



# Welcome to ISACA-RI 2019 Annual General Meeting

June 7, 2019

**ISACA**<sup>®</sup>

**Rhode Island Chapter**

**50** ISACA<sup>®</sup>  
**Rhode Island Chapter**

# 2019 ANNUAL GENERAL MEETING

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June 6, 2019



Rhode Island Chapter

# Agenda

- 08:00 – 08:30 Registration & Continental Breakfast
- 08:30 – 08:45 Opening Remarks & Housekeeping
- 08:45 – 10:15 Adopting GRC Program For Digital Transformation Using COBIT2019
- 10:15 – 10:30 Network Break
- 10:30 – 11:30 Building a World-Class Digital Audit Workforce
- 11:30 – 11:45 ISACA RI Annual Meeting & Chapter Updates
- 11:45 – 01:00 Lunch & Networking
- 01:00 – 02:00 Scoping Today's Audit
- 02:00 – 02:15 Network Break
- 02:15 – 03:30 SheLeadsTech – Panel Discussion 
- 03:30 – 03:45 Swag & Other Treasures & 
- 03:45 – 04:00 Closing Remarks

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**Rhode Island Chapter**

## ISACA RHODE ISLAND

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Opening Remarks

General Housekeeping



## Amica Insurance Auditorium

- Special thanks to AMICA for their continued support of ISACA RI in allowing the use of this auditorium.
- Wi-fi is not available.
- Please leave the auditorium the way you found it – take all papers, trash etc. and dispose of properly.



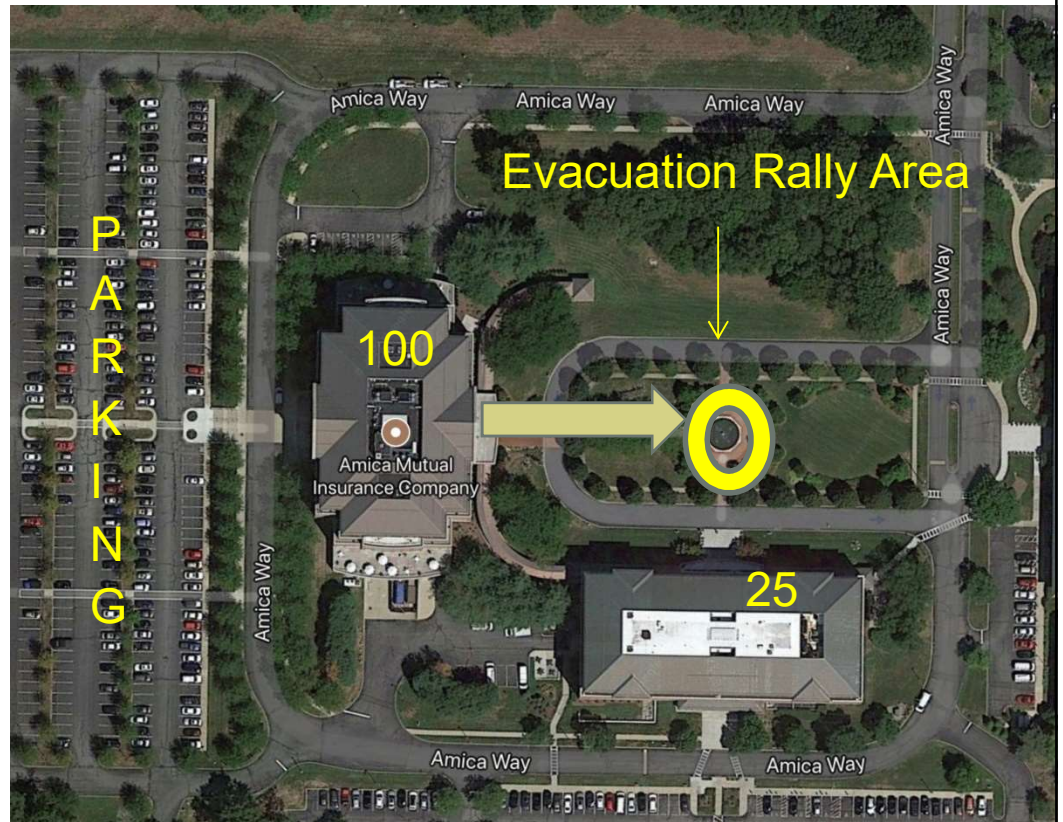
## Excellent Auditorium Acoustics

- Please be courteous to fellow meeting attendees and our speaker.
- Reserve side-bar conversations for networking breaks and lunch.
- Please turn off, mute, or set phones to vibrate. If need to take a call, please step outside the auditorium.
- Although there is excellent acoustics – please use the technology at your fingertips.



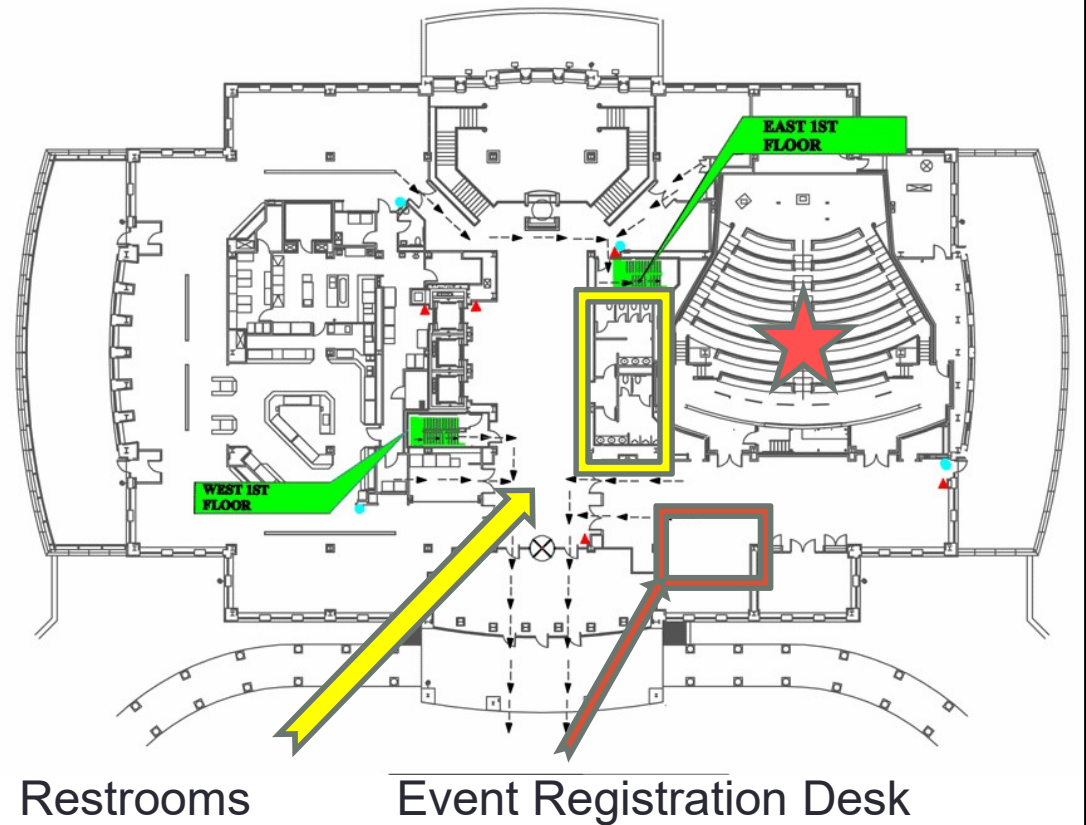
## Evacuation Plan

- Remain calm.
- Identify the closest point of egress & secondary exits as the closest may be blocked.
- Leave immediately upon hearing alarm
- In the event of an emergency, please leave by way of the Exit signs.
- If leaving by way of the auditorium entrance, take a right, then a left thru the doors to the outside courtyard – wait there until you receive further instructions.
- No Elevators



