President’s Message
Tracy Allen, CPA, CISA
Chapter President

The IIA is considering changes to the International Professional Practices Framework (IPPF).

The IIA is now accepting public comments about the changes they are proposing to the IPPF. I strongly recommend you follow the tile on our Chapter website and review the changes in detail and provide your feedback. As a member of the IIA and of the internal audit profession your input and perspective are very important and necessary. Our profession is only as good as we make it, so please help us make it all it can be.

1. The IPPF will add a mission statement: to enhance and protect organizational value by providing stakeholders with risk-based, objective and reliable assurance, advice and insight.

2. Add core principles for the professional practice of internal auditing: integrity, objectivity, competence, organizational authority, strategically aligned, resources, quality improvement, efficiency and effectiveness, communicates effectively, provides reliable assurance, insightful, proactive, future-focused, and promotes positive change.

3. Implementation Guidance and Supplemental Guidance – The current existing Practice Advisories and Practice Guides would be replaced with these new elements. Implementation Guidance will provide potential or acceptable approaches to achieve Standards conformance. Supplemental Guidance would give detailed processes and procedures, tools, techniques, programs and step by step approaches as assistance to conducting internal audit activities but not necessary to conform to Standards.

4. Addressing Emerging Issues – develop a process for the identifying, analyzing, and publishing emerging issues guidance quickly.

5. Position Papers – would be deleted as guidance.

6. Required and Recommended – the current “mandatory” and “strongly recommended” existing IPPF elements will be changed to “Required” and “Recommended”, respectively.

Power Excel and Student Day
Jay Wagner, CIA, CISA
Chapter First Vice President

At our next seminar, we welcome the return of “Mr. Excel” Bill Jelen for our annual Student Day. The topic will be “Power Excel with Mr. Excel – 567 Excel Mysteries Solved,” named after his newest book by the same name. Although the book will not be available through Amazon until April 2015, Mr. Excel is debuting the book at his live seminars, and all attendees will receive a copy.

Mr. Excel has, by far, been our most popular student day speaker over the past decade. With 30 years of spreadsheet experience, he has been doing Excel consulting since 1998, Excel speaking since 2002, and has written over 40 books about Excel. Mr. Excel travels the world, delivering his entertaining and informative Power Excel seminar to people who use Excel. He makes sure that everyone goes home with new tricks, and one of his best-selling books, to reinforce the techniques taught in the seminar. However, his seminars are interactive and he encourages his audience to “show him up” by providing faster ways to solve Excel problems.

The event will take place on November 20, 2014, from 8:30a to 11:30a, at the University of Illinois at Springfield (UIS) Public Affairs Center (PAC), Conference Rooms C-D. Attendees may park in Lot C North and Lot D. A social luncheon will follow.

This will be our last event of 2014. We hope you will join us for this exciting event and to mingle with some of tomorrow’s auditors.

Power Excel with Mr. Excel (Student Day)

