate their ability to create long term sustainable value. Internal audit can play a valuable role in providing expanded ERM activity, objective assurance, and consulting as their organizations start, evolve, and continuously improve their ESG activities.

In this session, participants will:

- Learn about the latest drivers and application of ESG activity that enhance organizational value and sustainability for key internal and external stakeholders.
- Gain insight into the most current ESG reporting techniques and leading practices as well as reporting frameworks used by leading organizations globally.
- See how internal audit can add substantial value to ESG activities and reporting through expanded ERM, objective assurance, and consulting activities.

**Bob Hirth** was appointed to the nine-member standard setting board of the Sustainability Accounting Standards Board (SASB) upon its formation in 2017 and serves as a vice chair of the board. He currently heads SASB's technology and communications sector committee and is a member of the services, healthcare and extractive and minerals processing sector committees. Serving as COSO chair from June 2013 to February 2018, Hirth's activities included leading COSO's project on revising its Enterprise Risk Management Framework, which was released in September 2017; issuing COSO's Guide on Fraud Risk Management; and actively promoting COSO's 2013 Internal Control Integrated Framework around the world and through the media. He initiated COSO's guidance on ERM/ESG integration, which was issued in 2018. He has worked on assignments and made presentations in 20+ countries, serving 50+ organizations and working closely with board members, C-level executives, university professors, finance and accounting personnel, and public accounting firm partners and employees.

He is a senior managing director of Protiviti, a global internal audit and business risk consulting firm that operates in 22 countries. Prior to that, he was executive vice president of global internal audit and a member of the firm's six-person executive management team for the first ten years of Protiviti's development. In 2013, Hirth was inducted into The IIA's American Hall of Distinguished Audit Practitioners. In 2014 and 2015, he served as the chairman of The IIA's IPPF re-look task force.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Specialized Knowledge | Learning Level: Intermediate



### CS 2-3: Risk Response, Insurance, and State Notification Laws

**Megan Hall, CIA, CPA**  
**Chief Information Officer**  
**First National Bank of Paragould**

**Greg Boehmer, CIA, CISA, CISSP, CRMA, PMP, CISM, CFE, CRISC, CGEIT, CDPSE**  
**Senior Manager, Risk and Financial Advisory**  
**Deloitte and Touche LLP**

You have just been informed your organization has become the victim of a data breach! Does your staff know what to do next? We all want to answer yes, but we know threats change and so do regulations. What may have been a solid plan of recovery last year may be less than adequate now. This session will explore several key considerations that should be in place in order to prepare and, if necessary, address a breach.

In this session, participants will:

- Learn about common tasks related to mitigating costs and risks.
- Study how to develop a scenario-based risk management plan and how it relates to incident response.
- Understand the common characteristics of cyber liability insurance and the possible impact of selecting the wrong policy or not having the right controls in place at the time of the event.
- Gain insights into several current U.S. and international notification laws affecting security incident management and how an incident communication plan can help address notification requirements.

**Megan Hall** is Chief Information Officer for the First National Bank of Paragould. Prior, as Director of Internal Audit at Simmons Bank, she was responsible for IT auditing, audit data analytics and innovation, auditor development, and quality assurance. She led Simmons Bank in preparing to transition from a community bank to a regional banking organization (\$10B+ in total assets) and transitioned the department from a fully outsourced model to a co-sourced function. Previously, as a commissioned National Bank Examiner for the Office of the Comptroller of the Currency, she participated and oversaw bank examinations for national banks of all sizes, and delivered an intensive training curriculum to new hires.

**Greg Boehmer** is a senior manager within Deloitte and has more than 19 years of experience in auditing (internal and external), advising on cybersecurity and risk management, and performing consultative services. His career has been focused on internal controls, primarily IT controls and security, which includes experience supporting and leading IT Sarbanes-Oxley (SOX) testing at five Fortune 300 companies across the financial services and consumer industries. From an IT and cyber internal audit perspective, Boehmer has supervised delivery of 90+ unique audits across the various cybersecurity domains of secure, vigilant, resilient, and governance along with IT general controls.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate





**Monday | November 8, 2021**

**1:45 – 2:45 p.m. PST**

**CS 3-1: Ethics and Integrity in Turbulent Times: From Buzzwords to Behavior**

**Deanna Sullivan, CIA, CRMA, CPA, CFE**  
**Principal**  
**SullivanSolutions**

In today's environment organizations and individuals are faced with new and significant decisions that pose difficult ethical dilemmas. While ethics and integrity have been touted for decades, turbulent times can turn these critical culture components into mere buzzwords. A recent survey showed 60% of employees do not believe management operates with integrity and 30% of respondents said they would behave unethically to enhance their career progression. This interactive session will present ideas to address these issues and move ethics and integrity from buzzwords to accepted behavior.

In this session, participants will:

- Distinguish between ethics and integrity and their impact on internal controls.
- Evaluate the role values play in an organization's ethical decision making.
- Identify methods to measure and monitor personal and corporate integrity.
- Gain insights into strengthening the organization's control environment.

