Session Descriptions

GS 1   "#PurposeServiceImpact"

J. Michael Peppers, *IIA Global Board Chairman and Chief Audit Executive, University of Texas System*

From #culture to #trust, hashtags used in social media allow us to connect and identify around key messages and topics of interest. Internal auditors globally can tap into this same spirit as we unite around core principles of our profession to deliver a significant and lasting impact in all we do. As the theme for Mike's 2017-18 Chairman term, **#PurposeServiceImpact** serves as a call to internal auditors to embark on a journey that has a clear sense of purpose, addressing the "why" in what we do, and to be passionately committed – through service – to advancing the mission and objectives of our organizations. Service can be our core value, our actions, or the results of our efforts. Impactful internal auditors have a spirit of service and a constant attention to these fundamental principles that help each of us to be trusted, relevant and engaged within our organizations.   Mike explores Purpose, Service, and Impact based on his more than 25 years of experience in internal auditing, most recently as the chief audit executive of the expansive University of Texas System. His message is intended to inspire professionals at all levels as well to prepare future generations of internal auditors.

CS 1-1 "The 2017 COSO ERM Framework: So What Now?"

Jordan Reed, *Managing Director, Protiviti*
Paul Sobel, *Vice President of Internal Audit, Georgia-Pacific, LLC*

With COSO's release of its framework, "Enterprise Risk Management — Integrating with Strategy and Performance," what are the implications for companies, boards, senior management and internal audit? It may be a good time for your organization to take a fresh look at its risk management. While the concepts in the updated ERM Framework aren't new, the emphasis given them is markedly different. The focus is now on what's most important in maximizing the value contributed by ERM to your company's success. This session will discuss:
- Why companies need to take another look at their risk management, even if they've already implemented ERM.
- What's new with the COSO ERM Framework and why is it important?
- Why risk management thinking and methodologies are running out of steam in meeting the inevitable challenges companies will face the next five to 10 years.
- What are the opportunities for internal audit and CAEs?

CS 1-2 "A 01110000 01100101 01101110 01101110 01111001 **For Your Thoughts"**

Rand Sluder, *Director, PricewaterhouseCoopers*

Cryptocurrency is a digital currency that uses secure communication (cryptography) to secure its transactions, control the creation of additional units, and to verify the transfer of assets. It is emerging from being confined to the dark web and criminals to making its way to Wall Street and Main Street. A $100 Bitcoin investment in 2011 yielded millions by the end of 2017. This session will:
- Explain cryptocurrency;
- Examine its origin;
- Explore its use in the dark web; and
- Describe the fraud implications as it moves into the mainstream.

CS 1-3 "Emerging & Disruptive Technology Risks"

Shawn Lafferty, *Partner, KPMG LLP*

IT audit risk focus areas are shifting from core operations to emerging and disruptive technologies. The IT risk universe is changing at an accelerated pace and challenging the modern auditor. You will learn how key areas of risk are being mapped to stable environments versus disruptive environments, and how internal risks are challenging external risks. This presentation will also cover the recent IT Internal Audit survey results mapping the changes of 19 risk areas over the past 12 months, and the resulting audit budgets and skills gaps for 2018.

CS 1-4 "Enterprise Coaching: Building a Coaching Culture"

Sonia Mejias, *Partner and Executive Coach, Enterprise Coaching Group*
Kim Sawyer, *Partner and Executive Enterprise Coach, Enterprise Coaching Group*

The International Coaching Federation's Strategic Plan aims "to support the growth of organizational coaching cultures." This session will define a coaching culture and its value to people, performance, organization effectiveness and overall business success; present a model to build a coaching culture; and discuss a company that successfully implemented it. Participants will learn about a structured model designed to build a sustainable coaching culture in three systematic steps - employing individual and team coaching, training, and facilitated peer-coaching circles. After this session, attendees will be able to:
- Understand key components of a successful coaching culture and how it looks in practice.
- Create a strategy to build a coaching culture in their organization using a specific three phase model.
- Realize the practical feasibility of building a sustainable coaching culture by exploring how an organization successfully implemented this model.

CS 1-5 **"When We Understand Each Other, We Work Together Better"**

Joshua Kettler, *Principal, RSM US LLP*

We encounter them every day, the self-described "difficult person". However, are they really difficult, or it is only our own perception? In this session we will walk through different people types, their characteristics, and coping strategies. Participants will take a journey of understanding our biases and how to best communicate with individuals having different personality traits. By understanding communication preferences and adapting how we communicate with others, we can improve efficiencies and increase morale in the workplace.

