On behalf of the board of the IIA Vancouver Island Chapter, I would like to wish everyone the very best for the holiday season and the coming new year. We look forward to continuing to serve your interests as your 2016-2017 board.

Graham Tranter, Chapter President.

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5  IIA Canada & HQ News & Scholarships
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IIA Vancouver Island LinkedIn Group
Our Chapter's Official Website
DND Employee Inspires Young Women

So what do auditors do when they are not auditing? Some become involved in the community, some volunteer with professional associations, and some reach out further abroad. Your chapter Vice President Lisa deWit does all three.

The following article is reprinted, with gracious thanks and appreciation from the IIA Vancouver Island Chapter, by permission from MARPAC PA, Staff Writer Peter Mallet, and the Lookout.

DND employee inspires young women at special event

Lisa deWit got an uplifting surprise in the form of long, loud applause following her speech on empowering women at the Girls Can Do event held in Washington, D.C.’s historic Warner Theatre.

“I remember the cheers from the audience roared right back on stage at me, letting me know those in attendance genuinely appreciated my message,” said deWit, from Formation Review. “After the presentation, during a meet-and-greet, there were hugs and kisses from total strangers, people wanting photos, and I even had requests for autographs.”

Girls Can Do is a U.S.-based non-profit that hosts events internationally with an emphasis on inspiring girls to be possibility thinkers. The event allows young women to engage, connect and share their struggles and accomplishments with others.

During deWit’s 10-minute oration, she talked about growing up on Wet’suwet’en First Nations territory in northern B.C. She emphasized the importance of how young women can “eliminate fear of perceived failure” in their lives and begin to see themselves as “matriarchs in training.”

deWit, also the Civilian Regional Co-Chair for the Defence Aboriginal Advisory Group, was the only Canadian invited to speak at the event, which included Krishanti Vignarajah, Policy Director for First Lady Michelle Obama; hip-hop recording artist and former bassist for Beyoncé, Divinity Roxx; and the founder and designer of the anti-bullying software application Sit With Us, 16-year-old Natalie Hampton.
DND Employee Inspires Young Women

deWit extended a special invitation to former Maritime Forces Pacific commander Rear-Admiral Bill Truelove, now Commander of the Canadian Defence Liaison Staff (Washington) and Canadian Defence Attaché, and his wife Brenda Truelove. RAdm Truelove, who worked with deWit and the DAAG for several years before his departure from Esquimalt in 2015, described her address as “passionate and inspirational” and congratulated her afterwards.

“Dressed in First Nations regalia with brilliant red colours, Lisa confidently took centre stage and engaged the audience of young ladies with great poise,” said RAdm Truelove. “She immediately captured their attention and got silence as she brought to life through word and emotion her journey.”

deWit said she relished the opportunity to speak at the event because it’s important for women to remember they have a purpose higher than themselves, and that is to become, and own their place as matriarchs in their communities.

“It is a very important time to lend our voices to support women and ensure the young ladies receive positive messages,” she said. “I took a different approach in my delivery than the other speakers. Instead of talking about how I advanced my career, I chose to discuss how you can reclaim your power in every situation, even the ones that shatter you.”

deWit credited a First Nations’ matriarch in her community and her cultural teachings in deciding what message she would share with the girls.

You can hear her presentation on the Girls Can Do website, www.girls-can-do.org, where videos of all the presenter’s speeches can be viewed.
“The Managers in the Finance department were pleasantly surprised at the power and capacity of IDEA®, so much so that they explored using the tool. The software has created a reputation for itself within our organization and helped me to become more of a trusted advisor to the business, which is always my ultimate goal.”
IIA Canada and HQ News

IIA HQ and IIAC provide free monthly webinars. Click here for upcoming IIA sessions or follow the links below to register for IIA HQ or IIA Canada free webinars (many are Members Only).

19-December-2016: How the Lines of Defense Model is Driving Better Governance, Risk and Compliance

20-December-2016: The Election’s Over, Now What? Understanding Washington’s Agenda for Public Policy Change in 2017

10-January-2017: Develop Your Creative Auditing Side (IIAC)

07-February-2017: EHS Webinar: Risk Proofing Your Organization And Probably Your Career


Don’t Forget! One benefit of being an IIA member is having access to an extensive library of archived webinars. NOTE: On-demand webinars do not qualify for NASBA CPEs.