**Deanna Sullivan** is an internationally recognized speaker, author, and trainer. She has a diverse background ranging from auditing and accounting to consulting and training. She was a partner in Arthur Andersen's risk consulting practice and earlier in her career, was responsible for international and operational auditing at Enron Corp and Diamond Shamrock Corporation. Sullivan has been active on a variety of IIA International committees and delivers training for The IIA globally. She also serves as chairman of the Houston Chapter's Annual Conference. She is certified to teach ethics for Texas CPAs and is a Certified Ziglar Legacy Trainer and a certified DISC Behavioral Analyst.

Entertaining education is her passion, so she uses her spare time to teach a bible study class at Second Baptist Church and speak to businesses and schools for the Houston Livestock Show and Rodeo.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Behavioral Ethics | Learning Level: Intermediate



### CS 3-2: Enhancing Agility in the Internal Audit Process

**Shawna Flanders, CISA, CISM, CRISC, SSBB, SSGB**  
**Director of Product Development**  
**The Institute of Internal Auditors**

**Ernest Anunciacion**  
**Senior Director, Product Marketing**  
**Workiva**

Deadlines, cyberattacks, natural disasters, pandemics, increased regulations, economic and political unrest, and changing organizational strategies all impact what, why, and when internal audit is called upon to perform assurance activities, many not accounted for in annual planning. To address the growing list of unknown variables, internal audit departments are reassessing their internal processes to improve their agility. This session will explore a few simple adjustments that audit shops can make today to be better prepared for what lies ahead.

In this session, participants will:

- Gain insight on how to shorten the planning cycle.
- Learn how to focus fieldwork in the areas of greatest risk.
- Hear tips for avoiding analysis paralysis.
- Discover how to streamline the reporting process.

**Shawna M. Flanders** has 30+ years of audit, risk, cyber, project, and process experience in the financial services sector. She has taught technology-related topics throughout North America as well as internationally for more than a decade, presenting at dozens of conferences, NASBA CPE seminars, webinars, and custom in-house training courses for both business and technology auditors. Flanders has conducted 100+ ISACA CISA, CISM, and CRISC certification review courses and was part of the CRISC development team. She has also designed multiple audit-related courses and contributed and/or reviewed numerous audit-related publications.

**Ernest Anunciacion** brings more than 15 years of experience in internal audit, risk management, and business advisory consulting to his role as a director of product marketing focused on Workiva's internal audit solution. A former chief audit executive, he has an extensive background in complex risk and control analysis and process improvement within the financial services, manufacturing, media, technology, healthcare, and agriculture industries. His expertise also includes ERM and risk advisory consulting.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate



### CS 3-3: Assessing Cybersecurity Risk in the Cloud Environment

**Megan Hall, CIA, CPA**  
**Chief Information Officer**  
**First National Bank of Paragould**

**Vicky Cheng, CPA, CISA**  
**Managing Director**  
**Crowe**

2021 has proven to be a perfect storm for several large managed service providers. Bad actors have learned how to successfully use the various tools we rely on to ensure our networks are secure, to infiltrate our networks, extort, and expose our most precious data and information assets. Business leaders and boards are turning to internal audit to understand more about the cloud, how these events take place, and what can be done to reduce their impact.

In this session, participants will:

- Examine common cloud definitions and the characteristics of cloud models and deployment methodologies.
- Receive tools to assist the internal auditor in assessing a cloud environment.
- Hear how to spot common risks related to cloud providers.
- Understand what to consider when conducting a security analysis of a cloud environment.
- Determine how to recognize common security threats with the cloud.
- Learn good practices for reviewing received annual assessment/service organization control (SOC) reports.

**Megan Hall** is Chief Information Officer for the First National Bank of Paragould. Prior, as Director of Internal Audit at Simmons Bank, she was responsible for IT auditing, audit data analytics and innovation, auditor development, and quality assurance. She led Simmons Bank in preparing to transition from a community bank to a regional banking organization (\$10B+ in total assets) and transitioned the department from a fully outsourced model to a co-sourced function. Previously, as a commissioned National Bank Examiner for the Office of the Comptroller of the Currency, she participated and oversaw bank examinations for national banks of all sizes, and delivered an intensive training curriculum to new hires.

**Vicky Cheng** is a Managing Director in Crowe LLP's Consulting practice with over 20 years of experience in the areas of IT consulting and IT audit. Her specialties include IT risk assessments, system implementation reviews, and cloud computing. She provides organizations with services to improve their IT security posture by identifying issues and designing solutions to increase security and efficiency. In 2021 Vicky co-authored the COSO Enterprise Risk Management for Cloud Computing publication. At Crowe, Vicky leads the cloud computing governance solution. She values diversity and contributes to Women Leading @ Crowe and the Asian Business Resource Group.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate



**Monday | November 8, 2021**

**3:15 – 4:15 p.m. PST**

**CS 4-1: COVID, Culture, Compliance**

**Jude Viator, CIA, CISA, CRISC**  
**Associate Director**  
**Postlethwaite & Netterville**

As COVID-19 forced modifications to plans for providing internal audit services in 2020, technology, enhanced communication skills, and remote audit tools had to be leveraged. Through effective communication, detailed inspection of system records, and an understanding of compliance and organizational requirements, the observation of a blank field in a system report exported to Excel uncovered culture and compliance risks that led to employee terminations and forced resignation of a BOD member.

