If you've ever worked in retail or a service industry in any capacity, you know customer relationships are of the utmost importance. They are critical because you can’t drive results without them; internal audit is no different. We help our organizations drive results every day, largely through the process of serving our audit ‘customers’ and the relative strength (or weakness) of our relationships impacts those results.

In an article about agile auditing, Laura Ganann, Sr. Director, Global Audit Solutions at Walmart Inc., states, “The internal audit industry is experiencing a shift. As the speed of change continues to accelerate, most companies are realizing there is a need to move faster and change the way audit partners with the business. Adopting an iterative and flexible approach...is critical to keep pace with change and serve our business partners.” Ganann goes on to state that additional, iterative interaction with audit customers is one key component to the agile approach. Follow up calls discussing recent ‘events’ that have occurred in their department/industry, emails or articles passing along information of importance to them, or just going to lunch are just a couple ways that we can build those relationships. If done in a way that they see you sincerely care about ‘their world’, trust will grow and the you put in will pay dividends.

As you think about how you want your audit shop to look in 2020 and beyond, consider how building deeper relationships across your organization can drastically assist your Internal Audit department reach its goals for the coming year.

A big THANK YOU to all of our members and sponsors that made it out to this year’s annual one-day multi-track CPE event this past November. You all made this another successful year with great topics, engaging speakers and an enjoyable time to connect with others in the industry. Looking forward, we’ll host another full-day event in the spring where we’ll have a variety of offerings, plus a CAE panel discussion. Keep an eye out for our periodic email of events (which include other non-IIA CPE opportunities), visit our website and stay connected to us on social media to get the latest update on trainings and social events.

We are here to serve our members and provide you value, so if you have any suggestions or requests for the chapter, please let us know. It will be an exciting year with training and social/networking events and we hope you will join us along the way.

AJ Cericola
ajcericola@broadstreetcorp.com

“The New Year is a painting not yet painted; a path not yet stepped on; a wing not yet taken off! Things haven’t happened yet! Before the clock strikes twelve, remember that you are blessed with the ability to reshape your life!”

—Mehmet Murat Ildan
Local Trainings and Member Events

- **3/6/20**: Women in Leader Panel @ Cardinal Health - 1.5 CPE hours
- **3/20/20 - 3/20/20**: Central Ohio 2020 Spring CPE Day @ the Boathouse - 8 CPE hours
- **5/18/20 - 5/19/20**: 20th Annual Emerging Trends in Fraud Investigation & Prevention Conference @ the Greater Columbus Convention Center - 16 CPE (including 2.5 hours of Ethics)
- **2/4/20**: EHSAC Webinar: Environmental Fraud: Introduction to Prevention and Detection
- **2/18/20**: Members-Only Webinar: IT Change Management
- **3/17/20**: Members-Only Webinar: A Plan for Regulatory Change

Visit [https://chapters.theiia.org/central-ohio/Pages/default.aspx](https://chapters.theiia.org/central-ohio/Pages/default.aspx) to register!

Past Events

A special thanks to those who helped make our 2019 Gaining the Edge Training a success!

Pictured from left to right are: Clay McCord, Steve Koershen, (iPad winner) Tom Festi, Don Owens, and Petre Ghitescu.

Attendees from our recent Beginning Auditor Bootcamp training

Upcoming Events

Local Trainings and Member Events

- **3/6/20**: Women in Leader Panel @ Cardinal Health - 1.5 CPE hours
- **3/20/20 - 3/20/20**: Central Ohio 2020 Spring CPE Day @ the Boathouse - 8 CPE hours
- **5/18/20 - 5/19/20**: 20th Annual Emerging Trends in Fraud Investigation & Prevention Conference @ the Greater Columbus Convention Center - 16 CPE (including 2.5 hours of Ethics)

IIA Members-Only Webinars (free)

- **1/21/20**: Members-Only Webinar: Data Ethics
- **2/4/20**: EHSAC Webinar: Environmental Fraud: Introduction to Prevention and Detection
- **2/18/20**: Members-Only Webinar: IT Change Management
- **3/17/20**: Members-Only Webinar: A Plan for Regulatory Change