## Restrooms

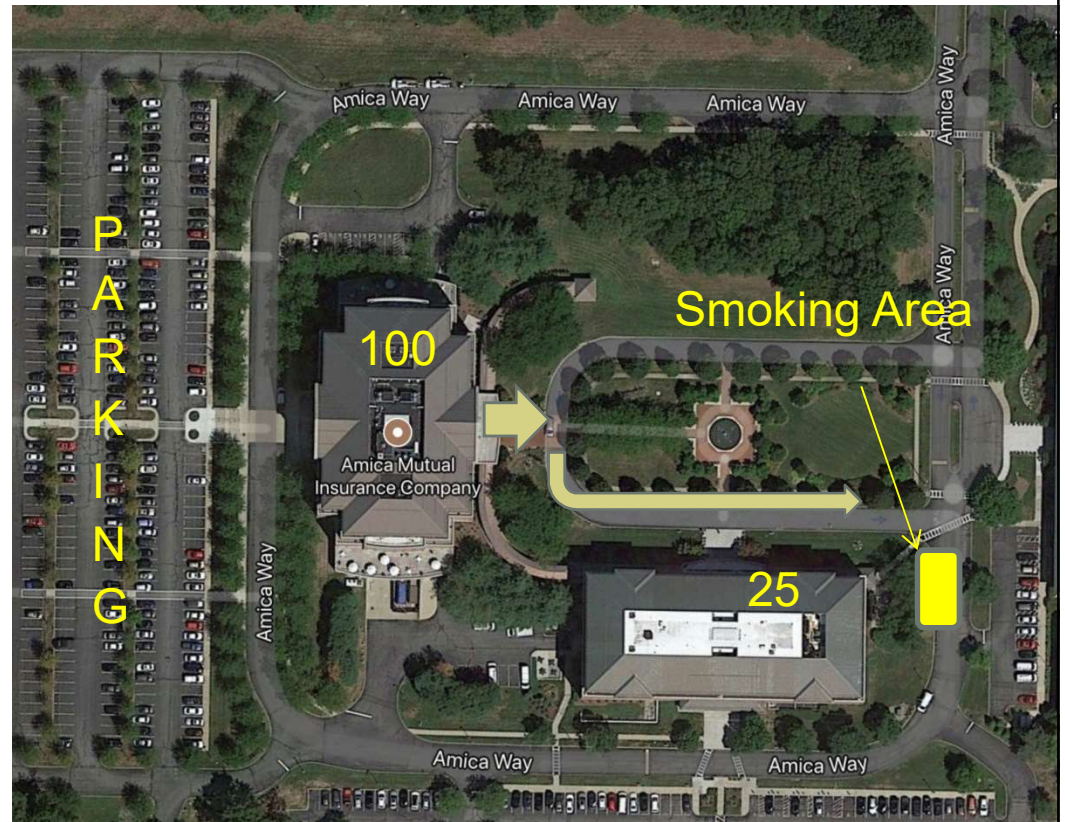
- Located in lobby
- Leave auditorium entrance, take a right, then a right thru the doors and they are on your right.





## Smoking Area

- Smoking is prohibited on the Corporate Office campus except on the northwest side of Building 25
- There is a smoking hut to the right of the 25 building which is directly across from the 100 building that the amphitheater is located in.



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Rhode Island Chapter

# ADOPTING GRC PROGRAM FOR DIGITAL TRANSFORMATION USING COBIT2019

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Mark Thomas - CGEIT, CRISC  
Escoute Consulting

## Mark Thomas Escoute Consulting



- Mark is an internationally known Governance, Risk and Compliance expert specializing in information assurance, IT risk, IT strategy, service management and digital transformation.
- As a former Army officer with over 28 years of professional experience, Mark has a wide array of industry experience including government, health care, finance/banking, manufacturing, and technology services.
- Mark has held roles spanning from CIO to IT consulting and is considered a thought leader in frameworks such as COBIT, NIST, ITIL and multiple ISO standards.
- Mark routinely speaks at US and international conferences and earned the ISACA John Kuyers award twice for Best Speaker/Conference contributor of the year.
- Mark also holds the CGEIT (Certified in the Governance of Enterprise IT) and CRISC (Certified in Risk and Information Systems Control) certifications.

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**NETWORKING BREAK**

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Rhode Island Chapter

# BUILDING A WORLD-CLASS DIGITAL AUDIT WORKFORCE

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Manuel Coello  
CVS Health

Manuel Coello  
Senior Director  
Data Analytics  
CVS Health



- Manuel Coello has a 20-year background in data analytics, automated audit processes, system implementations, and operations with Big Four and Fortune 500 companies, including CVS Health, GE, Stanley Black & Decker, Northrop Grumman, and EY.
- Passionate about maximizing audit impact by leveraging data, technology, and analytics, he is an internationally recognized expert in continuous auditing, analytics, and audit automation.
- While at Stanley Black & Decker, he won an ACL Impact Award for North America for the implementation of a continuous auditing program.
- Coello's worldwide experience has spanned the Americas, Europe, Africa, and Asia.

# ISACA Conference

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## Building a World-Class Digital Audit Workforce



**Manuel Coello**

Senior Director, Data Analytics





# Agenda:

**Mindset**

**Digital Workforce**

**Business Case: T&E**

**Final Thoughts**





**“It Is Not the Strongest of the  
Species that Survives...  
... But the Most Adaptable”**

***Charles Darwin***

# Mindset

## 1 Intentional



Daily scrums with 2-week sprints arranged to deliver to the customer

## 2 Experimental



Data Science Lab approach- don't mix undeveloped capabilities with active audits

## 3 Commitment



Resources & funds dedicated to Analytics, Automation, RPA and AI

## 4 Autonomy



Authority to decide our own projects

## 5 Resourceful



Leverage Corporate Resources

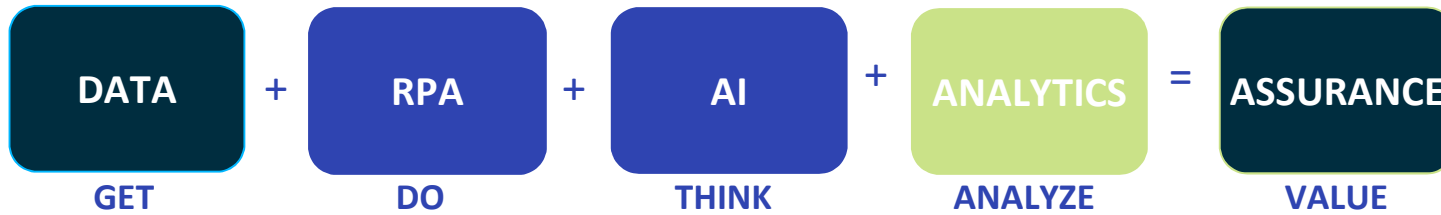
## 6 Capability based

- Risk & predictive modeling
- Natural Language Processing
- Geospatial analytics
- In-database analytics
- Unsupervised models
- OCR & encryption
- Unstructured data
- Robotics
- Dashboarding
- Self-Service

Start with capabilities then deploy to audit projects

# Audit Analytics Model

## Digital Workforce



Organization

**Data Management**

Gowtham Subramanian  
Nitin Sharma

**Bots & Automation**

Nurul Ali  
Navnidh Sahni  
Sanglap Biswas

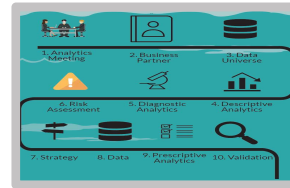
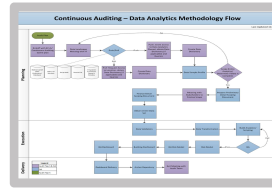
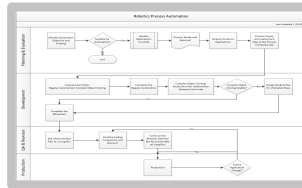
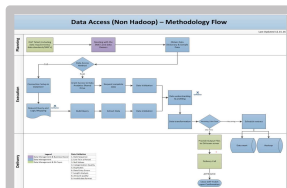
**Data Science**