In this session, participants will:

- Consider limited remote auditing opportunities and how leveraging tools can assist with effective communication.
- Apply the fraud triangle to learn how each area is integral to understanding the interconnectivity and impact of remote audit findings.
- Understand the interweaving of establishing a trusted advisor relationship and ethics expectations with the supervisory (audit) committee and management.
- Enjoy an interesting audit story that evolved from a question about a blank report field to identification of various compliance violations and organizational failures.

**Jude Viator** has been providing co-sourced and outsourced internal audit services for 14 years as a member of P&N's Control & Risk team. He has extensive experience conducting and managing internal controls based projects, IT and information systems security assessments, and operational and compliance internal audits, particularly for banks and credit unions in the financial institution industry. In addition, he has extensive experience conducting and managing SOC 1 and SOC 2 examinations. Viator currently serves as a liaison between The IIA and chapters in the South and West regions, as a District Advisor, and as a member of the Chapter Relations Committee.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate



#### **CS 4-2: Scrum Master the Auditor**

**Shawna Flanders, CISA, CISM, CRISC, SSBB, SSGB**  
**Director of Product Development**  
**The Institute of Internal Auditors**

The scrum master is a critical role in agile software development efforts that follow the scrum process methodology. The responsibilities of this role are clearly defined for software development but how can they be applied to internal audit? This session provides insight into the scrum process framework and how it can be applied in internal audit. We will discuss scrum, its values, and its unique terminology. We will specifically examine the role of the internal audit scrum master during each phase of the audit.

In this session, participants will:

- Learn what scrum is.
- Understand the importance of the scrum values.
- Recognize scrum terminology.
- Consider the potential responsibilities of the scrum master.

**Shawna M. Flanders** has 30+ years of audit, risk, cyber, project, and process experience in the financial services sector. She has taught technology-related topics throughout North America as well as internationally for more than a decade, presenting at dozens of conferences, NASBA CPE seminars, webinars, and custom in-house training courses for both business and technology auditors. Flanders has conducted 100+ ISACA CISA, CISM, and CRISC certification review courses and was part of the CRISC development team. She has also designed multiple audit-related courses and contributed and/or reviewed numerous audit-related publications.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Basic

#### **CS 4-3: Mobile Computing and Connected Devices**

**Megan Hall, CIA, CPA**  
**Chief Information Officer**  
**First National Bank of Paragould**

**Scott Peyton, CPA, CGEIT**  
**Partner, Advisory Risk**  
**Grant Thornton**

According to Statista, worldwide 30.9 billion connected devices are projected by 2025. In 2021, the expectation is 13.8 billion. Cyberattacks on connected devices and mobile platforms are keeping pace with the adoption rate. Today's corporate environment is littered with a growing population of connected device that may or may not be secured by the organization.



In this session, participants will:

- Gain insights into mobile computing risks, control activities, and incident management.
- Discover the importance and considerations of bring your own device (BYOD)/bring your own technology (BYOT) risks, control activities, and incident management.
- Examine connected devices (internet of things (IoT)) risks, control activities, and incident management.

**Megan Hall** is Chief Information Officer for the First National Bank of Paragould. Prior, as Director of Internal Audit at Simmons Bank, she was responsible for IT auditing, audit data analytics and innovation, auditor development, and quality assurance. She led Simmons Bank in preparing to transition from a community bank to a regional banking organization (\$10B+ in total assets) and transitioned the department from a fully outsourced model to a co-sourced function. Previously, as a commissioned National Bank Examiner for the Office of the Comptroller of the Currency, she participated and oversaw bank examinations for national banks of all sizes, and delivered an intensive training curriculum to new hires.

**Scott Peyton** has 25+ years of experience as a practitioner and service provider to clients in financial services, health care, utilities, and telecommunications/entertainment. He has held executive-level positions in management consulting firms, finance organizations, and internal audit departments. Peyton is a Partner in Grant Thornton’s Advisory Risk services and is the firm’s national Internal Audit IT and Cybersecurity practice leader. He is a subject matter specialist in enterprise risk and compliance management, SOX readiness and compliance, SOC examinations, and internal audit process improvement. His background includes leading and performing IT and cybersecurity audits in highly regulated industries, Sarbanes-Oxley (SOX) audits, Service Organization Control (SOC) attestations, and cybersecurity program risk and maturity assessments.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate

**Monday | November 8, 2021**

**4:30 – 5:30 p.m. PST**

### **General Session 2: The 7 Simple Habits of Inclusive Leaders**

**Melissa Majors**  
**Chief Executive Officer**  
**Melissa Majors Consulting**

What do inclusive leaders do? What specific actions do they take to demonstrate a commitment to inclusion? This engaging, brain-friendly session, which incorporates lecture, group discussion, and individual reflection, was designed for all leaders — leaders of self, people, initiatives, and organizations. It presents a “blame-free” examination of how to become a more inclusive leader and reveals the best practices, research, tactics, and habits of the most inclusive leaders.

In this session, participants will:

- Identify and describe concepts such as intellectual humility, tactical empathy, and intersectionality.



- Gain insight into the habits and tactics used by inclusive leaders.
- Unlock access to social posts, job aides, and toolkits to help build inclusive habits.