- Speaker: Bill Jelen
- Date: November 20, 2014 @ 8:30a – 11:30a
- Place: University of Illinois at Springfield
- CPE: 3 hours
- Cost: Members: $60 Non-Members: $75 Students $25
- Register: Email Emily Durbin at Springfield.IIA@comcast.net by November 10
<table>
<thead>
<tr>
<th>Date</th>
<th>Speaker</th>
<th>Program</th>
<th>Hours</th>
<th>CPE</th>
<th>Members</th>
<th>Non-Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/11/14</td>
<td>Nejolla Korris</td>
<td>Pinocchio Effect, Linguistic Lie Detection, and Ethics</td>
<td>8:30 – 4:30</td>
<td>7 (Ethics 4 hours)</td>
<td>$100</td>
<td>$125 Students: $20</td>
</tr>
<tr>
<td>10/29/14 to 10/30/14</td>
<td>Various</td>
<td>Annual SIAAB Fall Government Auditing Conference</td>
<td>8:30 – 4:30</td>
<td>14 (Gov’t)</td>
<td>$75</td>
<td>$75</td>
</tr>
<tr>
<td>11/20/14 ⚫ Seminar at UIS</td>
<td>Bill Jelen</td>
<td>Power Excel with Mr. Excel – 567 Excel Mysteries Solved</td>
<td>8:30 – 11:30</td>
<td>3</td>
<td>$60</td>
<td>$75 Students: $25</td>
</tr>
<tr>
<td>December 2014</td>
<td>N/a</td>
<td>No Training Planned</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/22/15</td>
<td>Rob Cameron, CPA</td>
<td>Auditing Standards Update</td>
<td>12:30 - 4:30</td>
<td>4</td>
<td>$60</td>
<td>$75 Students: $15</td>
</tr>
<tr>
<td>02/26/15</td>
<td>Brad Rachmiel and Brennan Warren</td>
<td>Audit Implications of IT Control</td>
<td>12:30 - 4:30</td>
<td>4</td>
<td>$60</td>
<td>$75 Students: $15</td>
</tr>
<tr>
<td>03/26/15</td>
<td>Dr. Joan Pastor</td>
<td>Adding Value through Communication and Collaboration in Your Organization ⚫ Joint Meeting with ISACA</td>
<td>8:30 – 4:30</td>
<td>7</td>
<td>$125</td>
<td>$150 Students: $20</td>
</tr>
<tr>
<td>04/23/15</td>
<td>John Hall</td>
<td>Fraud Risk Management for Internal Auditors ⚫ Joint Meeting with Central Illinois Chapter</td>
<td>8:30 – 4:30</td>
<td>7</td>
<td>$125</td>
<td>$150 Students: $20</td>
</tr>
<tr>
<td>5/28/15</td>
<td>TBD</td>
<td>TBD</td>
<td>12:30 - 4:30</td>
<td>4</td>
<td>$60</td>
<td>$75 Students: $15</td>
</tr>
</tbody>
</table>

Cancellations should be made at least 24 hours before the meeting to avoid a charge. Meetings will be held at the **Northfield Center**, unless noted differently (i.e., November 2014 at UIS).
This Month in Chapter History

5 Years Ago (November 2009)
Larry L. Stone, CISA, CCP, CRPC, served as the Chapter President.
- The Chapter planned to hold a training seminar on “Governance, Risk & Compliance” by Leslie Bryce, Chief Audit Executive for RuleSphere International Inc. but the seminar needed to be cancelled.

10 Years Ago (November 2004)
Stephen Kirk, CIA, CGAP, served as the Chapter President.
- The Chapter hosted a four-hour seminar by Ron Duska, PhD from American College on “Professional Ethics.”
- Congratulations were extended to Tina Neely, Chapter First VP who became a Division Manager for Quality Assurance, Information Technology and Support Services, for the Illinois Office of Internal Audit; Jeff Andersen, who returned to his former agency, the Department of Revenue as the Accounting Technical Support Division Manager; Mary Ann Bohlen who returned to her former agency, the Illinois Department of Corrections; Brenda Easley who took another position within the Department of Central Management Services to work with former chapter president Shelly Martin; Lisa LaBonte who joined the Illinois Office of Internal Audit; Jim Bakunas who took another position after leaving the Illinois Office of Internal Audit; and Eric Allen who left the Auditor General’s Office for a position within the Department of Central Management Services to work with former chapter president Shelly Martin.
- Also, Doug Tinch, Mark Hayes, Diane Geary, Phil Donaho, Lisa LaBonte, Debbie Abbott, Clay Dixon, and Jane Hewitt were promoted to Audit Supervisors at the Illinois Office of Internal Audit.

15 Years Ago (November 1999)
Rusti Cummings, CPA, served as the Chapter President.
- This month’s meeting was held at the Eastland Suites in Bloomington and was a joint meeting with the Central IIA Chapter. The afternoon seminar was a panel discussion on “Audit Best Practices.” The after-dinner presentation was by the IIA Chairman Howard Johnson, Vice President and Director of auditing for JC Penney in Dallas, Texas. His topic was “Make it Unique.”
- Congratulations were extended to Tom Fitzgerald, who became the Chapter’s newest CIA.

20 Years Ago (November 1994)
Nancy Hilger, CPA, served as the Chapter President.
- This month’s meeting was held at the Best Western East. This month there was a full-day seminar on “Preventing Job Burnout” presented by Connie Klutnick, supervisor of management and employee development at the Illinois Department of Revenue. The evening presentation on “Imaging Technology’s Impact on Auditor’s” was presented by Nancy Bell from Integrated Business Systems, Inc. of Springfield.
- Our chapter welcomed several new members: Rusti Cummings of the Illinois Supreme Court, Gary Dozier of the Illinois Department of Professional Regulation, and Laura Goodey of Memorial Health Systems.