Click on AUDIT CHANNEL.tv above, relax and enjoy some quality and empowering TV, including:

Audit Executive Center Preview on Cyber Resilience
Inspector General Theresa Grafenstine spoke at The Audit Executive Center's Executive Exchange at The IIA's General Audit Management Conference last year about phishing, advanced persistent threats, and how to communicate with audit committees to get their attention on these crucial topics. She’s fired up on auditors’ ability to get into cybersecurity and cyber resilience.

Financial Services Audit Center Preview on Combined Assurance
As assurance providers, both financial services auditors and compliance officers have a lot in common. It makes sense to join forces for the benefit of the organization. This sound bite from The IIA's inaugural Financial Services Exchange gives some texture to the relationship between the two for optimal outcomes.

Streamlining the Annual Risk Assessment Process, Pt 1
In this three-part series, Nationwide’s Senior Vice President of Internal Audit, Greg Jordan discusses tips and tactics on streamlining the annual risk assessment. In part 1, Jordan discusses being “proactively reactive,” the importance of listening, and sharing lessons learned.
THIS MONTH’S FEATURE:

**Lean Auditing: Driving Added Value and Efficiency in Internal Audit**

Apply Lean Techniques To Maximize The Value And Efficiency Of The Internal Audit Function!

In today's world of financial constraints, increased regulations, and a focus on corporate governance, internal audit departments are under pressure to get the most from limited resources. However, there is a tendency for audits to get bogged down in detail, reducing productivity and restricting the organization it serves.

_Lean Auditing_ offers board members, senior managers, finance professionals and internal auditors an important resource that clearly demonstrates the use of lean principles and techniques to both inspire and support internal audit to better understand what it means to add value, and to drive out unproductive activities. James C. Paterson explains in detail why adopting lean audit ways of working can enable internal audit to play a much greater role in contributing to organizational success and efficiency.

_Lean Auditing_ outlines a selection of essential lean tools and techniques that have proven their worth in terms of driving greater effectiveness and efficiency. This vital resource highlights the principles and best practices that define successful internal audit departments and gives audit professionals the confidence to apply these techniques in their day-to-day work.

**Download** your copy at reduced member rates now
Internal Auditor Magazine Scholarships

Internal Auditor will offer six, $1,000 essay scholarships throughout 2016. Essay questions will be based on the current Internal Auditor issue, and winners will be chosen by a volunteer subcommittee from the Publications Advisory Committee. The students who write the most informative and intuitive essays on internal audit subjects will be selected as the winner. Winning essays will be published on InternalAuditor.org and reference both the chapter and university with which the winner is associated. In addition, the three finalists for each scholarship will be given a free, one-year student membership to The Institute of Internal Auditors. Scholarship winners will be notified within the month following the application period.

Students will download the scholarship application form to get started. Once they have completed their essay, they will submit both the completed application form and their essay to Scholarship@theiia.org.

The scholarship essay topics and submission periods are as follows:

December 2016 – 31 January 2017:
How can internal auditors best communicate difficult findings/messages to their customers and stakeholders?

The IIA’s Academic Relations Program

For decades, The IIA has been committed to Academic Relations by providing dedicated staffing and volunteer support. As the profession evolved, so did the needs of the academic community for “internal audit-ready” graduates to enter the business arena and meet the demand for graduates with a reduced learning curve.

Progress Through Sharing

We always welcome your contributions through offers of articles for our newsletter or presentations to our membership. Remember, developing and publishing an article or preparing and delivering a presentations also earns you CPE in support of your annual certification requirements.

We are looking for both a topic and a suggested speaker for our November event. Do you have a topic you would like to bring to our membership. Contact gtranter@uvic.ca to volunteer and schedule your presentation.
Welcome New Members!

Our Chapter is pleased to welcome the following new or returning members:

- Herbert Mashanga
- Todd McIntosh
- Derek Levelt
- Teresa Mitrou, CIA
- Joseph Legault

Save Money with the IIA VI “Government of BC” Group Membership

Are you a provincial government employee but not part of a group at renewals time (i.e. renewals are not managed by your office - you renew individually and claim for reimbursement, or not)? If so, you may wish to consider joining the IIA Vancouver Island Government Group.