**Melissa Majors** is an innovator and optimizer of inclusion, leadership, and education strategies. She has more than 20 years of experience leading high-performing and innovative teams across various industries such as financial services, technology, and hospitality and tourism. Majors formally studied strategy and innovation at Harvard University and is featured in publications such as Forbes Magazine and on keynote stages worldwide. Today's session is based on her book, *The 7 Simple Habits of Inclusive Leaders*, which reveals how great leaders enjoy superior team performance and drive much higher profitability by incorporating inclusive practices.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Personal Development | Learning Level: Intermediate

**Tuesday | November 9, 2021**

**8:30 – 9:45 a.m. PST**

### **General Session 3: The Neuroscience of Leadership and Performance**

**Jason Jones, Ph.D.**

**Workplace Psychologist, Author, and Executive Coach**

Neuroscience has entered the world of leadership with data and application that is as enlightening as it is interesting. The great leaders of the future will be those who understand how to leverage the power source of our thinking and behavior — the brain. Utilizing recent scientific discoveries, leaders can learn how to activate more of the brain to achieve higher levels of motivation, engagement, energy, health, and performance.

In this session, participants will:

- Understand the full power of the brain at work to think and take purposeful action.
- Discover insights into why certain environments and interactions limit employee potential.
- Learn techniques to activate the full brain to boost decision-making, problem-solving, emotional intelligence, and creativity skills.
- Receive tips to engage the brain, capture attention, increase focus, manage underperforming employees, and lead at a high level in a psychologically friendly manner to achieve greater results.

**Dr. Jason Jones** is an organizational psychologist and has spent more than two decades studying human motivation, performance, and workplace engagement. He is the author of two best-selling books "28 Days to a Motivated Team," and the recently released "Activator: Using Brain Science to Boost Motivation, Deepen Engagement, and Supercharge Performance." Through his keynote presentations and workshops, Dr. Jones uses the latest Neuroscience research to teach people how to activate their natural motivation and become more influential and persuasive. His client list includes recognized brands such as American Airlines, AT&T, Ericsson, Boeing, Sonoco, and Seagate Technology among many others. On a personal note, Jason enjoys playing mediocre golf, working on his roadster with his boys, and cooking with his daughter. He and his three children reside in Dallas, Texas.

NASBA CPE Credit: 1.5 | NASBA Field of Study: Specialized Knowledge | Learning Level: Intermediate



**Tuesday | November 9, 2021**

**10:15 – 11:15 a.m. PST**

### **CS 5-1: Combined Assurance and the Three Lines: Enhancing Alignment and Collaboration**

**Anand Bhakta**  
**Senior Director of Risk Solutions**  
**AuditBoard**

Internal audit departments that are not leading their organization's combined assurance initiatives risk being marginalized. The IIA's 2020 update on governance and risk management, the Three Lines Model, squarely emphasizes the need for enhanced collaboration between assurance providers in the second line and internal audit. This session will explore the underpinnings and key benefits of combined assurance, as well as how to navigate common challenges with best practices to successfully implement combined assurance.

In this session, participants will:

- Learn why compliance with IIA Standard 2050 is foundational, not aspirational.
- Discuss the top benefits and challenges facing internal audit in the quest for combined assurance.
- Analyze the key success factors for gaining management support for combined assurance.

**Anand Bhakta** is the senior director of risk solutions at AuditBoard, a leading cloud-based platform transforming how enterprises manage risk. He has 15+ years of IT audit and consulting experience. Specializing in risks and controls related to the implementation of ERP systems, Bhakta has helped various multinational companies evaluate and/or implement application controls in ERP systems, including Oracle Financials, SAP, and PeopleSoft. In addition to being recognized for his ability to develop and implement agile auditing programs and data analysis tools, he has assisted clients in complying with Sarbanes-Oxley from both an advisory and attestation perspective.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate

### **CS 5-2: Robotic Process Automation: Why Internal Audit Cares**

**Mike Jacka, CIA**  
**Chief Creative Pilot**  
**FPACTS**

**Bryant Richards, CIA, CRMA, CMA**  
**Director, Center for Intelligent Process Automation**  
**Nichols College**

Robotic Process Automation (RPA) is changing the nature of work. This means internal auditors are facing a future where the processes around them are changing — those they review and those used within the department.





This session provides an introduction to RPA and how it is impacting the way organizations work, including how internal audit can review RPA operations to help the organization understand and respond to related risks and opportunities.

In this session, participants will:

- Learn about the fundamentals of RPA.
- Understand how RPA can be used in basic audit processes, including SOX and compliance audits.
- Identify risks related to the organization's use of RPA.

**Mike Jacka** is Chief Creative Pilot for FFACTS, a group dedicated to advancing internal audit skills. During a 30+-year internal audit career, he has been responsible for developing fraud investigation procedures for a 100-person audit shop, overseeing Farmers' western regional auditing operations, and designing auditor training programs for a global organization of 200+ staff members. Jacka is a top-rated presenter, award-winning columnist, and contributor to Internal Auditor magazine, as well as co-author of two books published through the Internal Audit Foundation (Auditing Social Media: A Governance and Risk Guide, and Message, Brand, and Dollars – Auditing Marketing Operations, both in their second editions).