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Chapter Leadership

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<th>2019-2020 Officers Elect</th>
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<td>President: AJ Cericola</td>
<td>Gregory Jordan</td>
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<td>1st Vice President: Jordan Blanchard</td>
<td>Mukesh Kumar Singh</td>
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<td>2nd Vice President: Brad Ivanowicz</td>
<td>Mike Parkes</td>
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<td>Secretary: Marta Quinones</td>
<td>Don Owens</td>
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<td>Treasurer: Monica Reyes Huerta</td>
<td>Martin (Skip) Langlois</td>
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<td>Assistant Treasurer: Kevin Nichols</td>
<td>Clay McCord</td>
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<td>Corresponding Secretary: Cat Vandewalle</td>
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Job Opening

Ohio School Employees Retirement System
Chief Audit Officer

SERS, with approximately $14.7 billion in net assets at FY2018, is searching for a Chief Audit Officer (CAO) to join this highly regarded public retirement system. Located in Columbus, Ohio, SERS, serving over 240,000 members and more than 1,000 employers, is a statewide, cost sharing, multiple employer defined benefit retirement system for non-teaching persons.

The CAO, reporting to the Audit Committee of the Board, is responsible for directing and managing activities of the Internal Audit function. The CAO is also a member of the executive team.

The ideal candidate will have 7+ years audit experience. Preference to candidates with knowledge of claims processing, investments, healthcare, and information technology. A bachelor’s degree is required (advanced degree preferred). A CPA, CIA, CISA and public accounting or public sector experience are preferred.

The CAO must exhibit the highest level of professional independence and objectivity in gathering, evaluating and communicating information, and make a balanced assessment of all the relevant circumstances in forming judgments. The successful candidate will be a confidant leader with a strong ability to communicate effectively and establish effective and collaborative working relationships with many people across the organization.

Compensation is based on experience with a range of $135,000 to $160,000. An attractive benefits package and relocation assistance will be provided. Contact Hudepohl & Associates at info@hudepohl.com or 614-854-7300.

Hudepohl & Associates

Congratulations to Our Newly Certified Members!

Certified Internal Auditor: Mary Allen, Amanda Jones, Tyler Strelecky, Jeremy Wasielewski, Rachel Connor, Brian Balzer

Certified Government Auditing Professional (CGAP): Eric Witte
Welcome New Members

Nicholas Kowalczyk, Advanced Drainage Systems
Mark Wolf, American Electric Power Co
Carol Walden, American Electric Power Co
Amanda Lucas, American Electric Power Co
Dylan Drugan, American Electric Power Co
Steven Garcia, Ascena Retail Brands
Miranda Aisel, Attorney General of Ohio
Stephanie Dennison, Attorney General of Ohio
Amy Vertanen, Battelle Memorial Institute
Nicholas Smith, Cleveland State
Toby Clark, Deloitte & Touche LLP
Sarah Bovo, DSW Inc
Josh Crawford, Encova Mutual Insurance Co.
Joel Vertanen, EY
Lori Wall, HLNA
Jenny Cao, Honda Logistics
Matthew Shannon, Honda North America
Mathew Schwab, Honda North America
Deborah Roche, Hudepohl & Associates
Nathanael Herman, Huntington
Alina Wungsrivvesh, Installed Building Products
MaryAnn Wallace, Installed Building Products
Laura Howell, Institute for Human Services
Jolene Bahler, JPMorgan Chase

Daniel Bubp, JPMorgan Chase
My Trinh, KPMG LLP USA
Joseph Nosek, L Brands Inc
Carly Inkrott, L Brands Inc
Kaitlyn Bianchi, Nationwide Insurance
Tammy Crispin, Nationwide Insurance
Ufuoma Nwagbo, Nationwide Insurance
Christopher Hawley, Nationwide Insurance
Weijia Xie, Nationwide Insurance
Alejandro Garcia, Nationwide Insurance
Blake Howell, Nationwide Insurance
Alec Seliger, Nationwide Insurance
Christian Scott, Ohio Casino Control Commission
Leandra Cardwell, Ohio Casino Control Commission
Cory Duran, Ohio Casino Control Commission
Sheryl Elkins, Ohio Dept. of Natural Resources
Tamika Hollis-Smart, Ohio Public Employees Retirement System
Amber Tran, Ohio Health Corporation
Andrew Fournier, Ohio Health Corporation
Gary Watson, Ohio Health Corporation
Brandon Morris, RSM LLP
Jordan Sullivan, Schneider Downs & Co., Inc.
Joel Speyer, State of Ohio, Bureau of Workers’ Compensation
Neal Bucklew, State of Ohio, OBM Office of Internal Audit

Interested in Getting an IIA Certification?