There is a one-time membership form to complete and an alignment of your renewal to November 30th each year, but you benefit immediately from discounted membership fees. Right now, the discount is our maximum possible at $45USD per year, or a total of $110USD for each membership (pending rate changes from IIA North America or IIA Canada). Your membership will be renewed through our registration site every November.

To join, fill out a membership form and get it back to us. We will not submit the form until close to your renewal time (a few weeks in advance). Then when we get invoiced, we will work with you to finalize your transition to our group. Hopefully you won't be renewed by your office in the middle of the process, but then there’s always next year.

We will also reach out to you closer to your renewal time if we determine that you might be eligible for this group. In most cases we don’t know how your membership is paid for so feel free to reach out to us first.

For more details or a membership form, please contact our Membership Chair at gtranter@uvic.ca.
### JANUARY 2017 – April 2017

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Type</th>
<th>Topic</th>
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<tbody>
<tr>
<td>January 19</td>
<td>Luncheon (1.5 CPE)</td>
<td>How Raven Stole the Sun: Lessons in Organizational Transformation</td>
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<td></td>
<td>(12:00-2:00)</td>
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<tr>
<td>February 16</td>
<td>Luncheon (1.5 CPE)</td>
<td>Dual Role of the Coach</td>
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<td>(12:00-2:00)</td>
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<tr>
<td>March 16</td>
<td>Luncheon (1.5 CPE)</td>
<td>Economic Outlook Risks (TBC)</td>
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<tr>
<td></td>
<td>(12:00-2:00)</td>
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<tr>
<td>April 24-25</td>
<td>Two Day Workshop</td>
<td>Performance Based Auditing in the Public Sector</td>
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</tbody>
</table>

All events are held at the Union Club of BC, 805 Gordon Street
For registration to any of the above, or more information on upcoming events
Go to [Institute of Internal Auditors Vancouver Island Chapter](#).

### Calling All Certified Internal Auditors. Earn and Report Your CPEs

Renew your commitment to learn, earn, report, and retain your IIA designation(s). The deadline to report your 2016 CPE/CPD to keep your IIA designation active is December 31. Save 20% now on [IIA OnDemand](#) training with promo code **CPE20** by December 31. As a convenience for those who have yet to earn their required credits, a page is dedicated to learning opportunities. [Learn more](#).

**Calendar of Events:** Visit the global calendar of events page for CPE opportunities. Start your search by visiting the [calendar page](#).

**IIA Institutes:** Many IIA Institutes offer programs on audit-related issues for which attendees can earn CPE credit. Check with your Institute or find an [Institute](#) near you.

**Internal Auditor Magazine:** Earn 3 CPE credits with every issue by reading [Internal Auditor magazine](#) articles and answering questions about them [here](#).

**Other CPE Opportunities:** Did you know you can earn CPE credits for other events and projects related to internal auditing? For example, you can earn credit by speaking on relevant topics at events; researching and authoring topical articles; serving in a volunteer capacity with The IIA on the local, regional, national, or international level, and more.
How Raven Stole the Sun: Lessons in Organizational Transformation

Speakers: Kieran Harrop, Director of Consulting Services, CGI
Marina Hutton, Senior Change Management Advisor, BC Pension Corporation.

When: Thursday, January 19, 2017 from 12:00 to 2:00 (1.5 CPE hours)
Where: Begbie Lounge, The Union Club of BC, 805 Gordon Street, Victoria
Price: $30 for IIA members and professional colleagues / $35 for non-members

Agenda:
- 11:45-12:00  Registration
- 12:00-12:30  Lunch and networking
- 12:30-1:45  Presentations with Q&A Session

Registration for this event is now open until Sunday, January 15th.
https://www.gifttool.com/registrar/ShowEventDetails?ID=1902&EID=23365

Presentation Overview:

Organizational change management (OCM) is the application of process and tools to manage the people side of change so that the desired results of the change are realized. Organizational change management practitioners help create an appropriate level of stakeholder commitment and engagement using systematic processes, tools and activities to lead the people side of change. With OCM we increase the speed of adoption, utilization and proficiency of people who are using or participating in new systems, processes and/or organizational structures. We help organizations realize the business outcomes desired in the change.

Successful projects require leadership support, providing vision and the strategic side of change, project management, ensuring that the project is completed on time and on budget with the desired quality, and organizational change management, targeting the people side of change.