Michael Fritz  
Andy Zhou

**Operations**

Jason Zhang  
Rahul Sharma  
Rashida Bradley  
Nicholas Ciraldo  
Steve Rummel

Operation



Tools



# Analytics Team Overview



## Data Management



## Data Science



## Operations



## Bots & Automation

Team



**Gowtham Subramanian**



**Nitin Sharma**



**Michael Fritz**



**Andy Zhou**



**Open Position**



**Jason Zhang**



**Rahul Sharma**



**Rashida Bradley**



**Nicholas Ciraldo**



**Nurul Ali**



**Navnidh Sahni**



**Sanglap Biswas**

Mission

*Partner with businesses to obtain accurate data directly*

*Leverage the power of math, stats & IT to deploy cutting-edge analytic techniques*

*Deploy a suite of analytics in critical audit areas*

*Architect solutions that eliminate physical work*

Capabilities

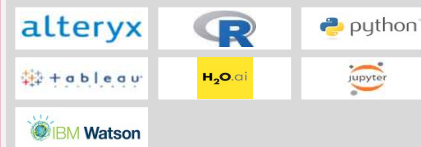
- Access to 15+ sources
- 10+ data utility scripts
- OCR & encryption
- Unstructured data
- Data warehouse

- Risk & predictive modeling
- Natural Language Processing
- Geospatial analytics
- In-database analytics
- Unsupervised models

- Automated descriptive analytics process
- Continuous Auditing
- Suite of analytics
- 20+ utility scripts
- Offshore support

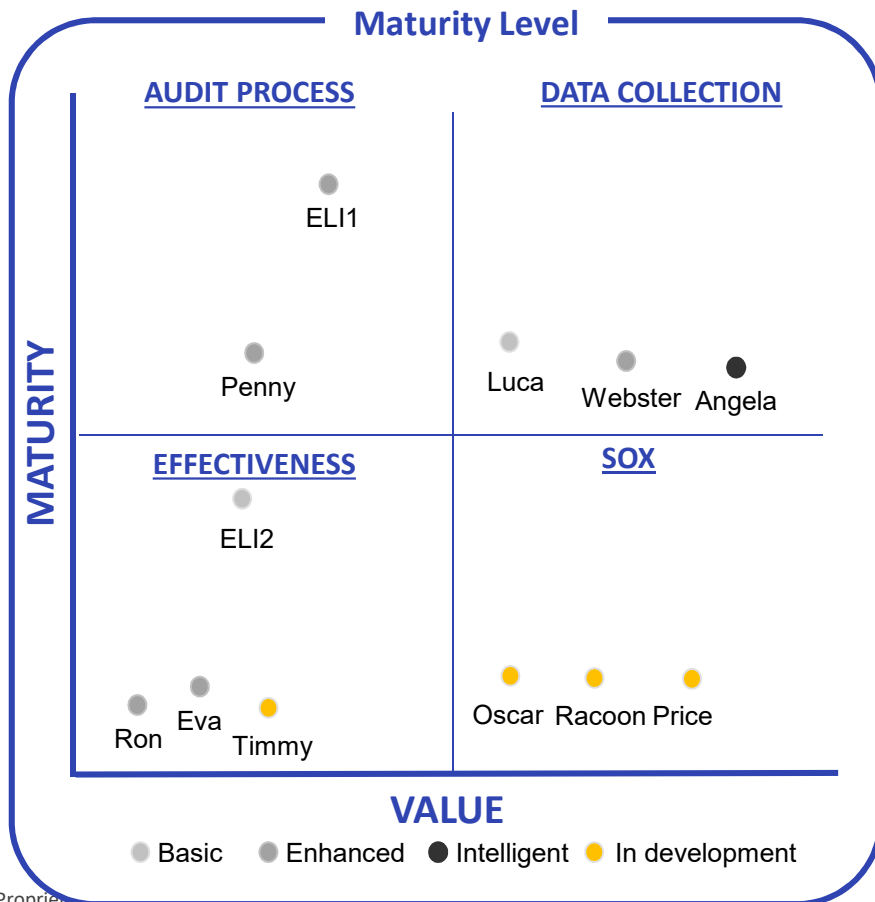
- Robotics
- End-to-end automation
- Dashboarding
- Graphical Programming
- Self-Service analytics platform

Tools





# Robotic Process Automation



## AUDIT PROCESS

**ELI-1** – Prepares a dashboard with 30+ descriptive analytics in 5 minutes

**Penny** - Logs into the systems and traces transaction IDs and extracts 10+ support docs and puts it in a single PDF

## DATA COLLECTION

**Angela** – Navigates through a system and extracts customer correspondence

**Luca** – Logs into bank websites and extracts customer payment information

**Webster** – Web scrapper that crawls through relevant information contained in a website

## EFFECTIVENESS

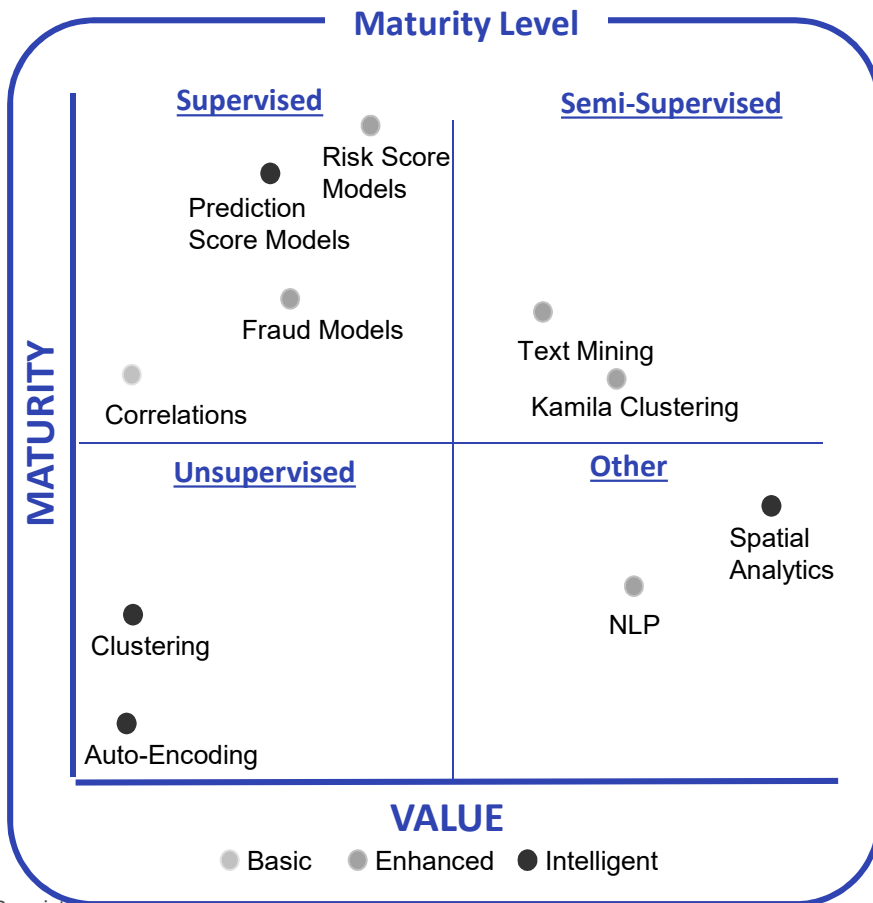
**ELI-2** – Intelligent auditor notifications (audit plan progress, IT charges, early analytics exceptions, etc.)