25 Years Ago (November 1989)
Nita K. Wilson served as the Chapter President.
- This month’s meeting was held at the Sheraton Inn in Springfield. The after-dinner topic was “The Internal Auditors Relationship with Management” presented by Hebert D. Miller, IIA Chairman. Our chapter welcomed the following new members:
  - Mohammed Arif – Student SSU
  - Abu-Baker Attas – Student
  - Brian Bond – Capital Development Board
  - Andrew Brown – City of Springfield
  - Shelley McBride – Department of Public Aid
  - Jerry Moessner – Department of Corrections
  - Neil Scott – Department of Public Aid
  - William Strahle – Capital Development Board

30 Years Ago (November 1984)
Sandra K. King, CIA, served as the Chapter President.
- This month’s meeting was held at the Brown Jug in Decatur and was a joint meeting with the IIA Central Chapter. This month’s topic was “The Institute and the Internal Auditor – Focus on the Future” presented by IIA Chairman Hugh L. March, General Manager of Internal Auditing at Aluminum Company of America.
- Our chapter welcomed two new members: Edward Buckles of the Treasurer’s Office and Stu Gresham of the Illinois Department of Public Aid.
A sound approach to report writing can ensure reports deliver information clearly and effectively. By following 10 simple rules, auditors can compose informative, concise audit reports:

1. **State the critical issue first.** The audit committee and management want a succinct description of the issue, its level of risk, and the recommended mitigating or corrective actions. Presenting background first is unhelpful to busy readers.

2. **Illustrate the risk.** Audit reports need to communicate the severity of risk in a way that readers can grasp. For example, if the stated issue could lead to increased costs, the report should estimate the potential amount.

3. **Avoid negative language.** Using words with a pejorative tone can immediately raise reader defenses. Negative words have a tendency to antagonize and may dissuade rather than convince audit clients.

4. **Focus on the findings.** Auditors should avoid describing their findings with phrases such as, “During our review we noted that,” or “it was noted that.” Instead, the report should simply tell readers the audit results.

5. **Emphasize potential for improvement.** Auditors can often achieve the best results by pointing out the potential for improvement, rather than highlighting the negative consequences of failing to take corrective action.

6. **Don’t overstuff sentences.** Cramming too many ideas into one sentence can compromise document readability and confuse readers. Whenever possible, writers should break information into shorter, more digestible units.

7. **Avoid jargon.** Auditing, like all professions, has its own jargon. Report writers need to translate their technical language for nonauditors.

8. **Simplify ideas with lists.** Lists can help readers digest information, enabling them to process short items one at a time. Each item in a list should contain the same sentence pattern, or what grammarians call parallel structure.

9. **Don’t rely on the thesaurus.** Although word repetition is inappropriate for many types of writing, it’s acceptable practice for business documents.

10. **Use concrete nouns.** Some writers mistakenly think they can impress readers by starting their sentences with long, abstract nouns. Readers, however, are best served by more concrete sentences.

---

**The ABC’s of Communicating Results**

Deborah Archambeault and Morgen Rose

Communicating results is an integral part of the auditor’s job. Any communication can be challenging but when the news is negative (e.g., reporting a deficiency), the job of delivering it can be even more stressful. Auditors may find one protocol, “ABCDE”, helpful:

**ADVANCE PREPARATION.** As is the case with many tasks, advance preparation is an important element of effectively communicating bad news. This includes reviewing findings and confirming their understanding to work out any bugs before the meeting.

**BUILD THE ENVIRONMENT.** The setting for the meeting also is an important factor as it should allow auditors to maintain control over the meeting’s direction.

**COMMUNICATE WELL.** Using direct, clear language to communicate bad news — while still being sensitive to the audience’s feelings — is an imperative skill. A straightforward, honest delivery is generally the best policy. However, auditors also must keep in mind that some words are emotionally charged, so words such as system or method may better convey the message without unnecessarily offending anyone. Providing examples from the audit also can help clarify the message without the need for personal, subjective, or emotion-laden words. Less than 10 percent of the messages that people send are conveyed by their words. Most communication comes from tone of voice, body language, facial expressions, and eye contact.

