President’s Message
Satu Allen, MS, CISA

Welcome to the new Chapter year!

We are going to have another exiting year of training and activities. I would like to thank the Springfield IIA members who volunteer their time, effort, talents, and support. The Chapter could not accomplish what we do without dedicated volunteers. Please check out the training schedule on p.5 and the list of officers and governors on p.4.

The Springfield Chapter Board of Governors (the Board) met twice this summer to kick off the Chapter’s 40th training year at the Institute of Internal Auditors. The Board has approved the training schedule and budget for the year and conducted the required financial review. The Board is reviewing the bylaws and the Chapter code of conduct for potential changes. The Board also discussed outreach efforts to encourage people to join our profession as well as our Chapter. Alex Deal, Chapter Second Vice President, is going to reach out to universities in order for us to attend career fairs.

Some changes for the upcoming year include returning to the practice of billing agencies for training instead of requiring participants to pay at registration. This change was made possible by the State resuming its timely payments. At this time, the members will be asked to pay their membership dues as they did last year.

I urge you to contact me about the officer roles and committees to see if you would like to volunteer to help. Also, please contact me with any ideas you might have. This is the time to start thinking about it if you would like to volunteer for the next chapter year.

I am honored to serve as your president this year. Thank you for putting your trust in me. I am excited about our new Chapter year, and I look forward to seeing you at the training events.

September Training
Nikki Lanier, CPA, First Vice President

Hello, Springfield Chapter Members! Are you looking forward to a great training year? We kick off this training year with a full day featuring John Hall scheduled on September 27th beginning at 8:30 am. In the morning session, John will be speaking on how to get better results from your audit and moving onto consulting skills for auditors in the afternoon. Consulting opportunities can come up on a daily basis and it’s important to know the boundaries between providing valuable feedback and participating in operational decisions. This training will include suggestions on how to blend traditional auditor responsibilities with a more consultative approach. It is a joint training with the Central IIA Chapter so be sure to use your networking skills during lunch and breaks!

John is an author, speaker, and results expert who presents around the world at conventions. He has an extensive 38-year career as a business consultant, corporate executive, and professional speaker. John has found inspiration in the following quote from Teddy Roosevelt, “Do what you can, with what you’ve got, where you are.” As an auditor in State government, I can attest to how often this philosophy comes into play.

The cost will be $105/$130 for members/non-members. Please use this link to register:
http://www.eiseverywhere.com/september

We look forward to seeing you at the training!
Unscheduled Meetings
Laura Soileau

This article reprinted with the permission of the author. Laura Soileau is on the IIA North American Board of Directors. Her blog in Internal Auditor can be found at https://iaonline.theiia.org/blogs/Soileau

I have an audit client that is located about two hours away from my home office. Last week, through a series of events, a colleague and I ended up having an impromptu meeting with one of the key contacts of the audit client. Typically, I try to stay fairly organized, which means that I like to schedule my meetings in advance — to the extent possible — plan an agenda for the meeting, and respect the time limits that have been established for the meeting. In fact, these actions often are recommended as tips for making meetings more effective.

With this in mind, my spontaneous meeting last week was an eye-opener for me. I believe it was truly a matter of being in the right place at the right time. It all started when we showed up a couple of hours early for another meeting as we were carpooling with someone who needed to be onsite earlier than us. Upon arrival, we stopped by to say hello to our key contact and chatted briefly, in an effort to not disrupt her from her other responsibilities. After our brief conversation, we asked if we could temporarily use an empty conference room in her workspace to catch up on a few other items before our meeting started.

We had only been in the conference room a few minutes, when our key contact came back and really opened up to us (through no urging from us). She began by sharing some personal things that she had gone through over the last couple of months. This was one of those conversations that required little talk from us — just a listening ear. She then expanded into some things that were happening in the office environment. Some of the items she discussed were less significant in nature — who arrived at work on time and who didn’t — and some of the items were of a much more significant nature, such as potential governance issues within the organization. Although follow-up conversations and analysis are certainly needed, in terms of risk, this conversation was truly telling.