**Ron** – Verifies and documents that automated processes were executed as intended

**Eva**- Manages data requests (*In development*)

**Timmy** –Fill outs the time sheets in Archer on behalf of the *auditors (in development)*

# AI / Machine Learning



## SUPERVISED

**Risk Scores** – Assesses a transaction risk from 1 to 100

**Fraud Scores** – Assesses a fraud risk from 1 to 100

**Correlations** – Relationship between multiple variables

**Prediction Scores** – Calculates the audit exception probability score from 1 to 100

## SEMI-SUPERVISED

**Kamila Cluster Model**– Clusters groups based on a risk pattern

**Text Mining** – Investigative fraud model using emails

## UNSUPERVISED

**Clustering** – Groups unlabeled data into similar clusters

**Auto-Encoding** – Re-construct data using artificial neural network

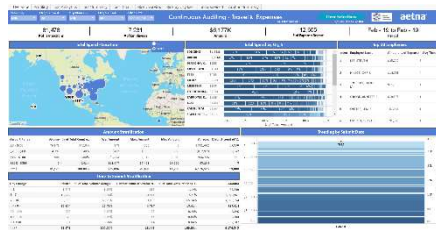
## Other

**NLP** – Structures data from free form text or phone recordings

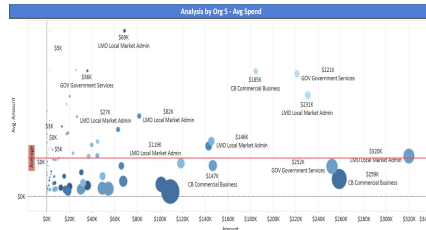
**Spatial** – Statistical Analysis using geographical data

# Data Visualization / Dashboards

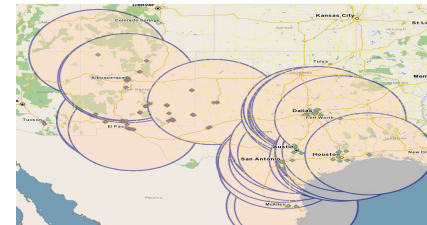
## Descriptive Analytics



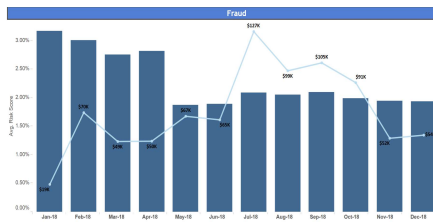
## Outlier Detection



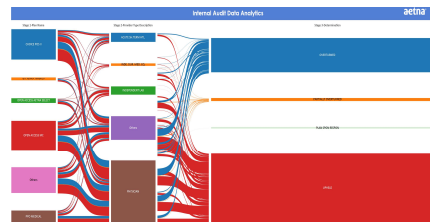
## Spatial Analytics



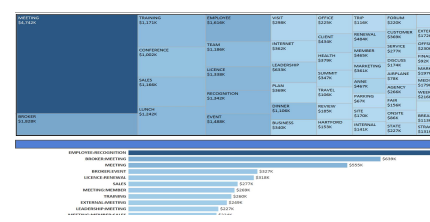
## Fraud Detection



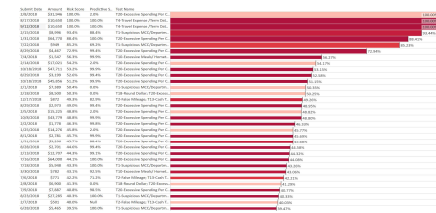
## Sankey



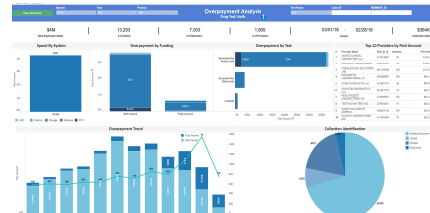
## Text Analytics (NLP)



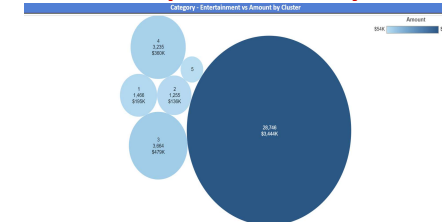
## Risk Score & Prediction



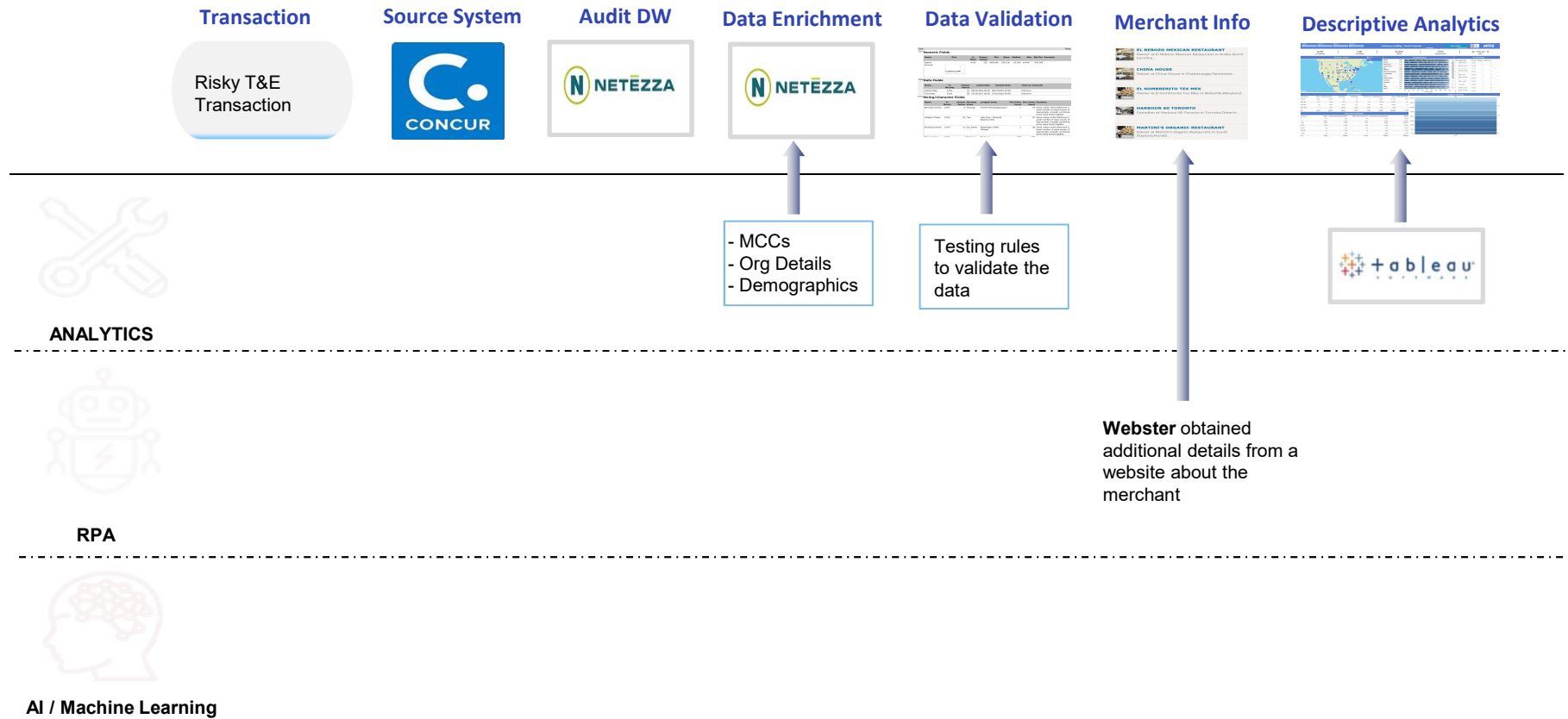
## Over Payments



## Unsupervised Analytics



# Putting everything together...



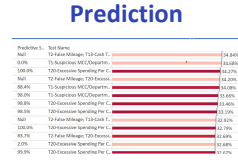
# Putting everything together...

