

# MEMPHIS TENNESSEE CHAPTER NEWSLETTER

## The Institute of Internal Auditors

*“As an internal auditor, your job should not be what management tells you”*

*~John Farahi*



MEMPHIS TENNESSEE CHAPTER

**The Institute of  
Internal Auditors**

### UPCOMING TRAINING EVENT:

**TOPIC: PAYMENT CARD INDUSTRY &  
THE CURRENT RISKS/THREATS**

**DATE: NOVEMBER 15, 2011**

**TIME: 11:30 AM – 1:45 PM**

**LOCATION: RACQUET CLUB OF MEMPHIS**



Check out the  
**Newsflash section**  
**“IIA’s GLOBAL  
WEBSITE”**

### President’s Letter:

As the holidays approach and the weather cools I always start to panic. Yes, that’s right, Panic. Where has the year gone? How can I get in all this stuff I need to do by the end of the year, and yes that includes training!!! Well don’t worry we have some opportunities for you. In November our training is on PCI Compliance and Current Threats and in December we’ll have Bill Dean speaking on the use Social Media in the Hiring/Firing Process. So you’ll have opportunities to get your training in before the end of the year.

As for the holiday shopping, all the yearend deadlines we all have, you’ll have to figure out a plan for those. I look forward to seeing many familiar faces and hope to see many more new faces. For those of you who cannot attend, we’ll miss you! But not to worry, we will have other opportunities to mingle and learn in 2012. I hope to see you there!

While each month I only mention our most current training opportunity, the Programs Committee actually has an excellent schedule of events already planned for 2011/2012. Upcoming events will be included in our monthly newsletters and on our website for your convenience. Please be sure to visit the chapter website to stay on top of our chapter events as well as additional training opportunities within alternate chapters.

Your chapter officers and committee members are working on various initiatives to support the established goals including, but not limited to, a member/CAE survey, monthly meeting surveys, educational reach out, and membership research. As the current year unfolds, your board will continually strive to achieve our goals. However; we can’t do it alone, and we need volunteers!! It’s a great way to give back to our profession and to shape its direction. If you have some time we need your skills.

As a reminder, our Chapter Directory is available on our ‘members only’ section of our Memphis chapter website. If you need to update any of your information for the directory, you can update your profile including your Chapter affiliation directly on the IIA website.

I look forward to seeing you all at our chapter meetings. Your support of the profession and chapter is greatly appreciated.

Kind Regards,

Nikki Brinkerhoff, CIA, CISA CRIC

Chapter President

Memphis Chapter IIA  
P.O Box 382612  
Germantown, TN 38183

*Happy Holidays*



ALTAMONTE SPRINGS, Fla. – The Institute of Internal Auditors (IIA) has launched a new truly global website, [www.globaliia.org](http://www.globaliia.org), an outward sign of its ongoing commitment to serve the association's 170,000 members in 165 countries and 105 regional Institutes around the world. Its North American website, [www.theiia.org](http://www.theiia.org), will be redesigned and significantly enhanced in the coming months.

The new global website showcases The IIA's global products, including the International Professional Practices Framework in a variety of languages, features a global event calendar, and acts as a portal to Institute websites worldwide, where additional products, services, and benefits are available. "The global website is an opportunity to create something new that serves the needs of our worldwide community," says Sylvia Gonner, vice president of Global Relations for The IIA Inc. "It's truly a reflection of The IIA's global footprint."

The Microsoft SharePoint-enabled website features a clean, professional design that is easy to navigate and enhanced search capabilities that allow users to filter information by topic, language, format, etc. "With SharePoint, all of our content on the site is tagged and labeled, so it's easier for us to keep the site current," says Charles Redding, chief technology officer for The IIA. "Also, the overall search capability produces better results for our users because every page has been tagged with multiple ways to search the information." The site's intuitive design and mega-menus also offer visually appealing second- and third-level navigation, as opposed to a simple drop-down menu, making it easy to drill down into the site quickly and find information with fewer clicks.

Visitors to the new global website will notice a number of functional improvements. For one, IIA members can now log in to view the site's member-exclusive content by using their email address, rather than their assigned member identification number.

