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“Let’s face it. We all hit the wall occasionally when it comes to generating the energy and enthusiasm that make us great internal auditors. Maybe we have just been assigned our third audit of the same business unit; it may be because we have been traveling for three weeks straight, or simply because it is Monday!

In most cases, the lull is short-lived, and we soon find the motivation and energy to deliver another great audit. But, what if we find ourselves in career doldrums that are more prolonged or severe? What should we do if we dread the thought of going to work day after day, week after week?

Change is inherent to business, and the best internal auditors lead and embrace change. In my mind, this constant flux and imagine-the-possibilities outlook is what makes our profession exhilarating. At the same time, the pressures placed on modern internal auditors to constantly stay at the top on their game, in dynamic conditions, with constrained resources, can create challenges and stresses that lead to burnout.

This can be particularly challenging for internal auditors who have been in their roles for several years. Going through the motions or falling into the perceived safety of a dull routine can imperil not just your organization but your career, as well. I am a firm believer that the enemy of sustained excellence is complacency.”

Take a few minutes to further read what he has to say here.

Video of the Month
Want to live away from the city, but continue having city comforts? Well, expert Julio Gil would tell you not to believe the hype that city living is a growing trend. This video will make you think outside city walls and consider the advantages of country living.

Click here to view the video.

Welcome New Members!

Amanda Aguilera            City of San Antonio
David Meyer                    City of San Antonio
Danielle Rodriguez         Harland Clarke Holdings Corp
Vanessa Herrera             San Antonio Housing Authority

Newly Certified

No new certifications this month. Be sure to check out page 7 for additional details on certifications and any application fee waiver promotions.
President/Officer’s Message

Dear Members,

“Risky Business”

As internal auditors, we are constantly evaluating risks and the controls intended to help protect our organizations from incidents including errors, cyber attacks, business email compromise, fraud, theft and many more. Using a top-down risk based approach internal auditors plan audits and we are masters of the RCM: Risk & Control Matrix. Our annual audit plan, audit programs and audit reports assess and rank risks.

Often, IA will examine best practices used to manage the core three business enablers: Processes, People and Technology. Our job is to understand and improve conditions to achieve organization objectives. There are times when the wild card in that trilogy is the human element. Sometimes we are faced with hidden motivations, deceptions, lack of good judgement, lack of rigor or lack a candor. We must be vigilant of the insider threat driven by temptation, desperation, and opportunity. According to the 2017 Data Breach Investigations Report by Verizon, 25 percent of data breaches involved internal actors. And 27 percent of the data breaches are discovered by an outside third party. The organization didn’t know.

Considering the threat landscape, this might be a great time to investigate how to improve your professional judgment, skepticism, and critical thinking skills. Your San Antonio Chapter Officers are pleased to present on October 27, 2017 a training event “Advanced Critical Thinking for Auditors: The Psychology of Fraud and Skepticism” for eight hours of CPE. A special ‘thank you’ goes to Cecilia Velasquez, Vice President of Programs for putting this event together.

Toby Groves, our instructor, is a nationally known speaker and cognitive researcher that engages audiences in live experiments. Expect to participate in interactive sessions with experiments that exploit subconscious thinking errors. His work is based on research from neuroscience and cognitive psychology to understand of human behavior related to deception, fraud, and the interpretation of evidence. He will also present information on how to develop an insider threat program and implement proactive approaches to recognize evolving risks and weaknesses. He will also cover the latest trends in the ongoing cyberwar. #IIASanAntonio-ValueDelivered We hope to see you there!

Stay curious and informed.
Chapter Achievement Program (CAP) Points

The CAP report tracks chapter activities throughout the chapter year, June 1st through May 31st. We obtain points in three categories: Service to Members (Luncheons/Seminars/Certifications), Service to the Profession, and Administration. If you have conducted any speaking engagements or participated in any Junior Achievement Program events, please let Lashele know. Your participation enables our chapter to succeed!

Based on last year’s activities, we exceeded our goal of 1,560 CAP points and maintained our Platinum status. As of September 2017, we have earned a total of 544 CAP points, which sets us off to a great start for maintaining our PLATINUM status (highest level)! Thank you to all of our members for your continued participation and support!!!