CS 2-1 **"Getting Comfortable with Being Uncomfortable: Using Agile to Transform Your Internal Audit Function"**

Sarah Adams, *Managing Director, Deloitte*

Use Agile principles to elevate your internal audit function. Internal audit groups are continually challenged to provide more value to stakeholders while enhancing organizational influence and impact. Stakeholders are demanding more efficient assurance, better advice on processes and controls, and greater anticipation of risks. In reports, they want deeper insights and stronger points of view. By applying Deloitte's Agile Internal Audit methodology, audit functions can accelerate performance through a methodology that fosters communication, innovation, and transformation, while generating more collaborative audit planning, greater stakeholder engagement, faster audit cycle-times, and more insightful reporting. Participants will hear how clients have become Agile.

CS 2-2 **"Audits and Investigations: What Went Well and What Didn't"**

Scott Lanham, *Financial Crimes Detective, Houston Police Department*

Internal auditors have played an important role in identifying fraud and providing valuable assistance in the subsequent criminal investigations. This presentation will contrast examples of good audit work resulting in prosecution and conviction of the fraudster, with poor audits that resulted in no charges. The learning objectives of this course are to:
- Understand you role in supporting a corporate fraud investigation;
- Identify techniques to document work and maintain proper custody of evidence in preparation for a criminal investigation; and
- Understand how a fraud investigation in conducted by law enforcement.

CS 2-3 **"The Increasingly Risky Business of Cloud Adoption"**

Jamey Loupe, *Senior Manager IT Risk Advisory, BDO USA LLP*

The migration of IT infrastructure and applications to cloud hosted environments is increasing at a rapid pace. As this migration occurs, companies must adjust to the changing risk landscape. This presentation will explore the key challenges companies face in this migration and how they can be mitigated. At the conclusion of this session, participants will be able to:
- Describe the cloud migration of IT infrastructure, applications and security;
- Identify the risks and benefits of migrating to the cloud; and
- Describe the leading cloud services in the industry.

CS 2-4 **"Navigating Your Way to Become a CAE"**

Keith Kahl, *Chief Audit Executive, LyondellBassell*

Do you have your sights set on taking your CAE's job some day when they move on to another role or retire? Do you have a roadmap to develop the skills and traits to become a CAE candidate and succeed in that role? To be a CAE, it takes far more than being a good auditor, audit manager or audit director. This session will explore the skills and traits you need to develop, refine and master to navigate your way to a CAE role and be successful. After this presentation, you will have the knowledge to develop a strategy, including developing a skill/trait gap assessment followed by a training/development program, to put you on a navigational track to be in the running to be a successful CAE.

CS 2-5 **"Data Analytics – Your Way Out of the Shark Tank"**

Grazielly Costa, *Internal Audit Manager, Calpine Corporation*
Jay Qatato, *Senior Director of Internal Audit, Calpine Corporation*

When discussing audit issues with our clients, we often feel like we entered the "Shark Tank". Once your details are challenged, good evidence is imperative as it:
- Demonstrates you took the time to understand the business;
- Confirms you conducted the depth of diligence expected from a Trusted Advisor; and
- Builds confidence, trust, and a greater acceptance of your recommendations as you "exit" the "Shark Tank".

In this session, you will gain insight on how data analytics provides internal audit with a high level of confidence for various matters and business processes. This presentation will provide strategies and techniques to overcome the challenges in achieving consistent value from data analytics, including how to present data in a meaningful, valuable, and concise way. Learn how storyboards can be used to influence your client's response and acceptance of your recommendations.

GS 2   "Question the Future Like a Futurist"

Jack Uldrich, *Futurist*

Today, the greatest change is the rate of change itself. Put another way, society is transitioning to a period of constant transition. The net effect is that "answers" about the future are decreasing in value. This reality is, paradoxically, placing greater emphasis on the need to ask better questions. In this thought-provoking and practical presentation, global futurist and best-selling author Jack Uldrich will share how the art and science of framing and asking better questions helps individuals and organizations survive the rapidly changing environment, and thrive by providing key insights necessary to confidently create their own future.