**Bryant Richards** is the Director of the Center for Intelligent Process Automation (CIPA) at Nichols College and an Associate Professor of Accounting and Finance. He spent 20+ years as a consultant, executive, and industry professional primarily within internal audit and compliance. As the future of work fundamentally changes, Richards believes that the internal audit profession must prepare by embracing an automation journey of its own.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Basic

### **CS 5-3: Social Media and Digital Presence**

**Megan Hall, CIA, CPA**  
**Chief Information Officer**  
**First National Bank of Paragould**

**Greg Boehmer, CIA, CISA, CISSP, CRMA, PMP, CISM, CFE, CRISC, CGEIT, CDPSE**  
**Senior Manager, Risk and Financial Advisory**  
**Deloitte and Touche LLP**

In today's connected and highly competitive landscape, establishing a digital strategy with focused leadership is critical to ensure the organization is providing the right content at the right time, to the right audience, which can mean the difference between being a market leader and falling short of meeting performance goals. With this increased level of connection comes an increased level of risk and an emerging and exciting new area for internal audit. Are you ready?

In this session, participants will:

- Discuss social media concepts.
- Understand the types of social networks.



- Evaluate social media risks and controls.
- Learn how to develop and conduct a digital presence assessment.

**Megan Hall** is Chief Information Officer for the First National Bank of Paragould. Prior, as Director of Internal Audit at Simmons Bank, she was responsible for IT auditing, audit data analytics and innovation, auditor development, and quality assurance. She led Simmons Bank in preparing to transition from a community bank to a regional banking organization (\$10B+ in total assets) and transitioned the department from a fully outsourced model to a co-sourced function. Previously, as a commissioned National Bank Examiner for the Office of the Comptroller of the Currency, she participated and oversaw bank examinations for national banks of all sizes, and delivered an intensive training curriculum to new hires.

**Greg Boehmer** is a senior manager within Deloitte and has more than 19 years of experience in auditing (internal and external), advising on cybersecurity and risk management, and performing consultative services. His career has been focused on internal controls, primarily IT controls and security, which includes experience supporting and leading IT Sarbanes-Oxley (SOX) testing at five Fortune 300 companies across the financial services and consumer industries. From an IT and cyber internal audit perspective, Boehmer has supervised delivery of 90+ unique audits across the various cybersecurity domains of secure, vigilant, resilient, and governance along with IT general controls.

NASBA CPE Credit: 1.2 NASBA Field of Study: Information Technology | Learning Level: Intermediate

**Tuesday | November 9, 2021**

**12:30 – 1:30 p.m. PST**

#### **CS 6-1: 28 Days to a Motivated Team: Accelerate Your Team's Engagement and Performance**

**Jason Jones, Ph.D.**

**Workplace Psychologist, Author, and Executive Coach**

Effective managers and great leaders understand team dynamics and motivation triggers that drive team performance. Attendees will learn the most common motivational triggers of employees, along with 5 scientifically proven factors that drive employee motivation and engagement. Tailored to the needs of the audience, this fast-paced, fun, and practical presentation will share dozens of ideas to inspire each attendee to become a better team member and leader.

In this session, participants will:

- Understand the differences between individual and team motivation.
- Gain tools to assess their team's current motivation and engagement gaps.
- Develop confidence in their ability to build a high-performing team using practical techniques.

**Dr. Jason Jones** is an organizational psychologist and has spent more than two decades studying human motivation, performance, and workplace engagement. He is the author of two best-selling books "28 Days to a Motivated Team," and the recently released "Activator: Using Brain Science to Boost Motivation, Deepen Engagement, and Supercharge



Performance." Through his keynote presentations and workshops, Dr. Jones uses the latest Neuroscience research to teach people how to activate their natural motivation and become more influential and persuasive.

His client list includes recognized brands such as American Airlines, AT&T, Ericsson, Boeing, Sonoco, and Seagate Technology among many others. On a personal note, Jason enjoys playing mediocre golf, working on his roadster with his boys, and cooking with his daughter. He and his three children reside in Dallas, Texas.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Personal Development | Learning Level: Intermediate

## **CS 6-2: Robotic Process Automation, Internal Audit, and the Citizen Developer**

**Mike Jacka, CIA**  
**Chief Creative Pilot**  
**FPACTS**

**Bryant Richards, CIA, CRMA, CMA**  
**Director, Center for Intelligent Process Automation**  
**Nichols College**

Robotic Process Automation (RPA) is providing new opportunities for improving organizational processes and internal audit. Even those with little IT training can develop bots that make RPA programs work. Internal auditors can build their own bots, becoming citizen developers that change the way internal audit works. This session provides an introduction to RPA, the concepts behind the citizen developer, and how each individual auditor can use RPA to impact the work of their department and organization.

In this session, participants will:

- Understand the concept of citizen developer.
- Identify opportunities for internal auditors to act as citizen developers.
- Learn how to develop RPA use cases for both the department and the organization.
- Consider the value of RPA in process automation.

**Mike Jacka** is Chief Creative Pilot for FPACTS, a group dedicated to advancing internal audit skills. During a 30+-year internal audit career, he has been responsible for developing fraud investigation procedures for a 100-person audit shop, overseeing Farmers' western regional auditing operations, and designing auditor training programs for a global organization of 200+ staff members. Jacka is a top-rated presenter, award-winning columnist, and contributor to Internal Auditor magazine, as well as co-author of two books published through the Internal Audit Foundation (Auditing Social Media: A Governance and Risk Guide, and Message, Brand, and Dollars – Auditing Marketing Operations, both in their second editions).

