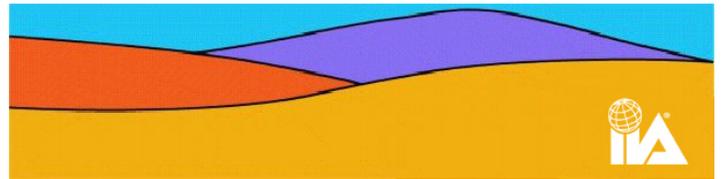


*The Institute of Internal Auditors
Northern California East Bay Chapter*

NEWSLETTER



<http://www.theiia.org/chapters/NCEB>

Jason Philibert

Issue 271

December 2012

President's Message

Paul Becker, Chapter President

Happy Holidays!!

The Chapter will be taking a short break from educational programs in December, but we'll be back with both a two hour program and full day seminar in January. See our web site for details. In the meantime, the IIA is offering an online webinar for members on December 12 regarding GTAG 17: Auditing IT Governance. This event runs from 1pm to 2pm ET and offers 1 CPE. Sign up on the IIA's web site.

And, please don't forget the following December 31, 2012 deadlines:

- CRMA (Certification in Risk Management Assurance) Professional Experience Recognition – allows for certification based on professional experience, after December, you will need to pass the exam.
- CPE reporting

Until next year,

Paul Becker, Chapter President
Northern California East Bay Chapter

Programs

Tracy West, VP of Programs

I would like to thank Rick Warren, Principal in Risk Consulting, from Crowe Horwath for traveling to speak to us on Enterprise Risk Management – Third Party Risk Management. His presentation was informative and provided specific examples on how to limit risk to third parties, which many found helpful. We appreciate Rick's expertise and Crowe

Horwath's support in assisting our chapter with its monthly programs.

We also held our first roundtable discussion on Best Practices for Developing Risk-Based Audit Plans prior to our November program. While attendance was somewhat low, we had two companies represented that had never attended and I received feedback that it was a valuable discussion and we should continue to bring more of these to our members. We will be documenting the results of the roundtable and distributing the shared materials to the participants in the next week. This added session was eligible for one CPE and was offered free to our members with lunch provided. We will be discussing topics of interest and dates/times with our Board so please stay tuned for future events.

You will not want to miss our next **joint program with the Financial Women's Association on how to Triage an Investigation**. **Catherine Madrid (CPA, CFF & Partner), Marcus Wong (CPA, CFE & Senior Manager) and Kate Eckhart (CPA, CFE, CFF & Manager) from Ernst and Young Fraud Investigations and Dispute Services** will be here to discuss best practices in initial response to alleged wrong doing. During this program you will learn how to:

- Conduct the initial triage.
- Respond to threats to the business and its employees.
- Consider reporting obligations.
- Organize the investigation.
- Conclude and transition to a longer-term project.

This program will be held **Thursday, January 17 at Chevron in Concord from 2:00 to 4:00 p.m. Immediately following the program, please join us for a networking social, appetizers and beverages at Plate and Vine in the Concord Hilton**, just across the street from Chevron. This

will be a great opportunity to meet new colleagues and leverage our expanded network.

Please note that you can always call me with suggestions or comments regarding our programs or any other topic. I can be reached at 925-469-7285.

Happy holidays and I look forward to seeing you in January.

Tracy West
Vice President, Programs

Certification

Are you interested in becoming a Certified Internal Auditor (CIA)? Do you want to find out more information about the CIA exam? Please see <https://na.theiia.org/certification/CIA-Certification/Pages/CIA-Certification.aspx> for this information if you're new to the certification process.

The PER provision has been extended until 12/31/12 for IIA Members!!!

Certification in Risk Management Assurance™ (CRMA™)

In October 2011, the IIA began certifying qualified individuals for the CRMA through a Professional Experience Recognition (PER) process. For more information, please see <http://www.theiia.org/certification/crma>.

Don't forget the CPE reporting deadline is 12/31/12!

100 Point Club

Bill Warner, Chapter Achievement Program

Congratulations to all members who achieved membership in the 100 Point Club through their service to the Chapter and attendance at events. As recognition of this accomplishment, we have been distributing a Northern California East-Bay branded travel alarm clock to aid you in your upcoming audit travels.

