



# STRATEGIC ALIGNMENT WITH STAKEHOLDERS

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## CVS HEALTH BACKGROUND

# PLACEHOLDER

## NON-OBJECTIVES

- This is not a playbook/textbook.
  - ↳ The objective is not to teach or tell you what to do.
- This is not an implication of best practices.
  - ↳ There is no right or wrong; it is up to you to assess what works best to serve the needs of your organization.
- This is not meant to be a presentation.

## Now the Objectives...

- Generate robust conversation and sharing of ideas.
  - ↳ To be challenged and take tangible learnings back for implementation within our departments.
- 20% retention rule
  - ↳ Keep it basic and recap frequently.

## THOUGHTS TO CONSIDER

How to build a successful relationship with business leaders?



How to provide value added consultation?



How to provide opportunities for cost savings?

How to promote best practices?



How to strengthen operational efficiencies and effectiveness?

How to standardize processes?

## KEY TAKEAWAY:

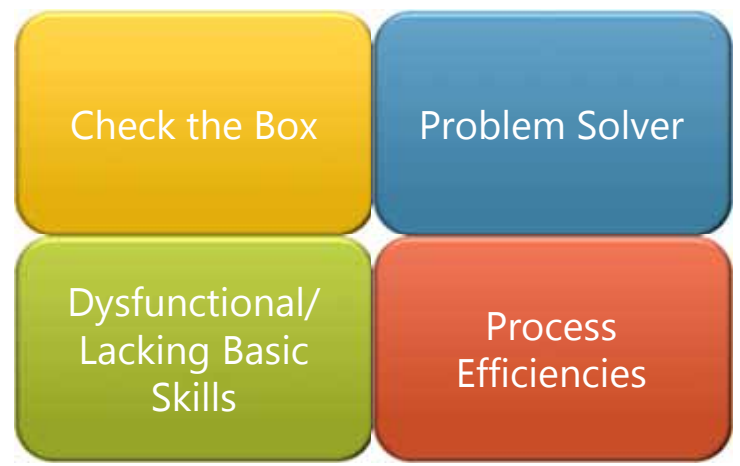
It's not what you want as a department, but the needs of the organization and key stakeholders that drive how you align and deliver.

# TWO PART ASSESSMENT

## Organization and Stakeholder Needs

## IA Maturity and Value Proposition

Compliance ↑



Process Improvement →

## KEY TAKEAWAY:

Right Balance (Success!) = IA Skills = Organization Needs

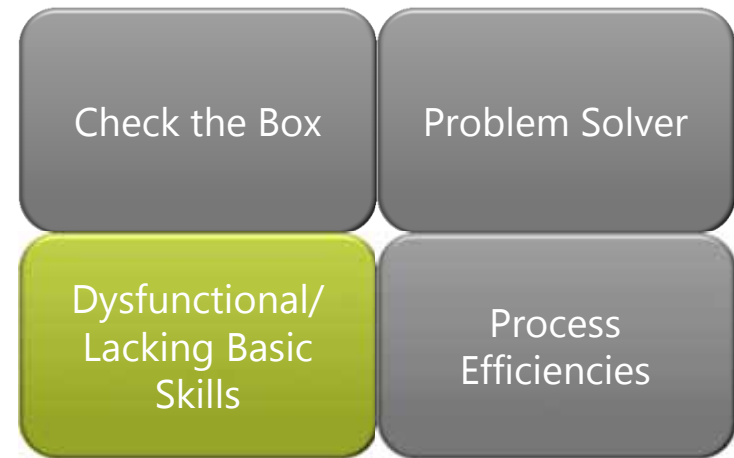


RIGHT BALANCE (SUCCESS!) = IA SKILLS = ORGANIZATION NEEDS

Organization and Stakeholder Needs

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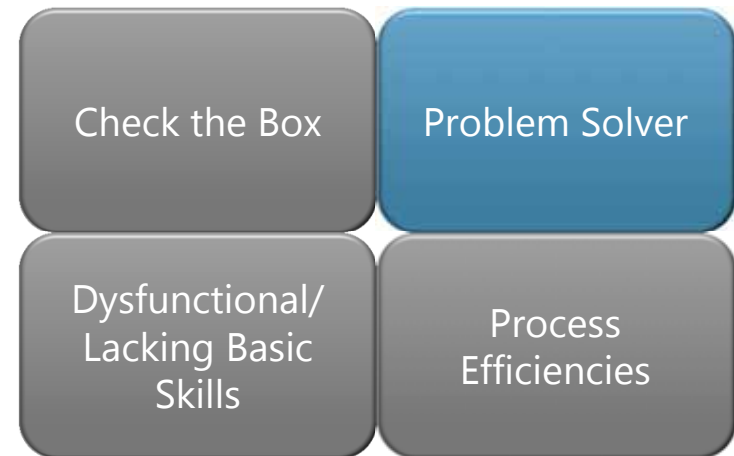
Process Improvement →