**Bryant Richards** is the Director of the Center for Intelligent Process Automation (CIPA) at Nichols College and an Associate Professor of Accounting and Finance. He spent 20+ years as a consultant, executive, and industry professional



primarily within internal audit and compliance. As the future of work fundamentally changes, Richards believes that the internal audit profession must prepare by embracing an automation journey of its own.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate

### **CS 6-3: Understanding the Breach**

**Megan Hall, CIA, CPA**  
**Chief Information Officer**  
**First National Bank of Paragould**

**Vicky Cheng, CPA, CISA**  
**Managing Director**  
**Crowe**

According to Security Magazine, there were 1,767 publicly disclosed breaches in the first half of 2021. Further, TechJury stated in a recent blog that, “globally, 30,000 websites are hacked daily. 64% of companies worldwide have experienced at least one form of cyberattack.” But why do so many companies and agencies fall victim? What makes them targets and what can be done to reverse these statistics in the future?

In this session, participants will:

- Explore a breach from three perspectives.
- Discuss controls the internal auditor should look for that are designed to reduce the attack surface or recover more quickly.
- Examine a typical breach through three views — attack view, detective view, and corrective view.

**Megan Hall** is Chief Information Officer for the First National Bank of Paragould. Prior, as Director of Internal Audit at Simmons Bank, she was responsible for IT auditing, audit data analytics and innovation, auditor development, and quality assurance. She led Simmons Bank in preparing to transition from a community bank to a regional banking organization (\$10B+ in total assets) and transitioned the department from a fully outsourced model to a co-sourced function. Previously, as a commissioned National Bank Examiner for the Office of the Comptroller of the Currency, she participated and oversaw bank examinations for national banks of all sizes, and delivered an intensive training curriculum to new hires.

**Vicky Cheng** is a Managing Director in Crowe LLP’s Consulting practice with over 20 years of experience in the areas of IT consulting and IT audit. Her specialties include IT risk assessments, system implementation reviews, and cloud computing. She provides organizations with services to improve their IT security posture by identifying issues and designing solutions to increase security and efficiency. In 2021 Vicky co-authored the COSO Enterprise Risk Management for Cloud Computing publication. At Crowe, Vicky leads the cloud computing governance solution. She values diversity and contributes to Women Leading @ Crowe and the Asian Business Resource Group.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate



**Tuesday | November 9, 2021**

**1:45 – 2:45 p.m. PST**

**CS 7-1: Effectively Communicating Audit Results: Let's Get to the Point**

**Justin Gwin, CIA, CRMA, CISA, CPA, CRISC**  
**Managing Director**  
**BDO**

Too often, audit reports appear to showcase internal audit procedures and provide overly detailed findings that are of no interest to the intended reader. Many internal auditors feel the need to capture all testing results in an audit report. However, it's worth noting that The IIA's Standards do NOT require an audit report, but rather simply state: "Internal auditors must communicate the results of engagements." Additionally, a written audit report can become a point of contention with management, which erodes our relationships, causes budget overruns, and delays the delivery of results to stakeholders. All can be avoided. This session will explore effective communication of audit results as well as techniques for developing succinct written reports.

In this session, participants will:

- Establish criteria to identify internal audit projects which require written reports and those that do not.
- Develop communication skills to deliver results verbally without the need for a written report.
- Learn techniques to effectively tell a story and highlight key issues within an audit report.

**Justin Gwin** leads BDO's risk advisory services practice in Florida. He has more than 16 years of experience in financial, operational, and IT-related controls testing. His specialties include internal audit, business process control assessments, compliance reviews, information technology and security evaluations, risk management assurance, Service Organization Control (SOC) reporting, SOX compliance, and external quality assessment reviews. Gwin has significant experience helping clients manage and mitigate risk across a wide variety of industries, including manufacturing/distribution, banking, insurance, real estate, nonprofit, professional services, technology, and more.

Prior to joining BDO, he led the governance, risk management, and internal audit service for a regional accounting firm in Florida. He also served as an outsourced chief audit executive for multiple organizations.

In addition, Gwin spent four years at Mazars in London, working extensively in the insurance sector, conducting internal audits of underwriting, claims, re-insurance, governance, and Coverholder/TPA audits. While abroad, he also performed internal audits, SOX testing, and compliance and controls evaluations for multiple global corporations and client offices throughout Europe. Gwin has extensive experience assisting clients of all sizes with identification and remediation of Internal Controls over Financial Reporting (ICFR), including collaborating with management to determine effective solutions based on resources available to the organization. He has earned multiple certifications and is also certified in COSO Internal Controls.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate



## CS 7-2: Embracing the Fundamentals: Identify a Risk!

**Bradley Carroll, CIA, QIAL, CRMA, CFSA, CPA, CFF**  
**Chief Financial Officer and Vice President of Shared Services**  
**Progressive Lighting**

Agile, RPA, data analytics, big data — the vocabulary of today's auditor contains lots of buzzwords. While growth and new directions are must-haves, the basics cannot be sacrificed. This presentation will explore what too many auditors today rush through and get wrong — risk assessment vs. control evaluation. We will discuss what is a risk and what is a control failure through practical examples and feedback.

In this session, participants will:

- Understand how to identify a risk.
- Distinguish between a risk and a lack of a control.
- Define inherent vs. residual risk.
- Learn the 5Cs of internal audit and how they relate to risk identification.
- Discover a methodology for drilling down to the real risk.