The 100 Point Club is special recognition for Chapter members who have accumulated 100 points through the Chapter year. Members receive points

for activities such as attending a Chapter program (15 points), attending a seminar (20 points), attending a board meeting (5 points), participating on a committee (5 points per month), publishing an article in the Internal Auditor magazine or other publication (20 points), speaking at a Chapter event (10 points), bringing a non-member guest to an event (5 points) and if that guest becomes a member an additional 10 points can be received.

Points are tracked through event sign in sheets and Committee Chairs, but please email me throughout the year if you would like to claim points for publishing an article or bringing a guest.

With the upcoming website redesign, we will be posting the 100 Point Club status by membership number (names will be omitted). Please let me know if you do not want to be included in this list.

To the 100 Point Club members, congratulations on the achievement and thank you for your dedication to the Chapter and audit profession.

Bill Warner
Chapter Achievement Program (CAP)

Seminars

John Driscoll, VP of Seminars

We have scheduled a seminar on Fraud for Jan 29, 2013 in the Chevron Concord Auditorium. John Hall will deliver a one-day seminar that will focus on Advanced Fraud Issues for Auditors. For professional internal auditors interested in stepping up their fraud handling skills to a higher level, this one day seminar includes many "next step" practices in making Fraud Risk Management a reality on every project.

John Hall has been a professional speaker, seminar instructor and consultant since 1990. In 2003, he founded Hall Consulting, Inc. as the business entity to manage his speaking, training and consulting activities. Since 1990, Mr. Hall has presented over 1,500 live programs to clients in corporate management, professional associations, internal auditing, CPA firms, and government, not-for-profit, and education organizations. In addition, he continues to personally handle client consulting engagements, fraud risks and incidents, and audits

of construction contracts. This continued daily involvement on client projects enables Mr. Hall to bring current, relevant, real-world experience to his presentations and seminars.

John Driscoll,
Vice President, Seminars

Academic Relations

Carol Blanco and Gabrielle Middleton, Academic Relations Committee Co-Chairs

The members of the Academic Relations Committee have been busy during the last couple of months, going to Bay Area schools and continuing to propagate our wonderful profession of Internal Auditing (may soon no longer be ‘One of the Best Kept Secrets...’). More recently, Alexi Gao and Flora Fu attended to more than 30+ Junior and Senior students who came to the IIA-NCEB booth at the ‘Meet The Accounting Professionals’ event at CSUEB Hayward campus. Numerous other business organizations and potential employers were also present at the career fair. Gabrielle Middleton reached out to Las Positas College in Livermore (this was our first time there) and we both facilitated the interactive session about Internal vs. External Auditing, with Paul Schafer and Mushtari Nagpurwala as guest speakers. Paul reiterated some traits and skills on what it takes to be a successful auditor, while Mushtari shared her experience on how she earned her CPA license while doing internal audit work. Carol Blanco was among one of the seven panelists with varied career paths from different industries at the DVC-Pleasanton campus during the Career Night, while Amos Njoh and Leo Wang presented a technical topic to members of Phi Beta Lambda. Henry Tamayo and Lily Cevallos are coordinating future events with JFK and St. Mary’s College, Moraga, respectively.

We would like to acknowledge Herman Haller for his outstanding volunteer work with ARC in the past couple of years. Hermann has had numerous trips to Cal (UC Berkeley), and relentlessly coordinated events with ASCEND (student association of future business leaders). He has also engaged the Committee on Student Fees and Budget Review (CSFBR), a team of students doing audit/assurance work for the university. His

interactions with them increased their awareness that what they are doing is very similar to internal audit work. Hermann has been innovative on his approach of imparting to students on what we do, including role playing on resource allocation when scheduling audits, and giving them a bigger and clearer perspective of the different phases of audit work including planning, fieldwork, wrap, and finally writing the audit report. Students remember him when the topic of Internal Auditing comes up, so we know Hermann has made a difference!

If you are interested in joining us at school events, please contact any of the ARC team members.

REMINDER: Scholarship Deadline is fast approaching.... **December 28, 2012**. Please spread the word.

Click on the link for more details. [IIA NCEB Scholarship Application Package](#)

Employment Opportunities 1



Business Title
Senior Auditor

Job ID:
66452BR

Position Location
San Jose California

Primary Job Responsibilities

Conduct audits and special projects that are technically challenging across Marketplaces' portfolio and GSI Commerce.

Planning - Determine and establish appropriate audit scope and internal control objectives for areas under audit. Evaluate the systems of internal control to determine the areas of highest risk. Construct audit plans that utilize allocated hours and resources to address high-exposure areas within the audit scope.