Everyone plays a role in good organization change. Senior leaders lead the change and their visible commitment is key to success. Managers and supervisors often have the best relationship with employees so are best positioned to help coach them through the change. The organizational change management person on a project plays the role of mentor, coach, enabler and advisor. Employees change how they work. People’s acceptance and use of the solution usually determines the success of the project.

In our workshop today we will answer the following questions:
1. What does good change management look like?
2. What are some approaches to change management?
3. What are some success stories we can learn from?
How Raven Stole the Sun: Lessons in Organizational Transformation

Who Should Attend:

This topic is appropriate for anyone and everyone involved with organizational change. This certainly includes Internal Auditors as we often strive to change both processes and culture at the unit through to the corporate level.

About The Speakers:

Kieran Harrop is a sailor, surfer and poet. He also loves soccer. He is a Director of Consulting Services at CGI with over 23 years of business and organizational change leadership experience. His expertise is in facilitating organizational transformation and public service reform. Kieran’s passion is to:
1. Inspire engaged and sustainable workplaces and highly effective teams through business evolution
2. Create space for innovative change and extraordinarily productive and purposeful organizations

Marina Hutton is an innovator and entrepreneur fascinated by the complexity of people, systems, and social change. These curiosities have led her to travel, work, study and volunteer in 17 countries across six continents. She deepened her understanding of organizational systems through experiences such as working with the UN Environment Programme and studying business in Canada and Morocco. Exploring internal change and transformation, she lived in India for five months studying philosophy. She’s passionate about creating alignment between people and ideas, needed for change and organizational transformation to flourish. Some sees presence, understanding and connection as core ways to put this into action. Marina currently works in the change management field on business transformation projects (Current endeavours: Senior Change Management Advisor, BC Pension Corporation; Board Member, Association of Change Management Professionals – Greater Victoria Chapter; Co-Lead of the BC Public Service’s Change Management Community of Practice; Board Member, Business Class Magazine – Gustavson School of Business).
Performance-based Auditing for the Public Sector

Speaker: Edwin Ryl, Deputy City Auditor for the City of Edmonton.

When: Monday April 24, 2017 and Tuesday, April 25, 2017 (16 CPE hours)

Where: Begbie Lounge, The Union Club of BC, 805 Gordon Street, Victoria

Price: Early Bird $300, Regular $400

Agenda: Workshops start at 8:30 each day and end at 4:30
Lunch and Coffee Breaks included, Breakfast NOT included

Registration Costs: Due to the success of our 2016 fraud conference and spring workshop the chapter is heavily discounting this course offering using chapter funds. We are able to offer this two-day workshop for the cost of a one-day workshop.

Only 4 seats left!

Registration for this event is now open. Early Bird Rates will be in effect until NOON, Friday, February 24, 2017, after which regular rates will apply.
https://www.gifttool.com/registrar/ShowEventDetails?ID=1902&EID=23204

Presentation Overview: Auditing in the public sector means more than simply determining if controls are in place and regulations are being followed. Public sector auditing, in many cases, means you will be dealing with varied constituents and often working in a more public forum.

For new and experienced government and public sector auditors facing these unique challenges, this course will provide new insight that includes assessing whether or not control frameworks are working to further an organization’s goals and achievements. By learning to review an organization or department’s objectives and assess the risk to achieving them, public sector auditors in this program will be able to effectively evaluate the organization and ensure that it is working toward or maintaining a high level of performance.

This course will cover the following topics:
• Definition of Performance Auditing
• Management Issues, Concerns, and Functions
• Control Frameworks
• Risk-based Approach to Performance Auditing
• Value-for-money Approach to Performance Auditing
• Performance Measures

Who Should Attend: This topic is aimed towards the Internal Audit profession, especially those engaged in performance based or value for money auditing and within the Public Sector. However, this course may also be useful for business professionals interested performance based operations and management.
Performance-based Auditing for the Public Sector

About The Speaker: Edwin Ryl, P.Eng, MBA, CIA, CRMA is the Deputy City Auditor for the City of Edmonton. In this position he is responsible for managing value-added audit services that identify opportunities to City Council and the Administration for improved governance, risk management and internal control, ethical framework, operational efficiencies, and enhanced protection of city assets. Additionally, he is responsible to ensure that the quality of the work completed in the Office of the City Auditor meets the requirements of the IIA Professional Standards, and those of the City of Edmonton.

