

2023 Analytics and Automation Virtual Conference

April 20, 2023 | 10:00 a.m.–4:30 p.m. ET | 6.6 CPEs

7:00 – 8:30 AM PT | 9:00 – 10:30 AM CT | 10:00 – 11:30 AM ET EST

Opening Keynote: Hyper-AUDITmation

David C. Williams

Assistant Vice President, Automation

AT&T Business Solutions

Get ready for an inspiring narrative that encompasses tangible concepts for success. Through his leadership experience within a Fortune 10 global telecommunications conglomerate, David C. Williams provides detailed and repeatable methodologies for building a world-class robotics process automation (RPA) program, such as “Culture Trumps Strategy,” “The Role of Automation,” and “One & One Is Eleven.” As a patent holder and award-winning tech executive, Williams leads the largest RPA program in the world. He brings a refreshing perspective and insightful solutions to mastering the art of the possible, right now.

David C. Williams is an expert on robotic process automation (RPA) and emerging technology and the author of *Business Model*. As Assistant Vice President of Automation at AT&T, he is responsible for hyper-automation and emerging technology to transform the customer/employee experience and cost structure for his organization. Williams leads the largest RPA program worldwide; his team has developed 600+ bots automating 70M contacts, realizing \$400M in operating income at over 3,000% ROI. Additionally, he invented and sponsored a machine-learning decision engine driving \$200M credit reduction annually. In prior roles, Williams created deep-link HTML marketing initiatives garnering 90M monthly impressions, led competitive intelligence that helped shape AT&T’s Mobile First strategy and employee discounts, and authored two patents for reprogrammable RFID and bridging satellite and LTE technology. His many accolades include Black Engineer of the Year Awards’ 2021 Legacy Award and American Business Awards’ 2022 Bronze Award for IT Team of the Year.

NASBA: Information Technology | Learning Level: Basic | CPE Credit: 1.8

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8:40 – 9:40 AM PT | 10:40 – 11:40 AM CT | 11:40 AM – 12:40 PM ET

CS 1: Robotic Process Automation (RPA): Mitigating Process Automation Risks

Ahmad Abdellatif, CIA, CISA

Assistant Manager, Audit and Advisory Services

Majid Al Futtaim

Many organizations across industries and geographies are shifting from manual processing to robotic process automation due to constant economic pressure to lower costs, boost efficiency, improve accuracy, reduce errors, and ensure timely delivery. This noticeable shift automatically translates into organizations' increased need for reliable, scalable, and robust automation bots, which normally do not come cheap and have their own risks.

In this session, participants will:

- Hear about real-life examples of risks an organization might encounter while trying to develop and sustain process automation bots.
- Gain insights into best practices for avoiding and handling these risks, which include both design and organization culture risks.

Ahmad Abdellatif has more than 16 years of experience across multiple industries and countries, specializing in data analytics. He has successfully developed computing modeling for data analytics, focusing on machine learning, natural language processing, and RPA design, implementation, and deployment. Abdellatif currently works with Majid Al Futtaim – Retail – Audit and Advisory Services, where he has gained international experience through engaging audits in different countries, cultures, and environments.

NASBA: Information Technology | Learning Level: Intermediate | CPE Credit: 1.2

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9:50 – 10:50 AM PT | 11:50 AM – 12:50 PM CT | 12:50 – 1:50 PM ET

CS 2: Accelerate Risk Governance Through Cross-Functional Risk Analytics

Cristian Garofalo

Audit Manager Analytics & Innovation

Phillip Morris International

Fernando Dominguez

Audit CoE Manager, Analytics

Phillip Morris International

Internal audit established a center of excellence (CoE) for the creation of risk analytics dashboards. These dashboards were uniquely tailored to the needs of various risk-mitigating functions to enable dynamic risk governance. Creating the dashboards with a function-tailored approach and narrowly defined scope ensures that functions can uncover insightful findings and determine the best risk management actions on a continuous basis.

In this session, participants will:

- Examine how dashboards are designed to be relevant for each individual business/assurance function based on size and maturity models by leveraging function-tailored “personas.”
- Gain insights into developing dashboards with metrics relevant only to each persona to avoid information overload and make the most important metrics more readily available and identifiable.
- Understand how to transition toward dynamic risk governance by creating a CoE for building data analytics across assurance and business functions by introducing function-tailored dashboard personas and minimum-viable analytics metrics.
- Explore how to capitalize on the benefits of centralized development and sharing of analytics across the first and second lines and function-tailored dashboard personas.
- Get tips for avoiding common pitfalls of setting up a centralized CoE for sharing data analytics across assurance and business functions.

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11:40 AM – 12:20 PM PT | 1:20 – 2:20 PM CT | 2:20 – 3:20 PM ET

CS 3: Data Analytics and Automation: Elevating the Value of Internal Audit

JT Erwin

Senior Audit Consultant

First Horizon Bank

Elevate the efficiency and effectiveness of the internal audit function by harnessing the power of data analytics and automation. Identify trends, patterns, and anomalies in financial and operational data to uncover potential risks and opportunities. Streamline audit tasks and free up auditors to focus on high-value activities with the help of automation. Leverage these tools to provide greater value to your organization and stakeholders.

In this session, participants will:

- Understand what makes an effective data analytic.
- Develop a method to determine what analytic and automation projects to pursue.
- Gain insights from real-world examples of organizations using data analytics and automation in their internal audit processes.
- Use the same principles to showcase value added by analytics and automation.

JT Erwin has 14 years of audit experience in both public accounting and internal audit departments. As a Senior Audit Consultant at First Horizon Bank, he leads the Internal Audit department's Data Analytics and Automation team in overseeing digital innovation and analytics. Under his leadership, the team has implemented novel analytics and automations that have provided actionable insights to management and the organization. Erwin has been involved with local leadership of The IIA and is currently a member of The IIA's Chapter Relations Committee.

NASBA: Auditing | Learning Level: Intermediate | CPE Credit: 1.2

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12:30 – 1:30 PM PT | 2:30 – 3:30 PM CT | 3:30 – 4:30 PM ET

CS 4: Better Assurance and Insights Through Process Mining

Chester Yue

**Regional Head of Internal Audit, Asia Pacific
Reinsurance Group of America, Inc.**

Process mining is a new technology that could help auditors create greater value for management through more assurance and insights. At RGA, we have experimented with process mining and confirmed its potential and value. This session will introduce this innovation and share our lessons learned.

In this session, participants will:

- Be introduced to the concept and technology of process mining.
- Receive a demonstration of why it can add value.
- Walk through the steps of how to implement process mining.
- Hear about lessons learned.

Chester Yue is a transformational and innovative internal audit leader with 20 years of progressive and diverse Fortune 50 and public accounting audit experience across business functions, regions, and cultures. He has a proven track record of establishing and transforming audit and control functions in changing business and regulatory environments globally. Yue is a lifelong learner and avid reader.

NASBA: Information Technology | Learning Level: Intermediate | CPE Credit: 1.2