Testing - Design and execute audit programs to validate the relevant internal control objectives. Interpret the significance of the test results and

conclude on the reliability of the systems of control.

Recommendations – Develop ideas and recommended solutions to problems identified during audits.

Reporting - Compile and prioritize issues to be addressed at meetings. Conduct meetings with management to review audit results. Prepare management reports and support development of reports to executive management and the Audit Committee.

Complete special projects as assigned, including coordination with external auditors/consultants and others as required.

Job Requirements

Knowledge, skills, abilities, experience, and education required to perform job.

Computer knowledge: SAP, MS Word, Excel, Powerpoint, Access, and ACL

Some travel required

Education and Experience

Highly Desirable: Certified Public Accountant, Certified Internal Auditor and/or Certified Fraud Examiner

7+ years of relevant work experience required i.e. External/Internal Audit, Accounting and Reporting. Other broader Finance/Operational and SQL experience is a plus.

Education

Bachelors Degree Required

If interested, please visit

<http://www.ebaycareers.com>.

Employment Opportunities 2

Global Corporate Strategy and Operating Model Consultant

Schedule: Full-time

Organization: Accenture Management Consulting - Global Corporate Strategy and Operating Model Consultant

Location: New York, Chicago, San Francisco, Atlanta, or Philadelphia

Travel: 80% to 100% (Monday - Thursday)

If you join Accenture you can make great ideas happen for some of the world's most dynamic companies. With broad global resources and deep technical know-how, we collaborate with clients to cultivate ideas and deliver results. Choose a career at Accenture and enjoy an innovative environment where challenging and interesting work is part of daily life.

Accenture is a leading provider of management consulting services worldwide. Drawing on the extensive experience of its 16,000 management consultants globally, Accenture Management Consulting works with companies and governments to achieve high performance by combining broad and deep industry knowledge with functional capabilities to provide services in Strategy, Analytics, Customer Relationship Management, Finance & Enterprise Performance, Operations, Risk Management, Sustainability, and Talent & Organization.

Job Description

This role will be a Consultant in the North America Corporate Strategy and Operating Model Practice. The Corporate Strategy and Operating Model practitioners work with C-suite and senior leadership of top organizations across industries and geographies on key corporate strategy, business strategy, and operating model challenges. Client engagement responsibilities in the group include, but are not limited to:

- Help create strategy project work plans and revise as appropriate to meet changing needs and requirements
- Help to manage day-to-day operational aspects of a project and scope

- Create deliverables needed for successful strategy and operating model engagements - with content expertise in some/all of the following: Corporate Strategy (e.g., Business restructuring, portfolio/investment strategy, strategic planning), Business Strategy (e.g., business model - customer/channel/product - strategy, new market entry/growth), and Operating Model (e.g., operating capability assessment, strategy and refinement)
- Effectively apply group offerings and assets and implement project standards
- Prepare for engagement reviews and quality assurance procedures
- Minimize Accenture/client exposure to risk on group engagements
- Ensure project documents are complete, current, and stored appropriately
- Develop and sustain productive client relationships

Business Development responsibilities to include, but not limited to:

- Help to identify business development and ""add-on"" sales opportunities as they relate to various Corporate Strategy and Operating Model engagements
- Actively assist in proposal efforts within the group
- Effectively convey Accenture messages in both written and verbal business development discussions

Practice development responsibilities to include, but not limited to:

- Actively assist in building out our core offerings and associated assets
- Actively participate in all required Corporate Strategy and Operating Model training
- Participate in formal development of thought capital that helps increase awareness of the strategic thinking and solutions the Corporate Strategy and Operating Model practice offers in the marketplace, with a focus on topics that are top of mind for existing and/or new potential clients
- Participate in and help drive internal activities that grow and further develop our practice and our team-members

Basic Qualifications:

- Minimum of 1 year of corporate strategy, business strategy, and/or operating model experience
- Minimum of 1 year experience at a consulting firm or equivalent in an internal consulting role
- Bachelor's degree

Additional Preferred Skill Requirements:

- Experience working in a supervisory position on corporate strategy, business strategy, and/or operating model engagements
- Solid Microsoft Office (Word, Excel, Power Point, and Project) skills
- Knowledge of standard project management requirements
- Prior consulting experience
- Cross industry experience

Professional Skills Requirements:

- Proven ability to work independently and as a team member
- Good communication (written and oral) and interpersonal skills
- Good organizational, multi-tasking, and time-management skills
- Ability to manage and motivate team members and reports in an effective manner

Candidates who are currently employed by a client of Accenture or an affiliated Accenture business may not be eligible for consideration. Applicants for employment in the U.S. must possess work authorization which does not require sponsorship by the employer for a visa. We are an Equal Opportunity Employer.