Job Marketplace

LOOKING FOR EMPLOYEES???
LOOKING FOR AN EMPLOYER???

Post or view positions offered on our Chapter Careers webpage, or at the IIA Audit Career Center.

Currently, the following employer postings are on our Chapter website:

- Harte Hanks—Internal Auditor
- Frost—Internal Audit Data Analyst
- Frost—Auditor II
- RBFCU—Senior Internal Auditor

For more information, visit the Careers page on our website: https://chapters.theiia.org/san-antonio/Careers/Pages/default.aspx
MONTHLY MEETINGS AND MORE!

October Member Appreciation Seminar

Topic: **Advanced Critical Thinking: Psychology of Fraud & Skepticism**
Speaker: Toby Groves
Date/Time: Friday, October 27, 2017 / 8:00 am—5:00 pm
Location: La Quinta Inn & Suites Medical Center (4431 Horizon Hill Blvd., San Antonio, TX  78229)

Audience members will participate in live, interactive experiments that exploit subconscious thinking errors with shocking results. This session taps research from neuroscience, cognitive psychology, social, and experimental psychology and event sports psychology to spark your curiosity and get your neurons firing so you can tap into your own hidden powers to achieve the highest levels of critical thinking and judgment.

Highlights:
- Disruptive thinking and innovation
- Neurosciences of professional skepticism and pattern seeking
- Magic of situational awareness
- Decision-making under pressure
- Illusory pattern detection
- Change blindness

November Meeting

Topic: **Transforming IT**
Speaker: Weaver
Date/Time: Wednesday, November 15, 2017 / 12:00 pm—1:00 pm
Location: Old San Francisco Steakhouse (10223 Sahara St., San Antonio, TX  78216)

TBD

For more information on upcoming events, please visit the [IIA San Antonio Chapter Website](#).
Prepare to Pass the CIA Exam.

If you’ve made the decision to enhance your career by earning the Certified Internal Auditor® (CIA®) designation, the IIA San Antonio Chapter can help you achieve your goals with The IIA’s CIA Learning System®.

The IIA’s CIA Learning System is an interactive print and online self-study review program designed by CIA-certified industry experts to help you learn, review, and apply the key CIA content. This approach will help you build on foundational elements of internal auditing to master key concepts you need to know to pass the CIA exam. This three-part program includes:

- Comprehensive reading materials teaching the entire global CIA exam syllabus in both printed and e-book formats.
- Interactive online study tools:
  - Pre- and post-tests to gauge your starting knowledge and advancements.
  - SmartStudy™ tools to help you create a customized study plan based on pre-test results.
  - Chapter quizzes to test your comprehension and retention.
  - Flashcards and glossary.
  - CIA practice exam to build confidence for the computer-based CIA exam.
  - Online reports to track your progress and performance.

For more information or to try a demo, visit [www.LearnCIA.com/3partcia/overview](http://www.LearnCIA.com/3partcia/overview). Wondering how long it will take you to prepare for the exam? Create your free, personalized study plan at [www.LearnCIA.com/3partcia/my-cia-review-plan](http://www.LearnCIA.com/3partcia/my-cia-review-plan).

Close the Government Knowledge Gap & Save in October

Through 31 October, The IIA is waiving the Certified Government Auditing Professional® (CGAP®) certification application fee of up to $230. Designed for all public sector auditors, CGAP is an excellent certification to navigate challenges in this demanding environment.

Apply in October to save up to $230.
Other Opportunities for Professional Growth

Click [here](#) to register.

Click [here](#) to register.

For additional information on IIA seminars, click here: [Upcoming IIA Seminars](#)
For more conferences and information, click here: [Upcoming IIA Conferences](#)

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HERE TO SERVE YOU!

2017/2018

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Tim Hieger
HEB

Wendy Hetzel
Frost Bank

*Officers are also on the
Board of Governors

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PARTING SHOTS...
September Meeting: 3rd Party Risk Management
Greg Matthews, KPMG