**Validation**

Category	Module	Validation Set	Successful	Failed	Count	Count	Count	Count	Count
Monthly	Account	Default	100000	100000	100000	100000	100000	100000	100000
	Account	Default	100000	100000	100000	100000	100000	100000	100000
Monthly	Account	Default	100000	100000	100000	100000	100000	100000	100000
	Account	Default	100000	100000	100000	100000	100000	100000	100000

**Prescriptive Analytics**

Test	Area	Module	Analysis	Analysis	Analysis	Analysis
1	Account	Default	100000	100000	100000	100000
2	Account	Default	100000	100000	100000	100000
3	Account	Default	100000	100000	100000	100000



ANALYTICS



RPA



AI / Machine Learning

20+ Audit Tests

Ron validates success of the automated feed and documents completeness and accuracy

ELI2 Identifies a risky transaction and sends an email with the analysis

Risk model uses quantitative and qualitative calculations to assess transaction risk

Prediction model uses historical audit findings to assess the likelihood of the transaction of being an exception

Unsupervised models create clusters of entertainment and miscellaneous expenses

# Putting everything together...

## NLP



## Fraud Analytics

EMPLOYEE ID	EMPLOYEE NAME	EMPLOYEE TYPE	EMPLOYEE STATUS	EMPLOYEE CLASSIFICATION	EMPLOYEE RISK SCORE
123456	John Doe	EMPLOYEE	ACTIVE	EMPLOYEE	0.85
789012	Jane Smith	EMPLOYEE	ACTIVE	EMPLOYEE	0.92
345678	Mike Johnson	EMPLOYEE	ACTIVE	EMPLOYEE	0.78
901234	Sarah Brown	EMPLOYEE	ACTIVE	EMPLOYEE	0.95
567890	David Wilson	EMPLOYEE	ACTIVE	EMPLOYEE	0.88

## Spatial Analytics



## Transaction Selection

Transaction ID	Transaction Type	Transaction Amount	Transaction Date	Transaction Location	Transaction Risk Score
TXN001	TRAVEL	150.00	2023-10-25	NEW YORK	0.90
TXN002	TRAVEL	200.00	2023-10-26	NEW YORK	0.85
TXN003	TRAVEL	100.00	2023-10-27	NEW YORK	0.75
TXN004	TRAVEL	300.00	2023-10-28	NEW YORK	0.95
TXN005	TRAVEL	180.00	2023-10-29	NEW YORK	0.88

## Tracing Documents



ANALYTICS



RPA



AI / Machine Learning

NLP uses expense comments entered by the employee, structures data and calculates risk

Fraud models identify risky employees

Recalculates the mileages from two different points

Transaction selection leverages risk and prediction scores

Penny grabs expense IDs, accesses Concur, takes key screenshots/receipts and consolidates into a PDF

## ■ Final Thoughts

- ① You cannot afford to get behind technologically
- ② Cultivate a growth mindset
- ③ You do not need permission to innovate
- ④ Think big in small places
- ⑤ Adapt!



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# ANNUAL MEETING

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**For Board Positions 2019 – 2021**

<b>President:</b>	Ronald Roy
<b>Vice-President:</b>	Jessica Rocha
<b>Treasurer:</b>	Elaine Oleski
<b>Secretary:</b>	Cheryl Dupree

## For Board Positions 2019 – 2021

<b>President:</b>	Ronald Roy
<b>Vice-President:</b>	Jessica Rocha
<b>Treasurer:</b>	Elaine Oleski
<b>Secretary:</b>	Cheryl Dupree

## Approved

<b>President:</b>	Ronald Roy
<b>Vice-President:</b>	Jessica Rocha
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## Chapter Board 2019 - 2021

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<b>Vice-President:</b>	Jessica Rocha
<b>Treasurer:</b>	Elaine Oleski
<b>Secretary:</b>	Cheryl Dupree

# 2019 AGM Meeting Minutes

## Speakers

- Ted Wolf - Preparing for the Digital Future That Is Already Here
- Fuad Murai & Nate Adler - SOC2 Updates & SOC Cybersecurity
- Vipul Patel - Robotic Process Automation
- Scott Goodwin & Nick DeLena - Threat Hunting for the Masses
- Keynote Speaker – David Grady
- Summary of Chapter Demographics, Certifications, and Awards
- Financials for the FY Ended 2018 (as of 5/10/2019)
  - Starting Balance \$ 39,815      • Expenses \$ 43,512
  - Revenues \$ 49,010              • Liabilities \$ 0                      • Ending Balance \$ 45,313

## Motion to Approve

### Speakers

- Ted Wolf - Preparing for the Digital Future That Is Already Here
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Rhode Island Chapter

## By-Law Review

The Amended Chapter By-Laws were distributed to members via email on May 24, 2019 for review.

The predominant changes are:

- The Chapter is subject to the Chapter Affiliation Agreement
- The Chapter, as an legally independent entity, is responsible for its own legal, administrative, and regulatory compliance matters
- ISACA certification trainers are required to be accredited by ISACA

Motion to approve the Amended Chapter By-Law?

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## Chapter Year In Review

- Training Review
- Membership
- Financial Operations
- Communications
- Accredited Trainer Program
- By-Law Review
- More Efficient Operations
- Engage Website
- Volunteers





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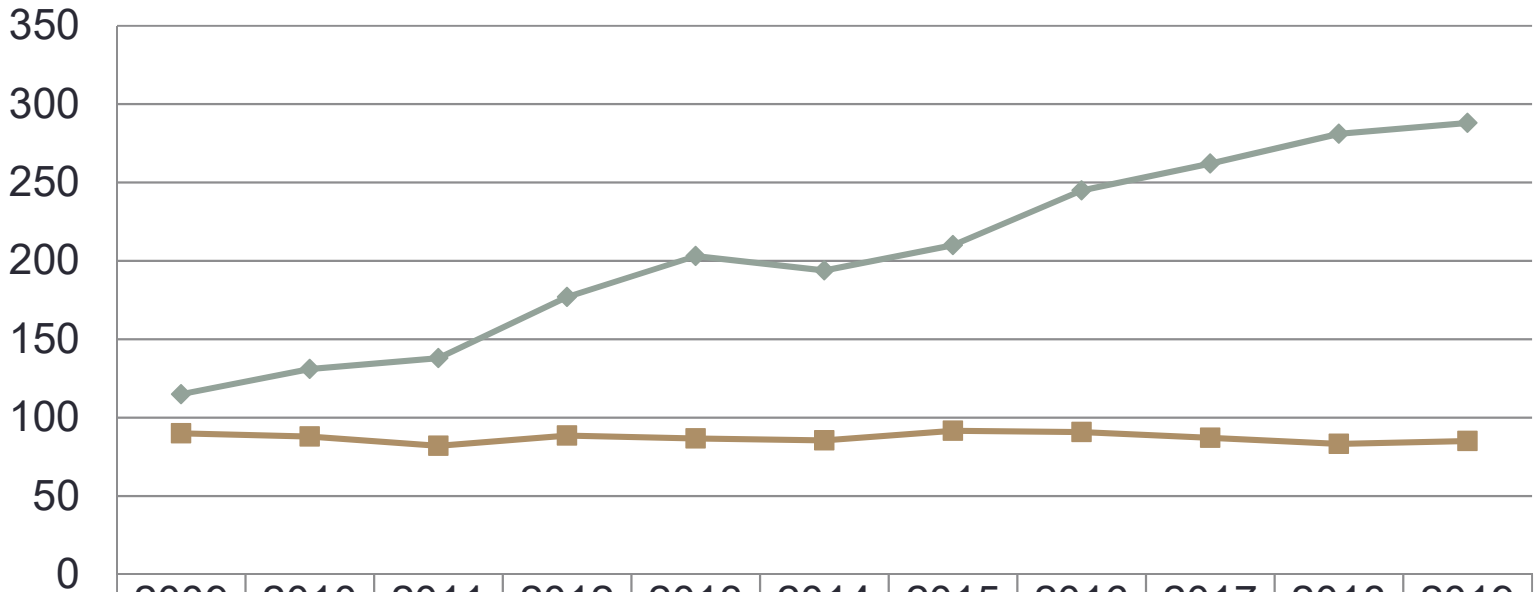
## Professional Training –Year In Review

Date	Event	Attendees	CPE
June 1, 2018	Annual General Meeting	70	6
September 4, 2018	Information Technology Governance - MISTI - Mary Sierro	52	8
October 11, 2018	Joint Social with IIA & ISACA-RI	10	1
October 12, 2018	3rd Party Risk Management - Jeff Richards	90	7
November 27, 2018	Timely Concepts for Internal Auditors - John Gatto	66	7
January 25, 2019	Auditing Disaster Recovery & Business Continuity Planning	85	8
February 27, 2019	Chapter Social – SDLC	8	1
March 15, 2019	Cyber Security for Auditors	72	8
April 22, 2019	SheLeads Tech	112	8
May 16, 2019	Auditor-In-Charge	70	8
	Total	635	62



Rhode Island Chapter

# Membership Growth & Retention - 10 Year



	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
—◆— Members	115	131	138	177	203	194	210	245	262	281	288
—■— Retention %	90	88	82	89	87	85	92	91	87	83	85

# Chapter 197 – Medium Size @ 288

## Member Certifications - 294

288 Members



\* CSX Fundamentals indicates the number of exam passers.