Contact Stacey Fons, Stacey.Fons@Accenture.com

Employment Opportunities 3

Global Corporate Strategy and Operating Model Manager

Schedule: Full-time

Organization: Accenture Management Consulting - Global Corporate Strategy and Operating Model Manager

Location: New York, Chicago, San Francisco, Atlanta, or Philadelphia

Travel: 80% to 100% (Monday - Thursday)

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Accenture is a leading provider of management consulting services worldwide. Drawing on the extensive experience of its 16,000 management consultants globally, Accenture Management Consulting works with companies and governments to achieve high performance by combining broad and deep industry knowledge with functional capabilities to provide services in Strategy, Analytics, Customer Relationship Management, Finance & Enterprise Performance, Operations, Risk Management, Sustainability, and Talent & Organization.

Job Description

This role will be a Manager in the North America Corporate Strategy and Operating Model Practice. The Corporate Strategy and Operating Model practitioners work with C-suite and senior leadership of top organizations across industries and geographies on key corporate strategy, business strategy, and operating model challenges. Client engagement responsibilities in the group include, but are not limited to:

- Identify resources needed and assigns individual responsibilities
- Manage day-to-day operational aspects of a project and scope

- Create and review deliverables prepared by team before passing to client - with content expertise in some/all of the following: Corporate Strategy (e.g., Business restructuring, portfolio/investment strategy, strategic planning), Business Strategy (e.g., business model - customer/channel/product - strategy, new market entry/growth), and Operating Model (e.g., operating capability assessment, strategy and refinement)
- Effectively apply group offerings and assets and enforce project standards
- Prepare for engagement reviews and quality assurance procedures
- Minimize Accenture/client exposure and risk on project
- Ensure project documents are complete, current, and stored appropriately
- Manage day-to-day client interaction
- Help to set and manage client expectations
- Develop lasting relationships with client personnel that foster client ties
- Communicate effectively with clients to identify needs and evaluate alternative business solutions
- Continually seek opportunities to increase customer satisfaction and deepen client relationships
- Build a knowledge base of each client's business, organization and objectives

Business Development responsibilities to include, but not limited to:

- Identify business development and ""add-on"" sales opportunities as they relate to various engagements
- Actively assist and/or lead in proposal efforts including completing project scoping market assessments
- Effectively convey Accenture messages in both written and verbal business development discussions

Practice development responsibilities to include, but not limited to:

- Actively lead creation and build out of core offerings and associated assets
- Lead formal development of thought capital that helps increase awareness of the strategic thinking and solutions the Corporate Strategy and Operating Model group offers in the marketplace, with a focus on topics that are top of mind for existing and/or new potential clients

- Participate in and lead/drive internal activities that grow and further develop our practice and our team-members
- Conduct effective performance evaluations and mentor those with less experience through formal and informal channels
- Help team execute career development plans
- Seek and participate in development opportunities above and beyond training required by us
- Train others on specific area of expertise through formal training programs, as well as through informal channels
- Seek opportunities for junior practice members to progress toward their professional development goals

Basic Qualifications:

- Minimum of 3 years of corporate strategy, business strategy, and/or operating model experience
- Minimum of 3 years experience at a consulting firm or equivalent in an internal consulting role
- Master of Business Administration or the equivalent graduate degree

Additional Preferred Skill Requirements:

- Solid people development and practice development skills
- Active roles in proposal/business development activities
- Experience working in a supervisory position on corporate strategy, business strategy, and/or operating model engagements
- Solid Microsoft Office (Word, Excel, Power Point, and Project) skills
- Knowledge of standard project management requirements
- Prior consulting experience
- Cross industry experiences
- Lead roles in knowledge capital development
- Lead roles in business development activities
- Proven track record in client relationship development

Professional Skills Requirements:

- Proven ability to work independently and as a team member
- Good communication (written and oral) and interpersonal skills
- Good organizational, multi-tasking, and time-management skills
- Ability to manage and motivate team members and reports in an effective manner

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We are an Equal Opportunity Employer

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Employment Opportunities 4

Global Corporate Strategy and Operating Model Senior Manager

Schedule: Full-time

Organization: Accenture Management Consulting - Global Corporate Strategy and Operating Model Senior Manager

Location: New York, Chicago, San Francisco, Atlanta, or Philadelphia

Travel: 80% to 100% (Monday - Thursday)

If you join Accenture you can make great ideas happen for some of the world's most dynamic companies. With broad global resources and deep technical know-how, we collaborate with clients to cultivate ideas and deliver results. Choose a career at Accenture and enjoy an innovative environment where challenging and interesting work is part of daily life.