CS 3-1 "Intelligent Automation: How Robotics Will Impact Internal Audit"

Daryl Box, *Partner, EY*
Jon Smith, *Senior Manager, EY*

Intelligent Automation promises to transform the cost, efficiency and quality of executing many back office and customer-facing processes that businesses rely on people to perform. That's the good news. But Robotics Process Automation ("RPA") is not without its challenges, and internal audit professionals need to assist the company understand the digital disruption risks and mitigating controls to minimize the potential impacts. This presentation will cover:
- Defining Intelligent Automation / Robotics Process Automation;
- Identifying the risk and control implications related to RPA;
- Considering effect of RPA on processes, controls, and reliability of data;
- Assessing the internal audit implications;
- Changing your focus to monitor RPA risks and associated governance; and
- Using RPA within the internal audit function to improve efficiency, extract better information, and enable resources more time to add better insight.

CS 3-2 "Advanced Online Investigations"

Cynthia Hetherington, *President, Hetherington Group*

Due diligence in fraud investigations requires intense concentration, intelligence and the right tools. This interactive session will identify and demonstrate free online resources that break through traditional search roadblocks. You will discover how to locate personal information about any person or company. Popular social networking tools such as Facebook Live, Instagram and Twitter are covered, as well as going much deeper into the vast resources available for researching personal information. You will learn how to:
- Conduct advanced search queries;
- Access content believed to be private in social media;
- Conduct thorough searches on all social networks;

- Learn about custom Python scripts for fraud investigations;
- Monitor live content and communication on social networks;
- View multiple historic satellite images and street views of any location; and
- Identify all social networks in use by target username.

CS 3-3 "Fintech: It Affects Your Business More Than You Know"

Susan Pradhan, *Advisory Services Manager, Weaver & Tidwell LLP*

From Artificial Intelligence to Blockchain and Cryptocurrency – these topics are the ABCs of emerging Fintech (financial technology) disruption and ways it impacts your business. Attendees will learn to:
- Separate the wheat from the chaff – Buzzwords translated for the real world;
- Assess the impact – How Fintech is already changing your business; and
- Prepare for takeoff – How to best equip your enterprise to deal with the challenges.

CS 3-4 "From Audit to Advisor - A Case Study"

Mike Beck, *Internal Audit Director, ABM Industries*
Karen Francis, *Vice President of Internal Audit, ABM Industries*

The Internal Audit function at ABM Industries has matured from primarily conducting routine assurance engagements to establishing a strong internal consulting practice resulting in more management requests than can be squeezed into the annual audit plan. This session will review case studies of three recently performed internal consulting engagements, including projects to:
- Create a roadmap to improve IT change management practices;
- Determine the root causes of issues in the benefits payment processes for union employees and propose a go-forward strategy; and
- Establish compliance practices for a Federal Government contracting division.
Participants will learn:
- How to establish and demonstrate consultative competency;
- When and how to identify criteria to use as the basis for recommendations;
- How to integrate consultative recommendations into audit reports; and
- Ideas for consulting projects at your own organization.

CS 3-5 "Preparing for Gen Z: A Diverse and Multigenerational Workforce"

Danann Smith, *Metro Marketing Manager, Robert Half*

By 2020, experts say more than 20 percent of the workforce will be comprised of Generation Z employees, born from 1990 through 1999. This session explores research on Gen Zer's career aspirations, job expectations, and concerns as they enter the workforce. The presentation features survey findings. From this session,

participants will be better equipped to attract and retain this new generation of employees and will learn strategies to manage a multigenerational workforce.

GS 3 **"Navigating the Future with a Sense of Humor"**

Jeanne Robertson, *Humorist*

Award winning Jeanne is a funny speaker, and she uses her positively funny style to illustrate how a sense of humor can be an integral part of a strategy for success for every internal auditor. Her message is that a sense of humor is an attitude; an approach toward working with people. She believes this attitude can be developed and improved, and she suggests ways to do so within your audit work every day. Using original hilarious stories from everyday life, she will show us how to laugh at ourselves and accept the things that cannot be changed about us and the people around us. Heard daily on Siruis/XM Radio's Family Comedy Channel, six-foot-two Jeanne is the recipient of every top honor in the speaking profession. You'll laugh, and you'll learn why audiences across the nation say, "The meeting ain't over 'til the tall lady speaks."