## Member Renewal



## Chapter Financial Report

Financials for the Fiscal Year: 6/1/2018 – 5/31/2019

- Total Income - Conferences and Member Dues
  - \$ 31,512
- Total Expenses – Conferences, Chapter Operations
  - \$ 16,107
- Total Assets - Bank Account and ProPay
  - \$ 53,632



Rhode Island Chapter

# Communications Report

- LinkedIn Page ([linkedin.com/company/isaca-rhode-island](https://www.linkedin.com/company/isaca-rhode-island))
  - Nearly 100 more followers in a year
  - Has been a primary focus of our efforts to promote events
  - Among accounts like ours (i.e. other ISACA chapters), we get top-tier engagement levels (3.14% over 12 months, compared to 1-2% for most chapters)
  - Keep engaging! Click! Like! Share!
- Now with MORE INSTAGRAM
  - @isacarhodeisland
  - We will 100% repost pictures of you with ISACA RI swag
- Twitter
  - Still looking for engagement!
  - Have a professional question? Talk to us! We'll amplify and get you the answers.
  - Want to talk about something important! We'll amplify that, too.

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## Rhode Island Chapter

Home Moments Notifications Messages #isacari

#isacari

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Mark Thomas Retweeted  
ISACA RI @RIISACA · 11h  
Don't miss out on our Annual General Meeting and a really excellent presentation on #COBIT2019 by @ESCOUTE1 -- you need CPE and some excellent takeaways? We got that.  
Sign up by heading to this link: [bit.ly/RIAGM19](http://bit.ly/RIAGM19)

#ISACA #ISACARI #ISACASO

ISACA RI presents  
Annual General Meeting Featured Speaker  
MARK THOMAS  
President @Escoute Consulting  
Presenting: Adopting GRC Program for Digital Transformation using COBIT2019

6/6  
8 AM | 4 PM EST  
AMICA | Lincoln, RI

T-Mobile Wi-Fi 10:04 PM

isacarhodeisland

### ISACA Rhode Island

Information Technology Company  
Providing local, quality & low-cost educational training while promoting the growth & professional development of our chapter... more [bit.ly/RIAGM19](http://bit.ly/RIAGM19)

66 Followers 89 Following  
Followed by [mjfmanzelli](#), [alexandrascaringe](#) and 5 others

Following Message Email

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### ISACA Rhode Island

39 followers  
1w

Our #SheLeadsTech conference has kicked off! Follow us at @RIISACA for live updates. Comment on this post if you want to be eligible for prizes :-D

SheLeadsTech Seminar  
PRESENTED BY THE RHODE ISLAND CHAPTER

9 Likes · 9 Comments

Like Comment Share

Add a comment...

Sarah Ahmad Abedin, CISA, CGEIT, CRISC  
Advisory Committee Member, SheLeadsTech at ISACA  
I was a panelist. Awesome event and very well attended  
Like Reply 2 Likes · 1 Reply

Sarah Orton  
Head of IT Risk & Compliance at AstraZeneca  
1w



**ISACA**<sup>®</sup>

Rhode Island Chapter

Follow us! Talk to us!



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Rhode Island Chapter

ISACA  
ACCREDITED  
TRAINER

The CISA logo, consisting of the letters "CISA" in white inside a red circle.

The CRISC logo, consisting of the letters "CRISC" in white inside an orange circle.

The CISM logo, consisting of the letters "CISM" in white inside a green circle.

The CGEIT logo, consisting of the letters "CGEIT" in white inside a blue circle.

## Accredited Trainer Program

The goal is to ensure ISACA certification candidates (CISA, CISM, CGEIT, and CRISC) have access to the highest quality training available, while maintaining the integrity of ISACA IP, brand equity, and the high value ascribed to ISACA's core certifications.

ISACA is investing more than US \$6,000 per chapter, which includes the full cost of accrediting two trainers per chapter, as well as deeply subsidized costs of the accreditation fees for any additional chapter trainers.

## Accredited Trainer Program Grants

### Jennifer Meir - CRISC

- ISACA member in good standing
- Holds CISA, CRISC, and CIA.
- Former IIA Certified Facilitator
- Taught the 4-day Beginning Auditor Tools and Techniques
- Former ISACA-RI board member and IIA board member
- Passion for teaching audit, risk and compliance

### Michael Griggs - CISA

- ISACA member in good standing
- Scored 739/800 on the CISA exam
- Member of the CISA Exam Item Development Working Group
- Experienced Exam Scorer
- Former teaching assistant for the Michigan State University
- Currently IS Auditor of a Fortune 10 organization

The logo for ISACA Rhode Island Chapter. The word "ISACA" is written in a large, bold, dark blue, italicized sans-serif font. A registered trademark symbol (®) is located to the upper right of the "A".

**ISACA**®

**Rhode Island Chapter**

**LUNCH & NETWORKING BREAK**

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Michael Griggs  
Manager  
SOX & Controls  
Assurance  
CVS Health



- A graduate of the Eli Broad College of Business at Michigan State University, Michael Griggs is an IS audit professional with 6+ years of experience.
- He is a specialist in IT internal controls over financial reporting and regulatory compliance.
- He is also experienced in integrated audits, system implementation reviews, application security assessments and SOC engagements.
- Michael has consulted for a variety of clients from life sciences, banking and financial services, retail and healthcare industries, among others.
- CPA and CISA certified, Michael was awarded the CISA Worldwide Achievement Award in 2016.
- Michael also volunteers for ISACA as a member of the CISA Exam Item Development Working Group

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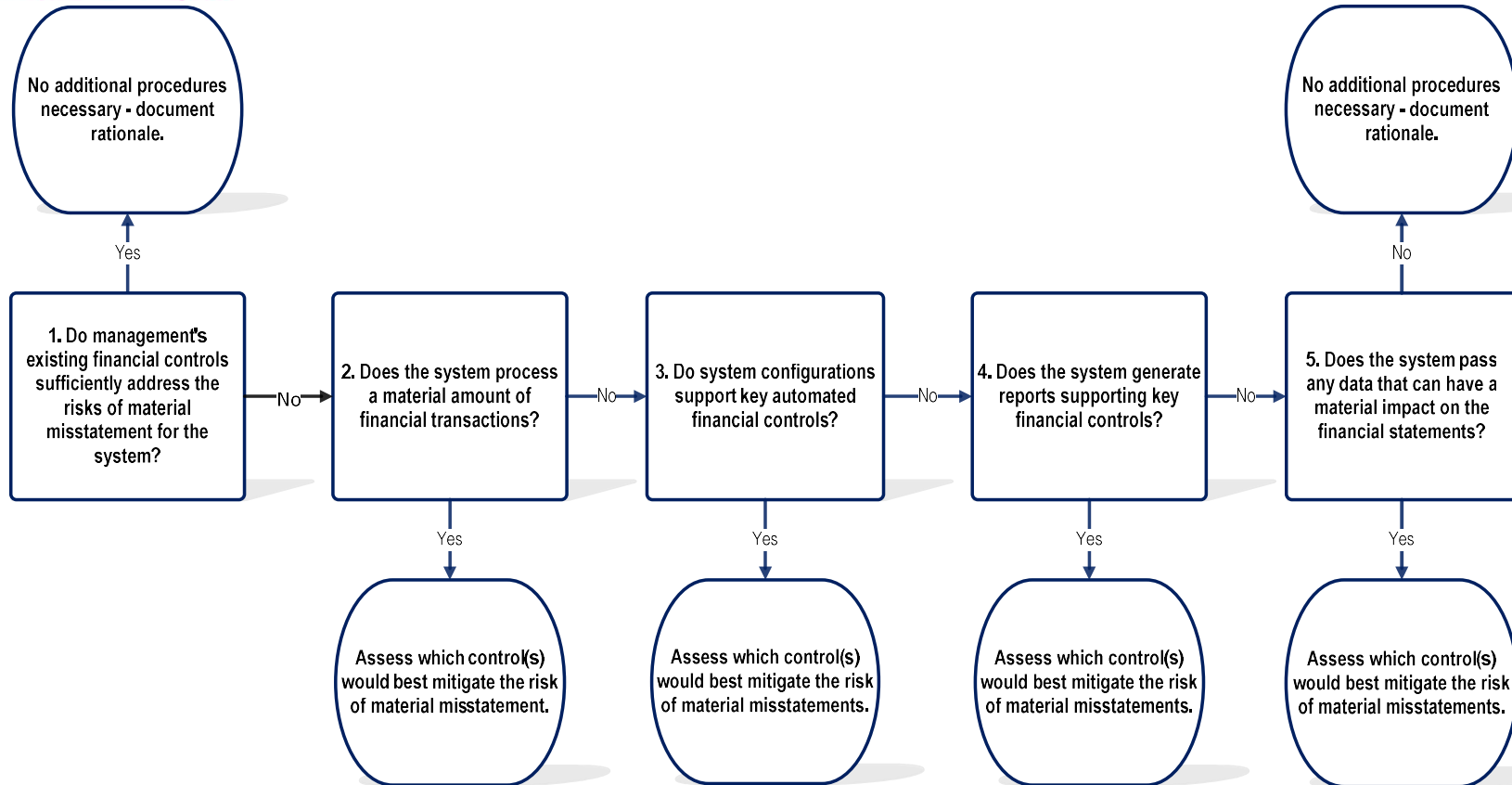
**Rhode Island Chapter**