**DEAL WITH REACTIONS.** It is likely that the audience will have questions and want the auditor to provide examples. Auditors should anticipate questions and gather documentation to provide these items during the meeting. Auditors also should expect audience members to offer their own responses or explanations to counter the audit findings. Because emotions may be running high, these responses may take the form of a personal attack on the auditor, but he or she must take care not to react defensively or place blame. Above all, auditors must keep in mind that their role is not to engage in personal attacks or value judgments. These types of situations often can be diffused by sticking to the facts.

**ENCOURAGE.** Once the news has been delivered, it is time to determine the next steps, including providing encouragement and constructive suggestions.

**COMMUNICATING EFFECTIVELY.** Using an organized, thoughtful approach like the ABCDE mnemonic can help internal auditors improve the quality of their communication while simultaneously highlighting the value-added aspect of their contribution to the organization.
Happy 10th wedding anniversary to Jay and Catrina Wagner on November 13! Jay has served as Chapter President twice in the past years and now is serving as the First Vice President who is in line to become the President again next year.

- Remember that time changes on November 2nd – move clocks back 1 hour.
- Be sure to vote on November 4th.

Fraud Tip
Russell A. Jackson, Internal Auditor Online

Auditors must make their voices heard by people who don’t always place the same importance on the risk of fraud. It is imperative that auditors focus on the “right” risks and make sure that precious resources aren’t squandered on suggestions for controls that either go nowhere or that turn out to be less important than other fraud risks.

I must have trouble throwing things away as I recently found a 15-year old magazine (but I have finally begun discarding old stuff). The magazine is from the Illinois CPA society called Insight from July 1997 (and continues to be published, by the way). It had a tab sticking out by an interesting article that said in part:

**How well would people work if they weren’t working for money?**
If money is the principal reason people show up, you’re in trouble as you lack the ability to motivate and focus the group toward achieving their goals. [A different online publication recently said that only 13% of people like their jobs.]

**Would the group elect you if they could vote?**
If not, you have hierarchical power but not personal power that is the true definition of leadership.
Don’t Make These Mistakes on Your Application

Dennis McCafferty, www.Baselinemag.com
(Provided by Cary Franks)

- **Bad Math, Part I:** “Objective: To secure a challenging position and accl in the accounting industry.”
- **Bad Math, Part II:** “My three biggest hobbies are cars, racquetball, golf and reading.”
- **Calendar Item:** “I am graduating this Maybe.”
- **Sizzling Situation:** “My last employer fired me for no reason.”
- **Driver Error:** “I am looking for my big brake.”
- **Not a Sporting Chance:** “Referees available upon request.”
- **Nurturing Instinct:** “My talent will be very apparent when you see me work.”
- **Learning Deficit:** “Work experience: academic tutor.”
- **Bad Rep:** “Earned a diploma from a very repudiated college.”

---

### Which Punctuation to Use?

Below are some guidelines to consider when you are writing audit reports:

1. Capitalize **State** when it refers to the State of Illinois:
   - It takes the State months to pay for our bills.
2. Do not capitalize **a.m.** and **p.m.** but type them with periods and no spaces:
   - Participants for the seminar arrived at 11:30 a.m. and left at 4:30 p.m.
3. Indicate intentional omissions from quoted material with an ellipsis mark and three spaced periods ( . . . ):
   - “As of February 2014, with more than three months still to go, our chapter had earned enough points to become a Gold Chapter.”
   - “As of February 2014, . . . our chapter had earned enough points to become a Gold Chapter.”
4. Use a colon after a clause which contains expressions such as the following, thus, and these).:
   - Improvements should be made in these areas: equipment maintenance records, blind proficiency tests, and chain-of-custody controls.
5. Spell out numbers from one through nine; use figures for numbers 10 and above. If you use related numbers in the same sentence or paragraph, use figures for all of them, even those below 10:
   - We sent questionnaires to 100 employees.
   - Auditors found that 9 of 12 files did not contain invoices.

---

Springfield Chapter
The Institute of Internal Auditors
P.O. Box 205
Springfield, IL 62705-0205