Previous to entering the world of internal audit, Edwin worked for the CFO of the City of Edmonton as a Strategic Project Manager and managed projects such as organizational restructuring, and bylaw and policy development. In this capacity he worked closely with Senior Management and City staff in building and leading cross departmental teams.

Edwin holds a Bachelor of Science in Engineering, along with a Master in Business Administration both from the University of Alberta and is also an accredited CIA and CRMA.

Edwin is a trained IIA Canada facilitator and has taught this particular course a number of times previously. He teaches frequently for IIA Canada and during his most recent engagement, received an excellent instructor/facilitator rating.


Edwin Ryl, P.Eng., CIA, CRMA
Deputy City Auditor for the City of Edmonton, Alberta, Canada.

Edwin Ryl is responsible for managing value-added audit services that identify opportunities to City Council and the administration for improved governance, risk management and internal control, ethical framework, operational efficiencies, and enhanced protection of city assets.
Who owns responsibility for the technology tools used by your audit department?

If you can't answer that, you may be falling behind. The latest research survey from TeamMate focuses on Technology Champions and the significant positive impact they can have on audit departments.

80% of those surveyed view Technology Champions as a key success factor for their organization. 36% of CAEs see Technology Champions as a Key Strategic Player in Audit Management.

View a copy of our latest report at: TeamMateSolutions.com/TechChamp
The IIA's Certified Internal Auditor® (CIA®) certification is the only globally accepted designation for internal auditors. It is a four-part exam that remains the standard by which individuals demonstrate their comprehensive competence and professionalism in the internal auditing field.

In response to market demand for premier quality global CIA exam preparation, The IIA has developed The IIA's CIA Learning System™.

The IIA's CIA Learning System is a comprehensive print and online CIA review program that will prepare you to pass the CIA exam.

A French version of the program is also available.

For more information on IIA’s CIA Learning System click on the logo to the bottom left.

But before you purchase, read on...

Your IIA Vancouver Island Chapter is pleased to assist members interested in obtaining the globally recognized CIA designation through providing IIA’s CIA Learning System at significantly lower prices:

- Full Kit: 3-Part Exam, CAD$925* (New!)
- Individual Part, CAD $400* (New!)

Note: * All inclusive. Subject to change without notice. Prices for non-members are also available.

This offer represents significant savings from the regular prices offered directly through the IIA.

For more information and to purchase your IIA’s CIA Learning System, please go to the following link.

The IIA's CIA Learning System - Order/Payment Site

Certification Questions? Ask our Certification Chair Graham Tranter at gtranter@uvic.ca
NEW TO IIA CERTIFICATIONS?

IIA Certification: Financial Support

To support our chapter members in their pursuit of IIA Certification(s), the chapter will provide financial support to the successful candidates who meet the following criteria.

1. All exam and application fees were personally funded.
2. All eligibility requirements were met and passed the exam(s).
3. Be a good standing member when the certification is awarded.

Each successful candidate will receive $100. A limit of 5 successful candidates has been set up for each fiscal year.

Gleim CIA Study Material Discount

In addition to the discounts on IIA’s CIA Learning System, we are proud to offer significant discounts on Gleim’s CIA Study Materials for our chapter members.

As a chapter member, you can get a 20% discount on Gleim’s CIA exam prep products. Please visit the Members Only section of the IIA Vancouver Island website.

We would like to hear from you. Any comment or suggestion on how we can support you for earning IIA Certifications?

Certification Spotlight

Tell us your story on your journey to certification and we will publish it in our next newsletter. Share your experience!

What certification did you achieve and when?
What prompted you to become certified?
How did you prepare for the exam?
How has certification helped your career?
What advice do you have for others seeking certification?

Answer these questions along with a professional bio and picture to The Connector editor at gtranter@uvic.ca to earn your page on our bi-monthly newsletter.