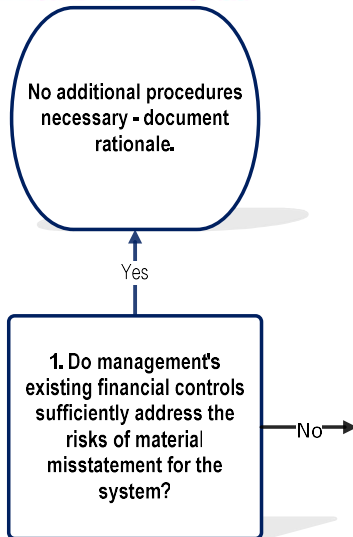
**A DISCUSSION OF THEORIES, CONCEPTS  
AND METHODS OF SCOPING SYSTEMS**

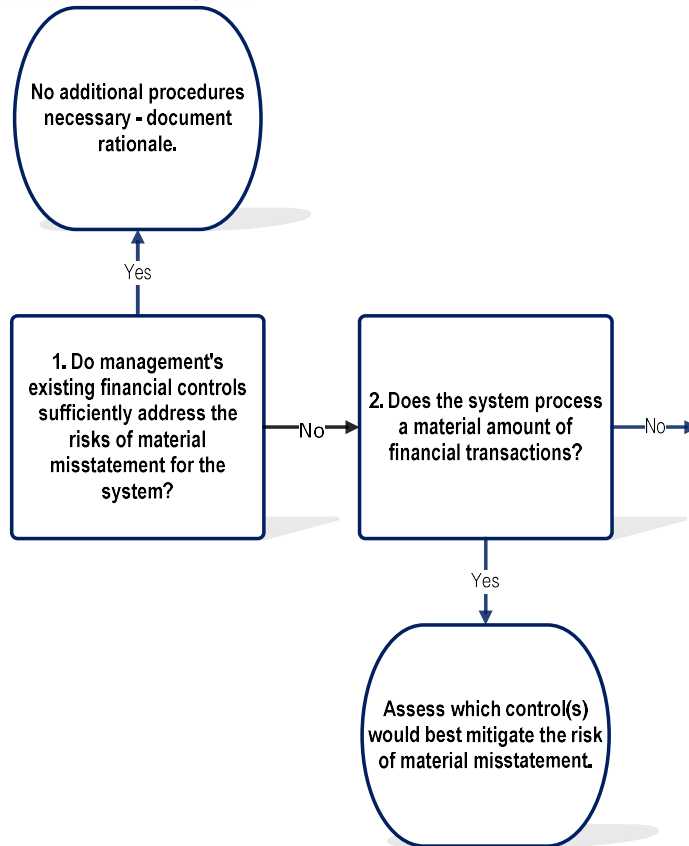
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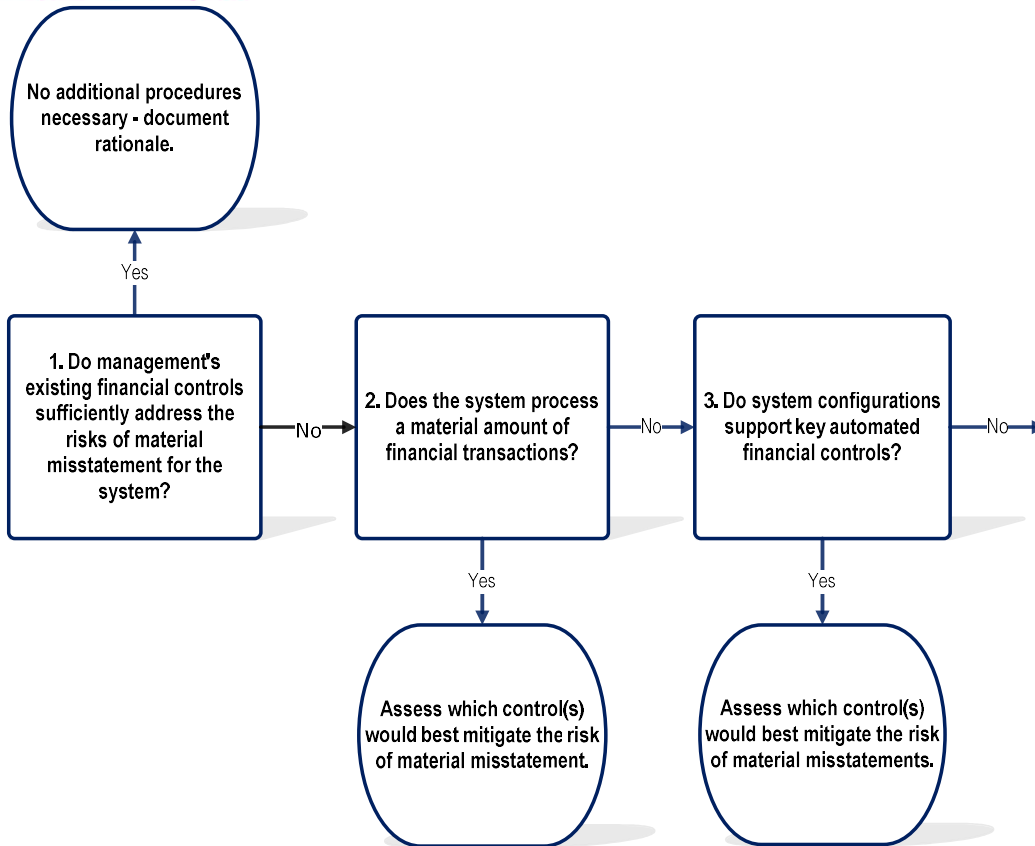
**Michael Griggs – CVS Health**