This week, as I reflect on the conversation, what I keep coming back to is that if we had planned and scheduled a meeting, we may or may not have gotten the same information. Further, following our initial small talk with the audit client, had we indicated we were too busy or not interested in listening, we certainly would not have gotten the same information. While I likely always will be a proponent of scheduling meetings and respecting people’s time, my conversation was a good reminder that sometimes we have to be open to the value that can come from unscheduled time. In all of our interactions, by keeping a listening ear and not being so focused on crossing items off our to-do lists, we can sometimes develop a much greater understanding of the risks that are in front of us.

May Training Picture

In May, Tim Hungerford conducted Mystery Fraud Theater Training. In the picture Tim is presenting Tracy Allen with a best actor award.

"Establishing the existence of extraterrestrial life is beyond the scope of this particular audit, Keith."
Excerpt from www.forbes.com article

5 Secrets To Achieving Work-Life Balance

By Ashley Stahl

It’s not always easy to detect when things shift and one area of your life starts to take over to the detriment of others. It starts out subtle, but it leads you down a slippery slope.

Here are five tips to make sure you keep your work-life balance in check.

1. Learn how to let go of things. Trying to be perfect and be everything to everyone only ensures failure. Learn how to say “no” when it’s warranted. Cut out the things in your life that are stressing you out and just don’t matter. The weight lifted will likely be heavier than you had realized, and it’ll free you up for more important things.

2. Establish boundaries at work, and stick to them. Technological advances enable employers to offer flexible work environments, a job perk that employees consider very important, but these technological advances also mean employees are accessible 24 hours a day. Sit down with your boss and discuss what the expectations are of you, and set boundaries on things like your availability outside of work to take calls and emails and how often, if ever, you’re able to work overtime. When you and your employer are clear on what you expect of one another, you’re far less likely to fall into a pattern of working around the clock.

3. Prioritize your time. At the end of every day, do a brief assessment of your daily activities. How did you spend your time? Which parts of your day were most and least productive? Are there activities or people in your day that don’t seem to add anything? If so, cut them out. Your time is too valuable to squander on meaningless activities and is best dedicated elsewhere.

4. Be selfish about your “me” time. You can’t be the best version of you if you’re run down and don’t get a chance to recharge. Self-care is imperative. Even when you hit a rough patch and your calendar seems like it’s on steroids, don’t give up the time that you have dedicated to yourself. Hit the gym — exercise will improve your health and increase the production of endorphins, chemicals that make you feel happy. Take half an hour in the morning to meditate — just 30 minutes a day is enough to reduce stress and anxiety and increase social enjoyment and happiness. Watch an hour of mindless television before bed. Regardless of what you choose to do with your “me” time, don’t be tempted to give it up when your calendar starts to get full.

5. Ask for help. We are more productive and happier in our lives when we have a strong support system around us. So reach out to your network. Vent to a friend if you need to. Ask a co-worker to help you pick up some slack on an overdue project. Learn to accept that sometimes the demands upon you are greater than what you can shoulder, and humbly ask those around for you help. But always make sure that when the tide turns you’re willing to pick up slack for those in your support system when they need it, too.

We all have competing demands in life, and the busier we get, the easier it is to get swept away into an unbalanced dynamic. Fortunately, though, it’s not too hard to hit the reset button and find that happy medium again.

Creating and Managing Strong Passwords

https://www.us-cert.gov
March 27, 2018

NCCIC/US-CERT reminds users of the importance of creating and managing strong passwords. Passwords are often the only barrier between you and your personal information. There are several programs attackers can use to help guess or “crack” passwords. However, choosing strong passwords and keeping them confidential can make it more difficult for others to access your information.