**Bradley Carroll** has worked as an internal auditor in community banking and mega regional banking. As CAE of a \$5 billion publicly traded bank in Atlanta, GA, he built the department and implemented a risk-based methodology, including a reliance on data analytic tools and techniques. Carroll has also been in internal audit in manufacturing environments and provided risk advisory services across multiple industries through his own CPA firm and a Top 50 CPA firm. Currently, as CFO/VP of Shared Services for a privately owned lighting manufacturer, his responsibilities include risk management throughout manufacturing, distribution, wholesale, and retail areas. Carroll is a frequent speaker at IIA conferences and other events.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate

## CS 7-3: Ransomware Explained

**Shawna Flanders, CISA, CISM, CRISC, SSB, SSG**  
**Director of Product Development**  
**The Institute of Internal Auditors**

According to Threat Post, the second quarter of the year (2021) saw the highest volume of ransomware attacks ever! With over 100 different strains, SonicWall stated that ransomware volume jumped from 115.8 million attacks in Q1 2021 to 188.9 million attacks in Q2 2021. So what exactly is ransomware and how do ransomware attacks happen?

In this session, participants will:

- Learn about the history of ransomware.
- Examine ransomware types and variants.



- Understand methods used for exploitation.

**Shawna M. Flanders** has 30+ years of audit, risk, cyber, project, and process experience in the financial services sector. She has taught technology-related topics throughout North America as well as internationally for more than a decade, presenting at dozens of conferences, NASBA CPE seminars, webinars, and custom in-house training courses for both business and technology auditors. Flanders has conducted 100+ ISACA CISA, CISM, and CRISC certification review courses and was part of the CRISC development team. She has also designed multiple audit-related courses and contributed and/or reviewed numerous audit-related publications.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate

**Tuesday | November 9, 2021**

**3:15 – 4:15 p.m. PST**

#### **CS 8-1: Making Remote Auditing Work**

**Robert Berry, CIA, CPA, CISA, CCEP**  
**President and Chief Executive Officer**  
**That Audit Guy**

We've been thrust into the world of remote work. Which means it is a perfect opportunity to take advantage of operational efficiencies when you use technology effectively to win at remote auditing. First, there is a general description of the various tools. Then, we explore the audit process. And finally, we describe tools and techniques for specific parts of the audit process. Topics will include the case for remote auditing and audit execution.

In this session, participants will:

- Identify tools to make their life easier while remote auditing.
- Set up their workspace with minimal cost but maximum benefit.
- Get tips for planning better remote audits and saving time on fieldwork documentation.
- Collaborate with audit colleagues and clients.

**Robert Berry** is the president of That Audit Guy, a consulting and training company. He helps improve people, who in turn improve processes, which improves profits. An international speaker, corporate trainer, and writer, he specializes in active listening, asking questions, making remote work more efficient, and better business writing. Berry is the author of three books, including *Creating Wonderful Workpapers* and *Ask Better Questions, Get Better Answers, Perform Better Audits*, along with 100+ articles on audit and life.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate



## CS 8-2: Non-GAAP, Non-financial, ESG, and Operational Measures: Role of Internal Audit

### **Moderator:**

**Princy Jain, CIA**

Principal, Risk and Regulatory

PwC

### **Panelists:**

**Scott Schulze**

Head of Internal Audit

Autodesk

**Laurie A. Hanover, CIA**

Vice President, Internal Audit (Chief Audit Executive)

Sunrun Inc.

**Jean Chun, CPA**

Vice President of Global Internal Audit

Applied Materials

Most of these measures are reported without any independent audits; therefore, there is a risk that reporting of these measures may not follow adequate procedures and may be prone to undetected errors. Over the last few years, companies have been implementing formal processes and controls around these measures to enable appropriate reporting to their stakeholders. In many cases, internal audit plays a critical role in auditing these measures.

In this session, participants will:

- Understand different measures that are reported and challenges in reporting such measures that are not part of independent external audits.
- Discuss various approaches and skills needed to audit these reportings.
- Learn about board and audit committee expectations for internal audit to support auditing of such measures.
- Gain insights into different approaches and projects internal audit can execute to support the organization with auditing measures and managing stakeholder and regulator expectations.

**Princy Jain** is an experienced consulting professional with over twenty-eight years of experience serving multinational clients in a variety of sectors including the last seventeen years in Silicon Valley. Accomplished in the challenges facing global companies, including business and technology transformation, merger integration, finance and process improvement, and global expansion. Princy's expertise also spans across multiple business functions including risk management, internal audit and controls. He is an active volunteer, served on the North American and Global Board of the IIA and on the Northern California's Board of Ascend. Princy is a Chartered Accountant from India and a CIA.

**Scott Schulze** is an audit executive with 20 years of experience in helping companies develop and enforce strategies to mitigate financial, operational, and compliance-oriented risks. At Autodesk, he is responsible for the audit and advisory





services team, which serves as a key business partner in helping the company assess current critical risks, as well as those that will become relevant in the future as part of regulatory changes and ongoing company transformation.

**Laurie A. Hanover** is the chief audit executive at Sunrun Inc., the nation's largest residential solar provider. She leads a team focused on internal audit, SOX compliance, and enterprise risk management. Previously, Hanover founded and led the global internal audit teams at Twitter and Zynga. She also held internal audit leadership positions at Cisco, EA, and Levi Strauss. She started her career designing and building Oracle systems before becoming a Big Four risk assurance senior manager, first at Andersen and then at PwC. Hanover is a board member of The IIA–San Francisco and chair of the Sunrun Pride+ Employee Resource Group.