This year (2016), your Vancouver Island Chapter was again awarded the IIA Chapter of Excellence, through the chapter’s support of the CIA designation, including access to reduced costs for the IIA’s CIA Learning System program.
The IIA Vancouver Island Chapter has

**123 Members**

Sharing the following certifications

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In 2015-2016 we achieved GOLD Status for the 9th consecutive year. We need to do this one more time in the next two years to attain PLATINUM status. Following is our 2016-2017 status as at October 31st, 2016.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Required CAP Points</th>
<th>Achieved CAP</th>
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</thead>
<tbody>
<tr>
<td>Service to Members</td>
<td>325</td>
<td>399.46</td>
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<tr>
<td>Service to the Profession</td>
<td>200</td>
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<tr>
<td>Chapter Administration</td>
<td>160</td>
<td>196.00</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>(Gold at) 1,560</strong></td>
<td><strong>2,374.06</strong></td>
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As at the end of November, we have attained the minimum required CAP points in each service category and we have also passed the 1,560 point target for GOLD status. We have accomplished our goal of attaining both the minimums in each service category and an overall point total. We were only able to do this by continuously striving to bring you events, information, and the support you need or want for your professional growth.

Thank you to all our members who support the Chapter through attending events, suggesting topics and speakers, contributing newsletter articles, presenting to the chapter, answering our surveys, and supporting the Internal Audit Profession.
## Chapter Board for 2016-2017

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<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Organization</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Graham Tranter, CIA, CFE, CRMA, CISA, CCSA</td>
<td>University of Victoria</td>
<td><a href="mailto:gtranter@uvic.ca">gtranter@uvic.ca</a> (250) 853-3185</td>
</tr>
<tr>
<td>Vice President,</td>
<td>Lisa deWit, CPA, CGA, CIA, HBCom</td>
<td>Department of National Defence</td>
<td><a href="mailto:Lisa.deWit@forces.gc.ca">Lisa.deWit@forces.gc.ca</a> (250) 363-5631</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Tony Pollard CPA, CA, CFP</td>
<td>Parker Johnson</td>
<td><a href="mailto:tpollard95124@yahoo.com">tpollard95124@yahoo.com</a> (250) 888-6571</td>
</tr>
<tr>
<td>Secretary</td>
<td>Jenny Yue-Detterer, CPA, CA</td>
<td>KPMG</td>
<td><a href="mailto:jyuedetterer@kpmg.ca">jyuedetterer@kpmg.ca</a></td>
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<tr>
<td>Programs Chair</td>
<td>Sonia Vicente, Bcom</td>
<td>Ministry of Finance – IAAS</td>
<td>On Leave</td>
</tr>
<tr>
<td>Programs Chair</td>
<td>Graham Tranter, CIA, CFE, CRMA, CISA, CCSA</td>
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<td>Kelly Dorin, CFE, CPA, CA, CIA, CCSA, CRMA</td>
<td>University of Victoria</td>
<td>kдорин@uvic.ca (250) 853-3184</td>
</tr>
<tr>
<td>Marketing &amp;</td>
<td>Shaun Price, CPA, CA, CIA, CGAP, CRMA, BCom</td>
<td>Department of National Defence</td>
<td><a href="mailto:Shaun.Price@forces.gc.ca">Shaun.Price@forces.gc.ca</a></td>
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<tr>
<td>Speciality Centres</td>
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<td>University of Victoria</td>
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<td>Communications</td>
<td>Graham Tranter, CIA, CFE, CRMA, CISA, CCSA</td>
<td>University of Victoria</td>
<td><a href="mailto:gtranter@uvic.ca">gtranter@uvic.ca</a> (250) 853-3185</td>
</tr>
<tr>
<td>Past President</td>
<td>Kelly Dorin, CFE, CPA, CA, CIA, CCSA, CRMA</td>
<td>University of Victoria</td>
<td>kдорин@uvic.ca (250) 853-3184</td>
</tr>
<tr>
<td>Governor</td>
<td>Teeravit Chintawongvanich, CPA, CMA, CIA, CFE, CRMA</td>
<td>BC Investment Management Corporation</td>
<td><a href="mailto:teeravit.chintawongvanich@bcimc.com">teeravit.chintawongvanich@bcimc.com</a> (778) 410-7107</td>
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</table>

Remember that you can give us feedback at any time by contacting any of the board members identified within this (and all) newsletters. In addition, we have created a completely anonymous (no IP tracking, no identification required) survey consisting a single question allowing you to give us feedback whenever you want. IIA Vancouver Island Anonymous Feedback: https://www.surveymonkey.com/r/ZVNND73