Accenture is a leading provider of management consulting services worldwide. Drawing on the extensive experience of its 16,000 management consultants globally, Accenture Management Consulting works with companies and governments to achieve high performance by combining broad

and deep industry knowledge with functional capabilities to provide services in Strategy, Analytics, Customer Relationship Management, Finance & Enterprise Performance, Operations, Risk Management, Sustainability, and Talent & Organization.

This position will be a Senior Manager in the North America Corporate Strategy and Operating Model Practice. The Corporate Strategy and Operating Model practitioners work with C-suite and senior leadership of top organizations across industries and geographies on key corporate strategy, business strategy, and operating model challenges. Client engagement responsibilities in the group include, but are not limited to:

Project /Practice Management

- Manage the day-to-day operational and tactical aspects of multiple projects of various size/scope
- Oversee managers working on one or more client engagements within practice
- Review high-level deliverables of projects across the practice - with content expertise in all of the following: Corporate Strategy (e.g., Business restructuring, portfolio/investment strategy, strategic planning), Business Strategy (e.g., business model - customer/channel/product - strategy, new market entry/growth), and Operating Model (e.g., operating capability assessment, strategy and refinement)
- Implement engagement review and quality assurance procedures in accordance with our methodology to ensure profitable and successful execution of consulting engagements as measured by internal company/practice goals and client satisfaction
- Minimize Accenture/client exposure and risk across multiple work streams
- Manage scope and mitigate risk across projects

Project Accounting

- Determine appropriate revenue recognition, ensure accurate invoicing, and monitor receivables for all projects under his/her direction
- Integrate financial data for multiple projects
- Compare financial data for practice to that of other practices and seeks ways to maximize revenue
- Analyze revenue, margins, bill rates and utilization across projects
- Address elevated billing issues when they arise

Financial Management

- Manage to and achieve revenue goals set for projects
- Accurately forecast revenue, profitability, margins, bill rates and utilization across projects
- Set expectations upward regarding revenue and profitability projections

Business Development

- Identify partnership opportunities and capitalize on ""add-on"" sales opportunities across projects
- Achieve ""add on"" revenue goals
- Assist in the identification of strategic accounts
- Work in conjunction with our sales teams to follow up on sales leads within practice and across practices in Management and Accenture broadly
- Grow long-term relationships with clients and capitalize on equity and partnership opportunities
- Lead the development of new business proposals

Communication

- Serve as key lead and/or participant in team and client meetings
- Raise our visibility through involvement in local industry organizations
- Confront issues openly and quickly
- Effectively communicate relevant project/practice information to superiors and peers in other practices
- Tactfully communicate sensitive information
- Handle difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual

Technical Understanding

- Assists in the evaluation and redesign of practice offerings
- Possess a thorough understanding of our offerings and practice direction

PROFESSIONAL QUALITIES

Leadership

- Challenge others to develop as leaders while clarifying roles and responsibilities
- Pursue excellence in all aspects of business
- Possess the expert knowledge to identify opportunities for change and the ability to convey the need for change
- Build expert knowledge and conveys knowledge to others

Teamwork

- Evoke creative and innovative thinking from team members while helping them to bring their ideas and career plans to fruition
- Help to determine new, creative ways to employ teams on projects and distribute responsibilities
- Work across the global practice to share lessons learned and best practices

Client Management

- Manage day-to-day client interaction and expectations for multiple or large-scale projects
- Anticipate clients needs and propose alternative business solutions
- Continually seek and capitalize upon opportunities to increase customer satisfaction and deepen client relationships
- Possess a knowledge base of each client's business, organization and objectives

ORGANIZATIONAL RESPONSIBILITIES

Thought Capital

- Consistently lead the development of Global Corporate Strategy and Operating Model thought capital that brings value and insight to our clients
- Participate and/or lead external and internal forums for thought capital sharing

