Message From The New Editor...

As a new membership term has started, I am honored to be the new editor of your chapter's newsletter. I would like to thank our previous newsletter editor, Stephen Laurence for his dedicated efforts to put together a great publication.

Please feel free to email me anytime, with job announcements, newsletter suggestions, comments and/or ideas for our member newsletter. It will be my goal to add value to your membership in any way I can.

Email me at soshara@soc.ca.gov ... thanks and let's have a fun year!

Scott Ohara
Newsletter Editor

Message From the New President...

As the new Chapter President, I would like to thank the Board of Governors, Officers and Committee Chairs for their hard work over the past years and the days ahead. I am grateful for the opportunity to work with a group of talented individuals who dedicate their time in promoting the Internal Audit profession and raising interest of the younger generation about the value of Internal Audit.

We have successfully completed two trainings last month. This month we will have Data Analytics through automation and ERM. In November we will focus on soft skills - interviewing and negotiation techniques. We are also trying a new event format (2 sessions in a day for 8 CPEs) and you will get a discount if you sign up for both - one of the ways we give back to our membership. You can find more details in this newsletter, email communications or our chapter website.

Lastly I appreciate your patience as we have new Board member/officers stepping into their roles, who are committed to providing valuable training where we can learn about best practices from each other and broaden our professional network. We all look forward to an engaging year and hope to meet you at our events.

Sincerely,

Mabel Lun, CPA, CISA, CFE, CRMA

President, IIA Sacramento Chapter

SAVE THE DATES

For more information see: https://chapters.thelia.org/sacramento/Pages/default.aspx

October 26, 2017: “All-Day” AUDIT PLANS, an event
8:00-4:30PM, 2 separate sessions

Location:
Holiday Inn Express & Suites
2224 Auburn Boulevard, Sacramento, CA 95821

November 30, 2017: “Critical Communication Skills for Effective Auditors”
7:30-4:30PM, networking breakfast between 7:30-8:00AM

Location:
DoubleTree Suites (Sacramento-Rancho Cordova)
11260 Point East Drive, Rancho Cordova, CA 95742

COMING ON DECEMBER 7, 2017: TOYS FOR TOTS... see our next newsletter for more details.
A Personal Experience...

Sometimes you hear a keynote speaker and what he or she says stays with you.

I heard Ryan Estis, a management consultant, speak here in Sacramento. I remember his story about the #LilyEffect every time I go to Starbucks. Just thought I'd share this. It's a good story! The below is from his blog:

"It's Christmas Eve and I am in the Minneapolis-St. Paul International Airport. Heading home for the holidays. With an early airport arrival and some time to kill I decided to head for Starbucks. To my good fortune, that is where I met Lily.

Lily Olson is a Barista and Shift Supervisor in Terminal D. She greets every customer with a mile wide smile and considerate focus on elevating the customer experience. The customer what? That is right... my experience in Terminal D. It isn't what Lily does (serving coffee), but rather HOW she does it that makes her special. She takes an interest. Offers a compliment. Approaches the customer with such an extraordinary and engaging attitude that's it's contagious. She has a vision of her customer experience and I was smiling a mile wide and laughing with Lily before I had my Pumpkin Spice Latte. Naturally curious, I wanted to know more.

Ryan: Why are you so happy?

Lily: I love working with people. I am happy to be here and I get to try and make my customers happy. That is important to me.

Ryan: Why is it important that your customers are happy?

Lily: When I am around happy people my job is more fun. That is what makes me happy. My customers are important. They are people and you just never know when someone could use a smile to brighten their day. I also want to make sure they come back.

Ryan: You want to make sure they come back to Starbucks?

Lily: Well, not just Starbucks. I want them to come back and see me in Terminal D.

Ryan: How do you do it? What is your secret?

Lily: The customer is the king. Treat them like it. It's why we are here. Smile. Have fun. Help people. Just be happy.

Lily gets it straight away. She isn't serving coffee. She is pouring happiness into people's lives with passion and purpose. Over the top? Good thing she doesn't see this way. She understands the ultimate secret to service: When the service provider delivers an extraordinary experience they personally are able to enjoy more meaning and fulfillment in their work. It is a direct correlation. It's a simple choice. You give to get.

I am sure there could be other places Lily might rather be than making lattes in Terminal D on Christmas Eve. You'd never know it. She is and deeply engaged in her quest to deliver happiness to every person that passes through her Starbucks.

Thank you Lily for the generous reminder to choose happiness and shining example you set. What a wonderful gift that couldn't come at a better time."

Our chapter hopes to have program and seminar speakers with such an effect. To this day, I still tweet Ryan when I remember his Lily story after visiting Starbucks.

If anyone else has experiences to share with your peers, please let me know. -Editor
KUDOS

...to Nwanneka Anene of the IIA.

Nwanneka has been with the State Controller's Office since January of 2012, and has an MBA. He recently earned his Certified Information Systems Auditor (CISA) designation from ISACA.

Congratulations Nwanneka!

...to John Rinehart of the Sacramento Kings.

John was a guest speaker for the Sacramento Chapter of the IIA in February 2016. Mr. Rinehart was recently promoted by the Kings from Chief Financial Officer to President, Business Operations prior to the start of the NBA's 2017-2018 season.

Congratulations John!

VOLUNTEER OPPORTUNITIES...

DO EXIST WITH THE SACRAMENTO CHAPTER OF THE IIA!

Email IIASacramento@gmail.com or myself, if interested in volunteering. Volunteering and serving your peers is very rewarding!

DID YOU KNOW

...October is National Cyber Security Awareness Month?

This month the US Department of Homeland Security's annual campaign to raise awareness about the importance of cybersecurity.

...there is a new security vulnerability to our WiFi networks called "KRACK," short for "Key Reinstallation Attacker"?

Here are some links to articles on this new vulnerability:
googl/3VUq88 (This article was featured in Forbes magazine.)
googl/1Tg3XM

JOB ANNOUNCEMENTS (Please email me job information if you would like vacancies included in our newsletter.)

SMUD IS HIRING A REGULAR, FULLTIME "SENIOR INTERNAL AUDITOR"
SALARY RANGE: $98,219-$122,683

Apply before November 9, 2017 at: googl/HRb6yk

It's that time of the year! Sacramento Kings basketball has begun!

As an added-value to your membership and from many requests during the last membership term, please do not hesitate to contact me if you're interested in any tickets to a Kings game this new NBA season. Being an long-time Kings season ticket holder allows me access to offers and group pricing not available to the regular Kings fan. Just my way of giving back to my IIA peers. Email me at scott.ohara.so@gmail.com if interested and GO KINGS!