**Jean Chun** joined Applied Materials, Inc. in May 2013 as an appointed vice president and leads global internal audit. She previously served as head of internal audit at SanDisk Corporation and senior director of audit at Yahoo! Inc. Prior, Chun held various finance positions at Cisco Systems, Inc. She began her career with Arthur Andersen LLP.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Auditing | Learning Level: Intermediate

### **CS 8-3: Auditing Ransomware Programs**

**Shawna Flanders, CISA, CISM, CRISC, SSBB, SSGB**  
**Director of Product Development**  
**The Institute of Internal Auditors**

**Mike Del Giudice**  
**Principal, Consulting**  
**Crowe**

You cannot access critical documents and intranet sites... and your email inbox contains an ominous message, "50k bitcoins in 24 hours or all your customer order details will be published on the internet." Is your company or agency ready for the next steps? Have you audited your ransomware program?

In this session, participants will:

- Learn about controls exercised in a ransomware program, including preventative controls, detective controls, compensating controls, incident response, and ransomware and zero-day playbook considerations.
- Gain insights into components of a ransomware program.
- Understand audit considerations for reviewing a ransomware program.

**Shawna M. Flanders** has 30+ years of audit, risk, cyber, project, and process experience in the financial services sector. She has taught technology-related topics throughout North America as well as internationally for more than a decade, presenting at dozens of conferences, NASBA CPE seminars, webinars, and custom in-house training courses for both business and technology auditors. Flanders has conducted 100+ ISACA CISA, CISM, and CRISC certification review courses and was part of the CRISC development team. She has also designed multiple audit-related courses and contributed and/or reviewed numerous audit-related publications.



**Michael Del Giudice** is a Principal in the Consulting practice with over 21 years of experience in the areas of cybersecurity and data privacy. Mike leads Crowe’s cybersecurity practice nationally, working with organizations across industries to assess, design, and implement solutions to manage cybersecurity risks. Mike’s teams provide cybersecurity thought leadership for organization, including assisting running cybersecurity programs such as monitoring and response initiatives. Mike also has experience working with organizations to address security and privacy regulatory issues to minimize impact on operations.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate

**Wednesday | November 10, 2021** **8:30 – 9:30 a.m. PST**

#### **General Session 4: The Future Is Now: Emerging Technologies Are the New Normal**

**Kimberly Ellison-Taylor, CPA, CITP, CGMA, CISA**  
**Chief Executive Officer**  
**KET Solutions, LLC**

The accelerating pace of change is affecting all facets of an organization. From heightened customer expectations and demographic trends to a changing regulatory environment, organizations of all sizes are implementing emerging technology to innovate and transform. The benefits of emerging technology to improve operational efficiency, digital intelligence, and business influence are key proof points.

In this session, participants will:

- Discuss emerging technologies such as blockchain, artificial intelligence/machine learning, internet of things, and robotic process automation.
- Consider how such technologies are transforming organizations, enabling competitive advantage, and driving greater year-over-year revenue.
- Discover new leadership approaches to inspire and motivate team members.

**Kimberly Ellison-Taylor** is a global technology and finance leader with 30+ years of career achievements. She is the CEO of KET Solutions, LLC. A sought after keynote speaker, Ellison-Taylor has been named among Accounting Today’s Top 100 Most Influential People in Accounting and CPA Practice Advisor’s 25 Most Powerful Women in Accounting. For almost 17 years, she held global leadership positions at Oracle Corporation, advising C-suite executives on cloud solutions that innovate and transform business. Ellison-Taylor is also an adjunct professor for Carnegie Mellon University’s Chief Information Officer Certificate program and an independent board director. Other professional achievements include tenure at Prince George’s County Government, KPMG, Motorola, and NASA Goddard Space Flight Center. Ellison-Taylor has volunteered in the profession for 20+ years, including numerous leadership roles.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Information Technology | Learning Level: Intermediate



**Wednesday | November 10, 2021** **10:00 – 11:00 a.m. PST**

**General Session 5: Audit Your Life**

**Robert Berry, CIA, CPA, CISA, CCEP**  
**President and Chief Executive Officer**  
**That Audit Guy**

In his 1936 classic *How to Win Friends and Influence People*, Dale Carnegie suggested we should “ask questions the other person will enjoy answering.” Research shows that asking questions helps us learn and increases our likability. Who doesn’t like learning and being liked? We are not born well versed in the art of asking questions. It is a learned behavior. In this session, Robert Berry will share how asking the right question can influence your life in ways you could never anticipate, and how a chance encounter changed his entire life.

**Robert Berry** is the president of That Audit Guy, a consulting and training company. He helps improve people, who in turn improve processes, which improves profits. An international speaker, corporate trainer, and writer, he specializes in active listening, asking questions, making remote work more efficient, and better business writing. Berry is the author of three books, including *Creating Wonderful Workpapers* and *Ask Better Questions, Get Better Answers, Perform Better Audits*, along with 100+ articles on audit and life.

NASBA CPE Credit: 1.2 | NASBA Field of Study: Personal Development | Learning Level: Basic