Practice Member Development

- Participate in all programs relating to performance evaluations and career development planning
- Review evaluations within practice for consistency
- Mentor managers through formal and informal channels
- Assess training needs and selects training tools for team members
- Manages the development of project teams by ensuring that project tasks are in line with each individual's career interests

Internal Operations

- Easily recognize areas for internal practice improvement and growth and develop plans for implementation
- Lend expertise to internal teams and task forces
- Review the status reports of team members across projects and address issues as appropriate
- Comply with and enforce standard policies, procedures, practices and methodologies

Basic Qualifications:

- Minimum of 5 years of corporate strategy, business strategy, and/or operating model experience
- Minimum of 5 years experience at a consulting firm or equivalent in an internal consulting role
- Master of Business Administration or the equivalent graduate degree

Additional Preferred Skill Requirements:

- Solid people development and practice development skills
- Lead roles in proposal/business development activities
- Solid history of successful program management experience
- Experience in working in a supervisory position on corporate strategy, business strategy, and/or operating model engagements
- Solid Microsoft Office (Word, Excel, Power Point, and Project) skills
- Knowledge of standard project management requirements
- Prior consulting experience
- Cross industry experience
- Lead roles in knowledge capital development
- Lead roles in business development activities
- Proven track record in client relationship development

Professional Skill Requirements

Leadership

- Challenge others to develop as leaders while clarifying roles and responsibilities
- Pursue excellence in all aspects of business
- Possess the expert knowledge to identify opportunities for change and the ability to convey the need for change
- Build expert knowledge in Corporate Strategy and Operating Model practice and convey knowledge to others

Teamwork

- Evoke creative and innovative thinking from team members while helping them to bring their ideas and career plans to fruition
- Help to determine new, creative ways to employ teams on projects and distribute responsibilities

- Work across the global practice to share lessons learned and best practices.

Client Management

- Manage day-to-day client interaction and expectations for multiple projects of various scale/scope
- Anticipate client needs and propose alternative business solutions.
- Continually seek and capitalize upon opportunities to increase customer satisfaction and deepen client relationships
- Possess a knowledge base of each client's business, organization and objectives

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Contact Stacey Fons, Stacey.Fons@Accenture.com



Please send your announcements, articles, employment advertising and other information to the editor, Jason Philibert at:

Jason.philibert@trinet.com

Visit the NCEB Chapter Website by scanning the QR code below with your smartphone!





NORTHERN CALIFORNIA EAST BAY

Chapter of the *Institute of Internal Auditors*

2012 - 2013

PROGRAM CALENDAR



Date	F.O.S.*	Program	Presenter
9/20/2012	M	Chief Audit Executive (CAE) Panel Discussion - Moderated by Kennan Rooney	CAEs from Chevron, NetApp, Safeway & Union Bank
10/18/2012	A	External Quality Assurance Review (QAR) Panel Discussion	Panelists from Deloitte & Touche, Chevron, Clorox, and Bank of the West
11/15/2012	A	Risk Management - Third Party Risk Management	Rick Warren, Crowe Horwath LLP
1/17/2013	A	Triaging an Investigation	Catherine Madrid, Marcus Wong, & Kate Eckhart, Ernst & Young
2/21/2013	A	Mobile Device Risks in an Increasingly Connected World	Raj Chaudhary, Crowe Horwath LLP
3/21/2013	A	Corporate Espionage	Dan Henage, Grant Thornton LLP
4/18/2013	PD	Building Your Brand as an Emerging Leader	Jo Miller, CEO of Women's Leadership Coaching, Inc.
TBA	M	Join Us for Another Great May Social at the Blackhawk Museum, Danville	Surprise Guest To Be Announced

*Recommended Field of Study: Auditing (A), Management Advisory Services (M), Personal Development (PD)

Programs held at Chevron Concord Building (2001 Diamond Blvd Concord) unless noted below.

External Quality Assurance Review

OCT 18
PANEL DISCUSSION

Internal audit professionals who are interested in the following will want to attend this program:

- * An overview of the Institute of Internal Audit Standards for the Professional Practice of Internal Auditing.
- * Implementing new / enhancing existing internal audit processes.
- * Maintaining quality and leading internal audit practices.
- * Confirmation that you are meeting stakeholder expectations and providing value to your organization.
- * Preparing for or considering an external Quality Assessment Review to evaluate conformance with the Standards.
- * Becoming a future internal audit leader.