Lacking time or the ability to take a live study course? You can still get ahead of the game with guided self-study methods and tools created through the IIA's CIA Learning System. Study at your own pace, where and when it's convenient for you. The Self-Study option allows you to prepare to pass the CIA exam anytime, anywhere using comprehensive reading materials and interactive online tools. You have the freedom to structure your study goals around your busy or unpredictable schedule. Visit https://store.partnerrc.com/IIA/ls/index.php/ for more information.

Certified Internal Auditor® (CIA®) Challenge Exam

As part of the IIA’s continued commitment to the professional development of those who hold an active status CCSA, CFSA, or CGAP designation as of 31 December 2018, The IIA is offering a limited-time CIA Specialty Challenge Exam for qualified individuals. More information on the exam can be found at https://na.theiia.org/certification/Pages/Certification-Transition.aspx#CIA%20Challenge%20Exam.

The CIA is The IIA’s premier, globally recognized certification for internal auditing. Having CIA after your name proves your credibility and proficiency. Now is the optimum time for those who are qualified to take advantage of the CIA Specialty Challenge Exam.

Check out the IIA website for more information on the CIA and the IIA’s other internationally recognized certifications: https://na.theiia.org/certification/Pages/Certification.aspx
IIA Specialty Audit Centers

Did you know the IIA has specialty audit centers to provide you with a cost-effective forum to network, share ideas, and get advice. The centers have access to a vast network of resources created specifically for auditors and stakeholders. These include:

* Exclusive Publications
* Industry Insight
* Discover Industry News
* Peer Knowledge Sharing
* Professional Development

Centers include:

* Audit Executive Center
* Financial Services Audit Center
* Environmental, Health, & Safety Audit Center
* Public Sector Audit Center - Included with IIA Government Audit Program (GAP)

IIA Position Papers

Position Papers assist a wide range of interested parties, but are primarily designed to inform and educate internal audit stakeholders on issues of importance to The IIA and the profession. Their focus is generally related to significant governance, risk, or control issues, and delineating the associated roles and responsibilities of internal auditing.

New Position Paper: Relationships of Trust — Building Better Connections Between the Audit Committee and Internal Audit

New! Fraud and Internal Audit: Assurance Over Fraud Controls Fundamental to Success, April 2019

See all Position Papers, including the ones above at https://na.theiia.org/about-us/about-ia/Pages/Position-Papers.aspx.

IIA Audit Executive Center

The IIA’s Audit Executive Center (AEC) is an exclusive member-based resource for chief audit executives (CAEs), enabling them to be more successful and relevant in all that they do. For over seven years, the AEC has assisted CAEs in responding to the unique challenges, emerging risks, and increasing demands of the internal audit profession.

With approximately 600 members, the Center is a comprehensive program for CAEs from a variety of industries and organizations of all sizes across the globe. Three levels of membership are offered, containing a variety of benefits allowing you to choose the program best suited for you and your internal audit function.

If you are a CAE, please check out more information on the Center: The IIA Audit Executive Center.

IIA Communications

IIA SmartBrief

Do you find it difficult keeping up with all the changes and issues affecting internal auditing? The IIA SmartBrief is your essential connection to internal audit news.

IIA SmartBrief provides a weekly snapshot of market news and issues affecting internal auditors and their stakeholders from leading global news sources. SmartBrief is a service that curates thousands of news sources and delivers timely articles and news affecting the profession straight to your email inbox. IA Members can opt-in at www.smartbrief.com/ia.

Tone at the Top

Tone at the Top, a bimonthly quick-read newsletter that provides executive management, boards of directors, and audit committees with concise information on establishing the appropriate tone at the top concerning governance-related topics such as ethics, risk management, and corporate culture http://theiia.mkt5790.com/tone_at_the_top_form

IIA News You Can Use

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Please send questions or suggestions regarding the Spreadsheet to Cat at centralohio.iia.newsletter@gmail.com.