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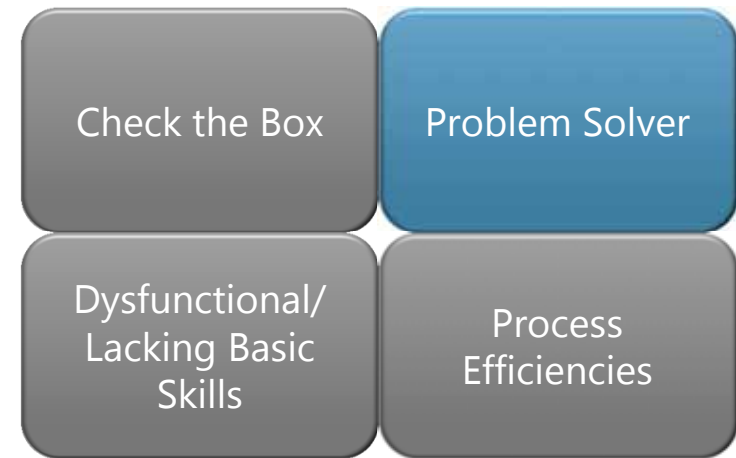
Process Improvement →

RIGHT BALANCE (SUCCESS!) = IA SKILLS = ORGANIZATION NEEDS

### Organization and Stakeholder Needs

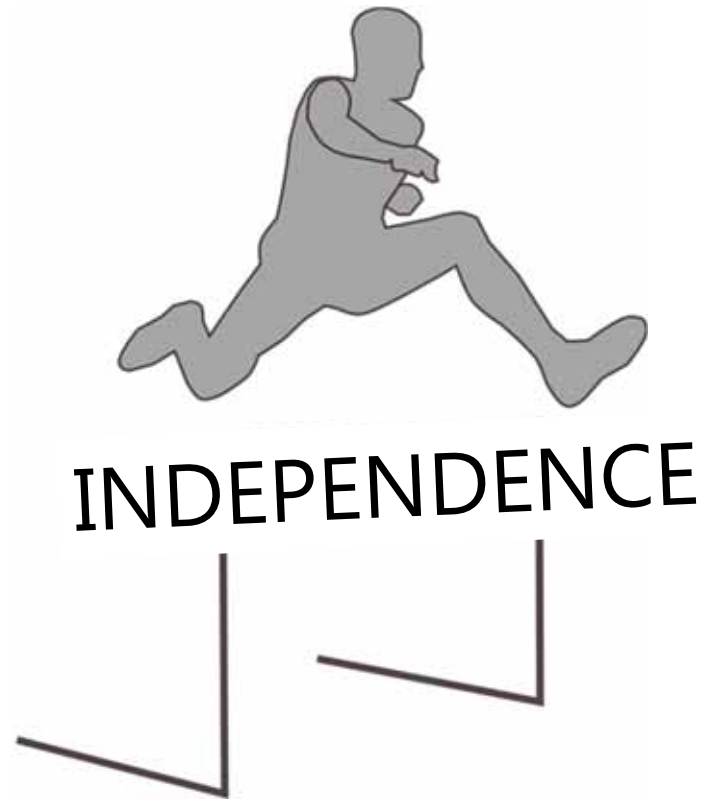
### IA Maturity and Value Proposition

Compliance ↑



Process Improvement →

# GETTING OVER THE "INDEPENDENCE" HURDLE



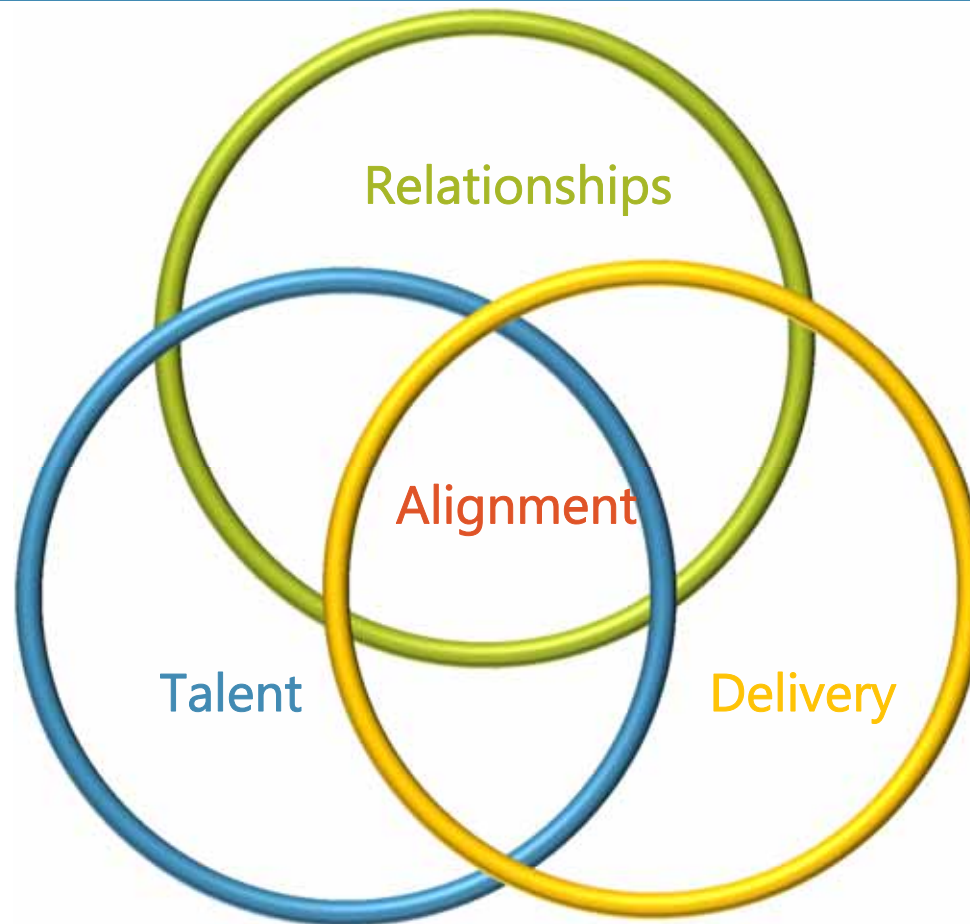
## KEY TAKEAWAY:

Independence is not a hurdle to “get over”, but a careful balance.

## WHAT WE HAVE COVERED SO FAR:

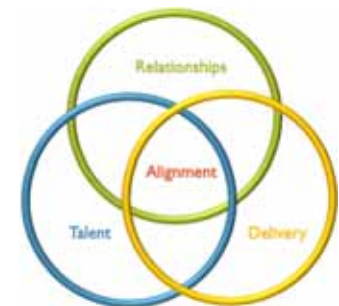
- Stakeholder and Organization Needs Assessment
- IA Maturity Assessment and Value Proposition
- Aligning Skills to Needs
- Balancing Independence