Join a panel comprised of a representative of Deloitte & Touche, Bonnie Sura of Chevron, Ivor Nanton of Clorox, & Theresa Nidetz of Bank of the West.

Risk Management Third Party Risk Management

NOV 15

During this presentation, we'll discuss how an effective enterprise risk management program incorporates third-party risk mitigation efforts. At the end of this session, participants will be able to:

- * Recognize recent trends in the marketplace related to third-party risks.
- * Through a case study approach, identify internal and external challenges to discover, analyze, and assess risk.
- * Explore solutions to be implemented in order to achieve a successful proactive program.
- * Utilize technology to enhance third party risk management efforts.

Presented By: Rick Warren, CIA, CRMA, Principal, Third Party Risk Management, Crowe Horwath LLP

Triaging an Investigation

JAN 17

Catherine Madrid, CPA, CFF, Partner, Marcus Wong, CPA, CFE, Senior Manager, & Kate Eckhart CPA, CFE, CFF, Manager, Fraud Investigations and Dispute Services, with Ernst & Young, will cover best practices in initial response to alleged wrongdoing.

- Learn how to:
- * Conduct the initial triage.
 - * Respond to threats to the business or its employees.
 - * Consider reporting obligations.
 - * Organize the investigation.
 - * Conclude and transition to a longer-term project.

Joint program with the Financial Women's Association. Join us for a Social at Plate & Vine across the street in the Concord Hilton. Location: 1970 Diamond Blvd, Concord Time: 4:00 - 6:00 p.m

Mobile Device Risk in an Increasingly Connected World

FEB 21

With the proliferation of mobile devices over the last few years, organizations are beginning to feel pressure from employees to allow access to corporate data and information from consumer phones and tablets. While this is a clear advantage for productivity, placing sensitive data on mobile devices presents additional risks to the security of this information. This presentation will explore the threats organizations are exposed to via mobile devices on which they depend and mobile security approaches within the enterprise.

Presented By: Raj Chaudhary, PE, CGEIT, CRISC, Principal and National Practice Leader, Security and Privacy, Crowe Horwath LLP

Corporate Espionage

MAR 21

In this presentation, Dan Henage will:

- * Use live hacking demonstrations and videos to show how corporate espionage occurs.
- * Explain what happened in some of the largest attacks of all time and how the organizations failed to protect themselves.
- * Describe the steps that can be taken to protect against corporate espionage including:
 - Firewalls
 - Training
 - Patching
 - Tracking
 - Testing
 - Encryption
 - Physical Security

Presented By: Dan Henage CPA, CISSP, Business Advisory Services Manager, Security Specialist, Grant Thornton LLP

Build Your Brand as an Emerging Leader

APR 18

What does it take to establish a reputation as a go-to person, expert, or up-and-coming leader?

- In this workshop, discover:
- * How to identify your ideal career niche.
 - * How to turn it into a compelling brand statement.
 - * Cultivate a strong, positive reputation for yourself.
 - * Learn how to communicate your brand to your leaders and engage them in your career development.
 - * Attract high-profile assignments and roles that make your expertise visible.

Presented By: Jo Miller, CEO of Women's Leadership Coaching, Inc. and creator of the Women's Leadership Coaching system.

May Program & Social at Blackhawk Museum

MAY TBA

Please join us for another exciting event at the Blackhawk Museum. The Blackhawk Museum was established to ensure that significant automotive treasures blending art, technology, culture and history would be exhibited for public enjoyment and educational enrichment. Blackhawk displays about 90 cars, many of which are on loan from Museum friends in many different parts of the world. Car collectors enjoy sharing their automobiles and Blackhawk has the most dramatic presentation of coachbuilt cars in the world, without exception. You won't want to miss this opportunity to network with your peers, enjoy an exceptional dinner, and hear from our special guest.

Attend all programs this year and receive up to **16 CPE credits***

All programs are \$30 for Members/\$35 for Non-Members excluding the May Social.