NCCIC/US-CERT recommends users take the following actions:

- Use multi-factor authentication when available.
- Use different passwords on different systems and accounts.
- Don’t use passwords that are based on personal information that can be easily accessed or guessed.
- Use the longest password or passphrase permissible by each password system.
- Don’t use words that can be found in any dictionary of any language.
- Refer to Tips on Choosing and Protecting Passwords and Supplementing Passwords for best practices and additional information.
This is my last time filling is as temporary editor. Ameen Dada has been a dedicated editor for quite a few years. It has been a pleasure working with Ameen – he was always prepared and ready with interesting articles and tidbits for life. However, Ameen has decided to pass the torch on to a new editor. Lisa Kaigh has stepped up to volunteer and take the torch for the next leg of the run. Lisa was an editor at Herald Publications in Mascoutah, IL from 2005 to 2007. She is currently the Deputy CFO at the Office of Attorney General and has worked as an Audit Supervisor at the Office of Auditor General. Thank you for volunteering, Lisa! I look forward to working with you. And, thank you for your dedication, Ameen. I hope to see you in Chapter Board meetings – or maybe even in some training events.

Some of you may know, I visited my home country, Finland, in the beginning of August. I toured the Country visiting sights, but I also had a chance to get together with some of my high school friends. One of them is CFO of a law firm operating in Finland and Sweden, and we discussed the growing need of firms/auditors being able to conduct information systems and cyber security audits. Her firm just had an external information security audit last year. Basically, they had choice of two worthy facets or the big four (KPMG, EY, etc.). In April 2017, Accounting Today reported, “Internal audit departments are increasingly relying on data analytics technology and hiring more people who have sophisticated data analysis skills, according to a new survey,” after polling more than 900 internal audit professionals. The poll found that 73 percent of those whose organizations perform analytics said demand for data analytics has increased (https://www.accountingtoday.com/news/auditors-see-increased-demand-for-data-analytics). If you have an aptitude for data analytics or information technology, I highly recommend taking courses and being involved in projects involving data analytics or IT Auditing to make you more valuable in your current position and increase your marketability.
Springfield Chapter of the Institute of Internal Auditors  
2018-2019 PROGRAM SCHEDULE

You may pay with a credit card (online), at the door, or request that your agency be billed.

<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>
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<tbody>
<tr>
<td>September 27, 2018</td>
<td>John Hall</td>
<td>How to Audit…Better! Consulting Skills</td>
<td>8:30 – 4:15</td>
<td>7</td>
<td>$105</td>
<td>$130</td>
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<tr>
<td>October 23-24, 2018</td>
<td>Various</td>
<td>SIAAB Conference</td>
<td>8:30 – 4:30</td>
<td>14</td>
<td>$99</td>
<td>$99</td>
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<tr>
<td>October 25, 2018</td>
<td>Baker Tilly</td>
<td>IT Audit Controls for non-IT auditors</td>
<td>1:00 – 4:00</td>
<td>3</td>
<td>$40</td>
<td>$55</td>
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<tr>
<td>January 24, 2018</td>
<td>State Farm</td>
<td>Disaster Recovery/Malware</td>
<td>12:30 – 4:15</td>
<td>4</td>
<td>$70</td>
<td>$85</td>
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<tr>
<td>February 28, 2019</td>
<td>Chris Trifiletti</td>
<td>Fraud</td>
<td>12:30 – 4:15</td>
<td>4</td>
<td>$70</td>
<td>$85</td>
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<tr>
<td>March 28, 2019</td>
<td>Danny Goldberg</td>
<td>TBD</td>
<td>8:30 – 4:15</td>
<td>7</td>
<td>$105</td>
<td>$130</td>
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<tr>
<td>April 30, 2018</td>
<td>Ceciliana Watkins</td>
<td>Agile Auditing</td>
<td>8:30 – 4:15</td>
<td>7</td>
<td>$105</td>
<td>$130</td>
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<tr>
<td>May 23, 2019</td>
<td>Phil Bertram</td>
<td>Operational Auditing</td>
<td>12:30 – 4:15</td>
<td>4</td>
<td>$70</td>
<td>$85</td>
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</tbody>
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Cancellations should be made at least 24 hours before the meeting to avoid a charge. 
Meetings will be held at the Northfield Center on Thursdays unless noted differently.