# IMPLEMENTING THE STRATEGY



## KEY TAKEAWAY:

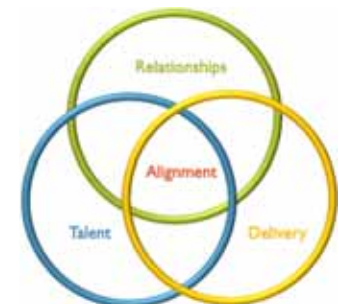
It's an evolution; take the time to cultivate the elements of your strategy at a balanced pace.





## RELATIONSHIPS:

- How does key leadership perceive you?
  - How is your organization structured?
  - Where do you want to be?
- Created centers of excellence.
  - Narrowed points of contact.



## DELIVERY:

- How much can you **invest** in understanding the business and educating your client?
- Are you willing to lose your best?
- How **flexible/responsive** is your plan?
- What's the **frequency** of your Risk Assessment?
- Can you **deliver** more than just audit findings?

- Invested in your relationship.
- Constantly risk assessing.
- Flexible with plan.



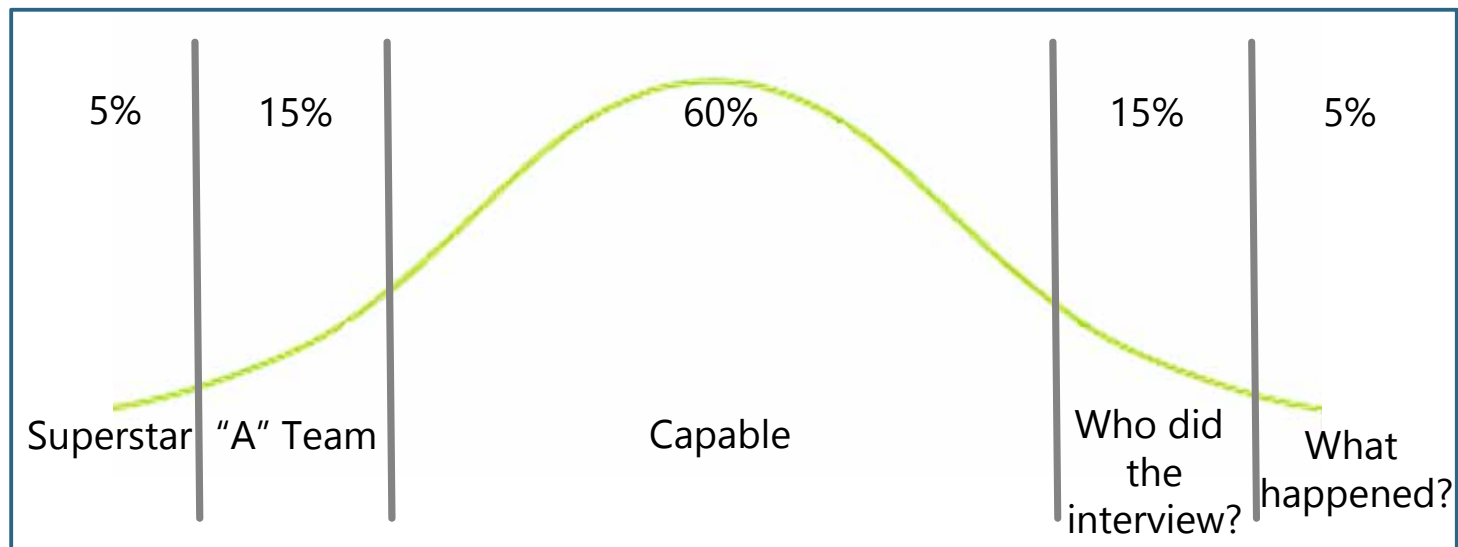
## TALENT:

- Recruiting and co-source strategy
- Development and training
- Continuous cycle of assessment and communication

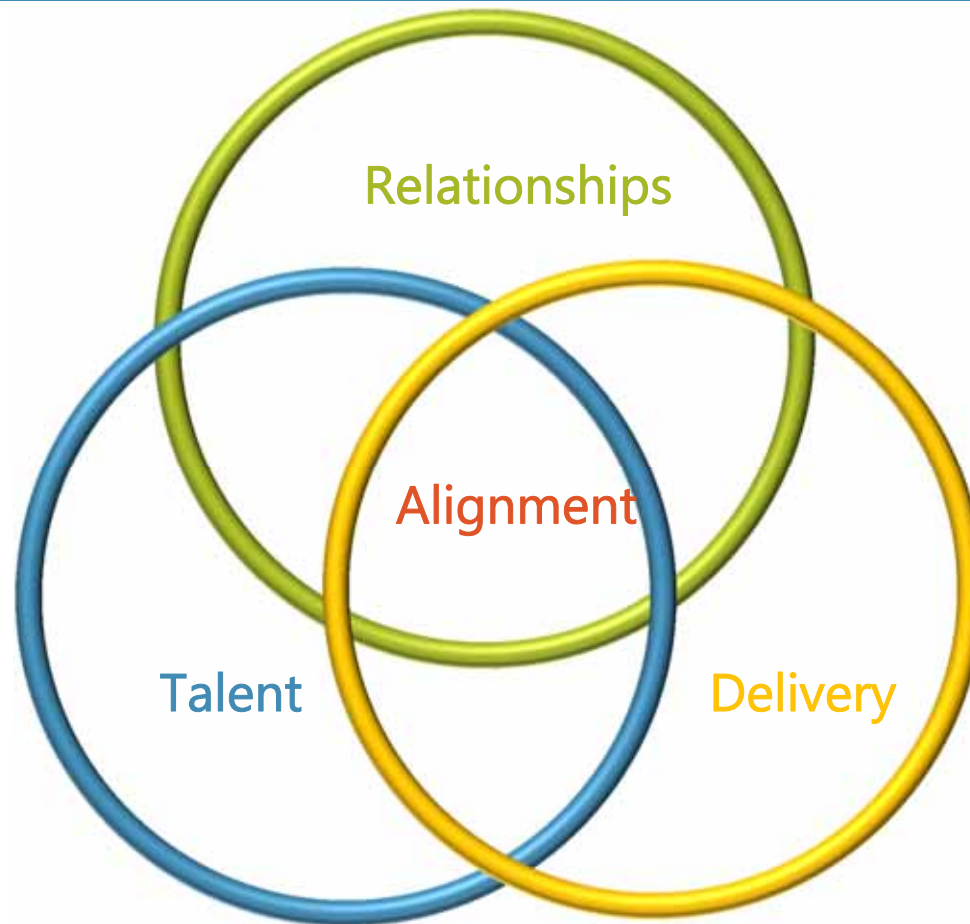


# PERSONAL OBSERVATIONS

- Leverage Strengths; Don't Exploit Weaknesses
- Maintain a Healthy Balance



## KEY TAKEAWAY:



# QUESTIONS AND ANSWERS?

END OF PRESENTATION

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# THANK YOU FOR YOUR TIME AND ATTENTION!

IIA CHAPTER CHICAGO | 58<sup>TH</sup> ANNUAL SEMINAR