The courses in this flyer are being provided as a part of the Northern California East Bay Chapter of the Institute of Internal Auditors Annual Program Schedule. Courses are \$30 for Members/ \$35 Non-members excluding the May Social. For more information regarding complaint resolution and program cancellation policies, please visit the Programs and Seminars section of our website at <http://www.theiia.org/chapters/index.cfm/home.page/cid/216>



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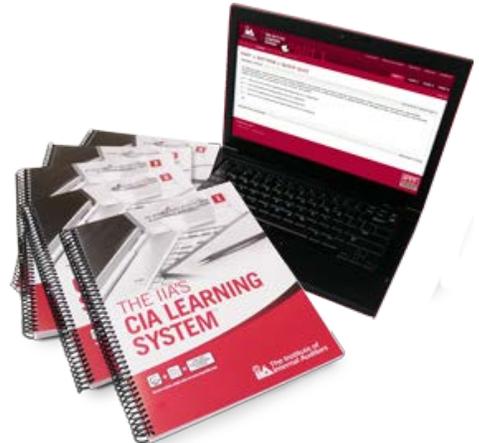
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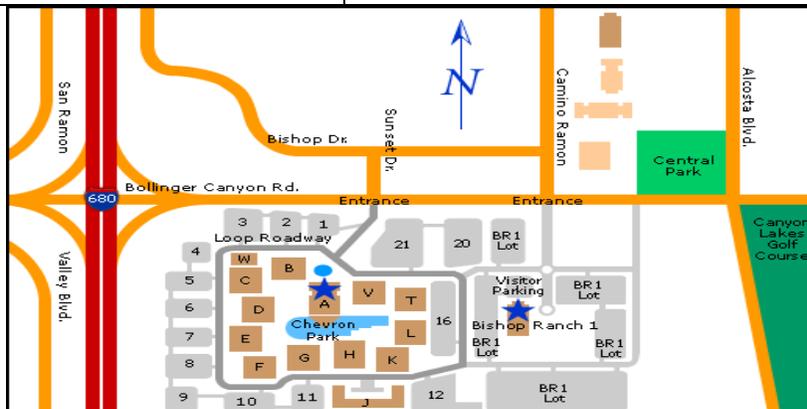
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Directions to Program Meetings - Chevron Park and Chevron - Bishop Ranch:

<p>From South Bay:</p> <ul style="list-style-type: none">  Take I - 680 North (approximately 5 miles from the I-580 interchange)  Take the Bollinger Canyon Road Exit Turn right on Bollinger Canyon Road 	<p>From the North Bay:</p> <ul style="list-style-type: none">  Take I - 680 South (approximately 12 miles from the Highway 24 interchange)  Take the Bollinger Canyon Road Exit Turn left on Bollinger Canyon Road 	<p>From San Francisco:</p> <ul style="list-style-type: none">  Merge onto I-80 East towards Bay Bridge/Oakland  Merge onto I-580 E toward CA-24 / DOWNTOWN OAKLAND / HAYWARD-STOCKTON  Take CA-24 E toward WALNUT CREEK for approximately 13 miles  Take I - 680 South for approximately 12 miles  Take the Bollinger Canyon Road Exit
<p><u>For Chevron Park:</u></p> <ul style="list-style-type: none"> Turn right into the first Chevron facility at 6001 Bollinger Canyon Road. Park in the Visitor's Parking Proceed to Building A, located directly behind the fountain 	<p><u>For Chevron - Bishop Ranch:</u></p> <ul style="list-style-type: none"> Turn right into the second Chevron facility at 6101 Bollinger Canyon Road. Park in the Visitor's Parking Proceed to Building 1, located directly across from the Visitors' Parking Lot 	



Directions to Program Meetings - Concord facility:

<p>From South Bay:</p> <ul style="list-style-type: none">  Take I - 680 North (approximately 22 miles from the I-580 interchange)  Take the Burnett Ave Exit - Exit 52 Toward Concord Avenue Stay Straight to go onto Burnett Avenue Turn Right onto Diamond Blvd 	<p>From the North Bay:</p> <ul style="list-style-type: none">  Take I - 680 South (approximately 1 mile from the Highway 4 interchange)  Take the Concord/Pacheco Exit - Exit 52 Turn left onto Contra Costa Blvd Turn left onto Concord Avenue Turn slight right onto Diamond Blvd 	<p>From San Francisco:</p> <ul style="list-style-type: none">  Merge onto I-80 East towards Bay Bridge/Oakland  Merge onto I-580 E toward CA-24 / DOWNTOWN OAKLAND / HAYWARD-STOCKTON  Take CA-24 E toward WALNUT CREEK for approximately 13.2 miles  Take I - 680 North for approximately 6 miles  Take the Burnett Ave Exit - Exit 52 Toward Concord Avenue Stay Straight to go onto Burnett Avenue Turn Right onto Diamond Blvd
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