The homepage of the new website features an interactive map of the world, where users can click on a specific region and be connected to the Institute in that region. "The global site has a lot of links to and from our Institutes' websites," says Gonner, who is particularly excited about the site's bidirectional traffic flow. "It not only serves as a gateway to help our members find information about internal auditing in other parts of the world, but it's an opportunity for all of our members around the world to access one site where they can find current, easily accessible, relevant information that affects the internal audit community worldwide."

Other aspects of the site are designed to aid IIA Global's business operations, thereby improving the international association's efficiency and overall service to its members. For example, the global website will serve as a platform for The IIA's intranet. IIA departments can use the site's collaboration functionality to improve workflow, reporting, and business intelligence. Moreover, the site enables IIA global staff members to capture data more easily, analyze it for business intelligence, and produce dashboards based on key performance indicators.

The launch of the new global website is just the first step in The IIA's three-phase initiative to transition to SharePoint and take advantage of the platform's advanced user-update and collaboration features. Phase two will involve the launch of international committee websites, designed to provide a virtual "meeting room" and real-time collaboration on documents and projects for The IIA's volunteer committee members. The second phase also involves transitioning select chapter websites hosted by The IIA into a new web template that will feature much of the same functionality as the new global site.

For the final phase, the North American website, [www.theiia.org](http://www.theiia.org), will undergo significant enhancements, including a clean, user-friendly design similar to the global site with a robust training calendar that will allow users to track upcoming North American events.

**Source:** <http://www.theiia.org/recent-iia-news/?i=16688>

*Happy Holidays*



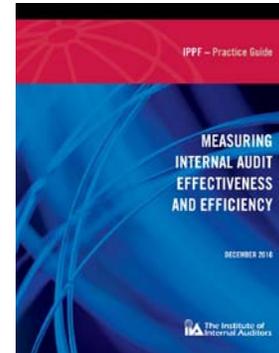
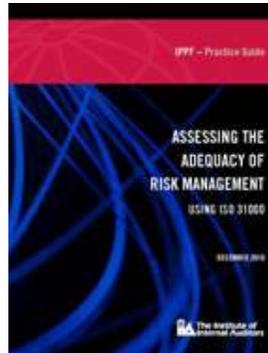
CERTIFIED INTERNAL AUDITOR (CIA)

**CIA:** The Certified Internal Auditor designation is the only globally accepted certification for internal auditors and remains the standard by which individuals demonstrate their competency and professionalism in the internal auditing field. Candidates leave the program enriched with educational experience, information, and business tools that can be applied immediately in any organization or business environment.

**Computer Based Testing:** The CIA exam is available through computer-based testing, allowing you to test year-round at more than 500 locations worldwide. Through the IIA's online Certification Candidate Management System (CCMS), candidates may apply/register for certification programs/exams and access their records online.

**Exam Content:** The CIA exam tests a candidate's knowledge of current internal auditing practices and understanding of internal audit issues, risks, and remedies. The exam is offered in four parts, each part consisting of 100 multiple-choice questions.

Further information regarding the CIA is provided within the IIA's website ([www.theiia.org/certification/](http://www.theiia.org/certification/)).



## TWO NEW PRACTICE GUIDES AVAILABLE FOR FREE DOWNLOAD TO MEMBERS

### **Practice Guide – Measuring Internal Audit Effectiveness and Efficiency:**

This practice guide helps internal auditors measure their effectiveness and efficiency by providing guidance on establishing a performance measurement process, identifying key performance measures, and monitoring and reporting on the level of customer service provided to internal audit stakeholders.

**Source:** <http://www.theiia.org/guidance/standards-and-guidance/ippf/practice-guides/measuring-ia-effectiveness/>

### **Practice Guide – Assessing the Adequacy of Risk Management:**

This practice helps internal auditors assess the adequacy of risk management within their organizations using ISO 31000 by providing details on three difference approaches regarding assurance of the risk management process.

**Source:** <http://www.theiia.org/guidance/standards-and-guidance/ippf/practice-guides/assessing-the-adequacy-of-risk-management/>

*Happy Holidays*

*“The CIA designation is a globally accepted designation”*

*“CIA’s are valuable resources to executive management and boards of directors in accomplishing overall goals and objectives”*