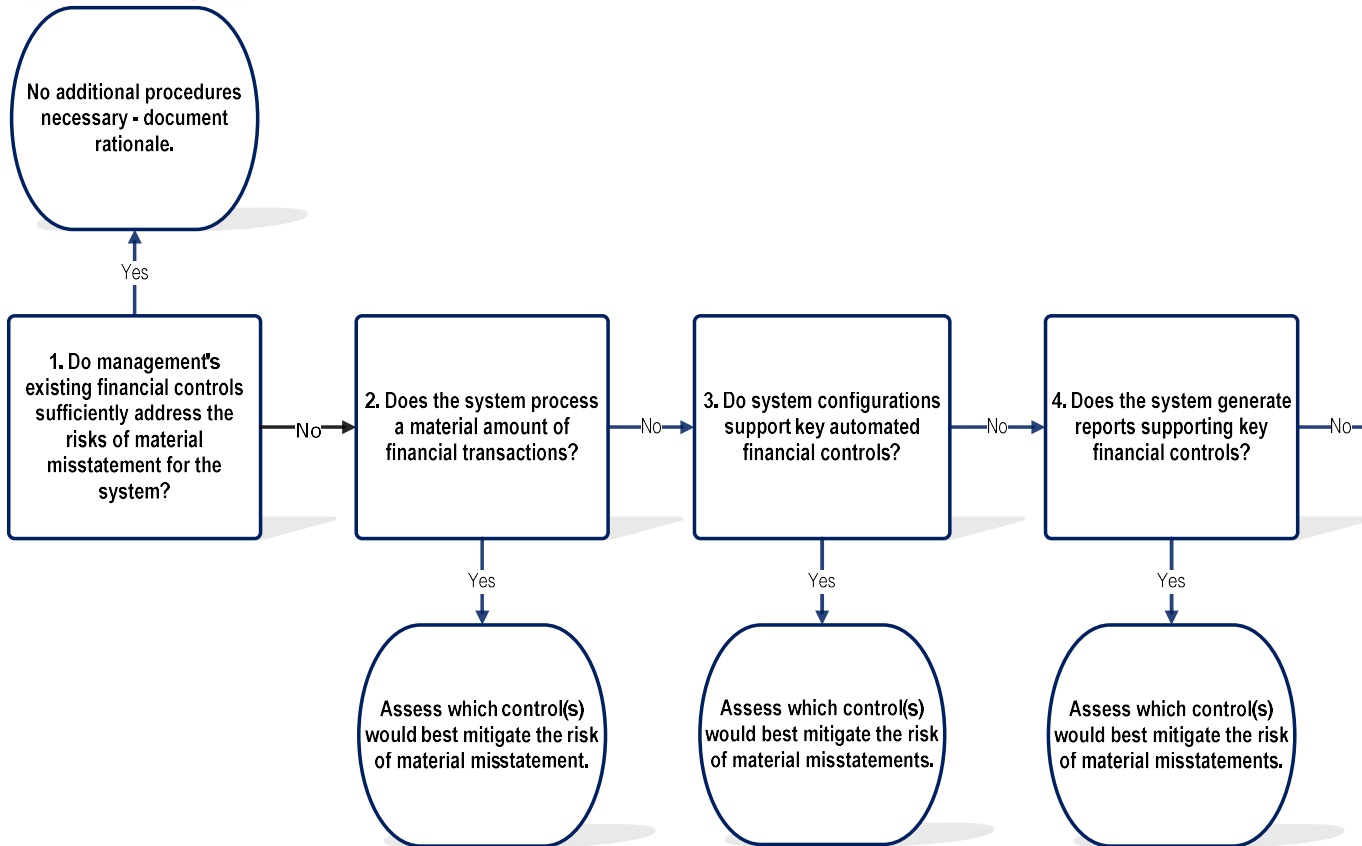


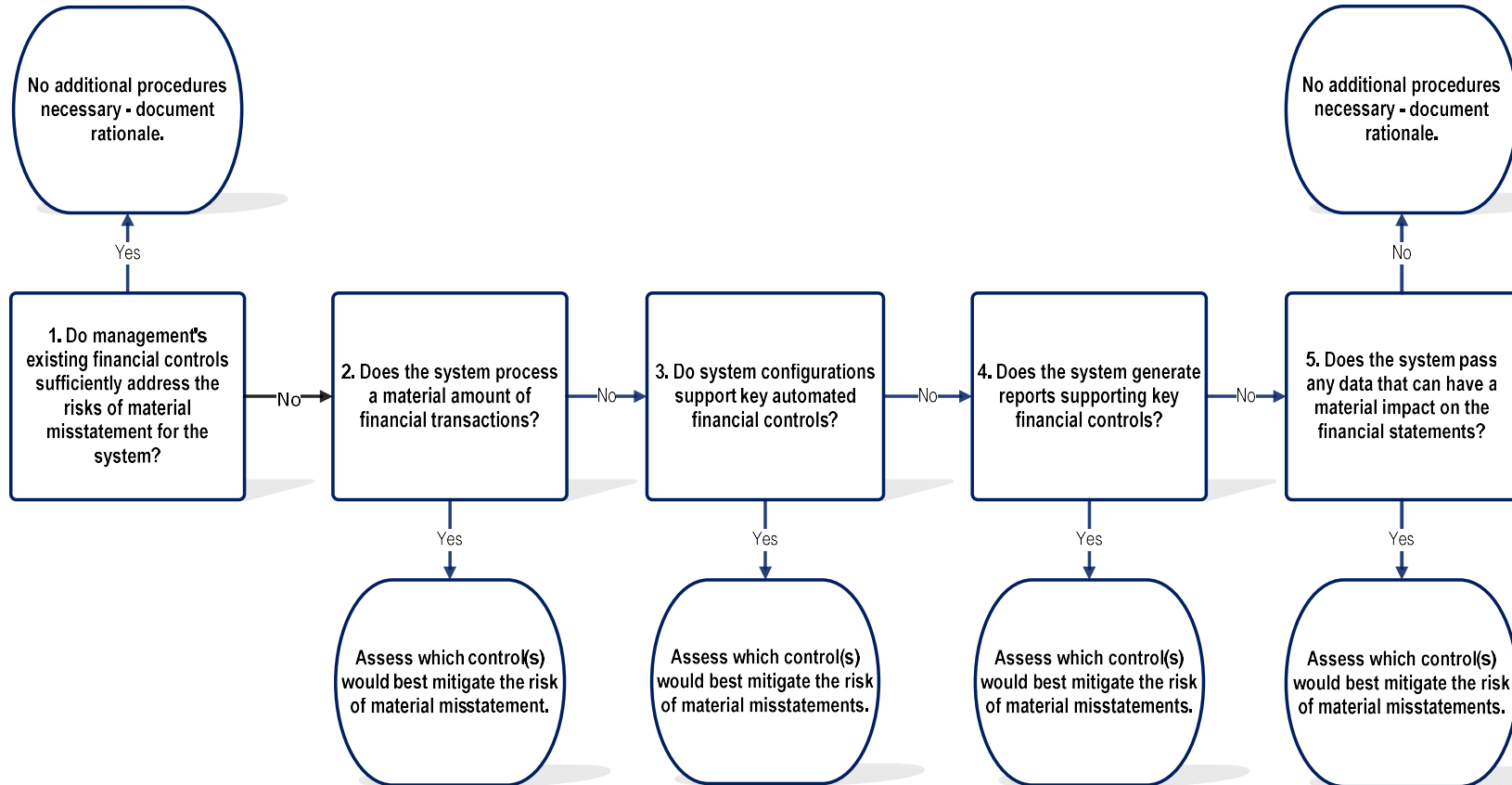












The logo for ISACA Rhode Island Chapter. The word "ISACA" is in a large, bold, dark blue, italicized sans-serif font with a registered trademark symbol (®) to its upper right. Below it, "Rhode Island Chapter" is written in a smaller, dark red, sans-serif font.

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**She Leads Tech**<sup>™</sup>

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Panel Discussion

# ISACA<sup>®</sup>

Rhode Island Chapter

## Moderator and panel participants



**protiviti<sup>®</sup>**  
*Face the Future with Confidence*

**Brandy Tedesco**, Sr. Manager Technology Risk, Protiviti



**Amica**  
AUTO HOME LIFE

• **Lisa O'Rourke**, Information Systems Officer, Amica Mutual Insurance



**CVSHealth**

**Alyce Pagaliarini**, Sr. Manager Global Security Awareness, Education and Training, CVS Health



**Citizens Bank<sup>®</sup>**

**Teresa Durocher**, Head of Risk, Corporate Security and Resilience, Citizens Bank



**CVSHealth**

**Julie Rinehart**, Advisor Global Security Awareness, CVS Health



**OCDTECH**

**Cera Adams**, IT Audit Manager, OCD Tech



Rhode Island Chapter

## 2019 Camille Rigney Award Presentation

A board, committee member, or volunteer who through consistent active service to the chapter exemplifies our founding president's commitment to task, ethics, and acts in the best interests of the profession and chapter members.

## Jessica Rocha

- Leadership role in SheLeadsTech initiative
- Collaboration with ISACA-NE
- Marketing coordinator – ordering
- Planning and running the chapter social event
- Cross-posting and coordinating chapter events with IIA-RI
- Student outreach – JWU event

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Rhode Island Chapter

# SWAG AND OTHER TREASURES

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# CLOSING REMARKS

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