CHAPTER ROLES & RESPONSIBILITIES GUIDE
Effective: April 2, 2020

THE PRESIDENT’S VISION FOR THE CHAPTER OFFICERS

The ISACA Sacramento Chapter’s Officers are chosen for their ethics, integrity, commitment to contribute to the ongoing self-development and the development of the local chapter membership. Moreover, the President envisions the Officers to work as a team, act as role models to each other, and build and manage succession planning.

CHAPTER’S MISSION

We serve our membership and community through networking, education and certification achieve to support their professional recognition and career aspirations.

ARTICLE V. CHAPTER OFFICERS

SECTION 1. CHAPTER OFFICERS

The Officers of the Chapter shall be sixteen (16) in number, constituting:

1. President,
2. Vice President,
3. Secretary,
4. Treasurer,
5. Immediate Past President,
6. Officer-At-Large, and,
7. Directors (10):
   7. Academic Relations Director,
   8. Certifications Director,
   9. Communications Director,
   10. Marketing Director,
   11. Membership Director,
   12. Programs Director,
   13. Seminars & Conferences Director,
   14. Volunteers Director,
   15. SheLeadsTech Director, and

Note that the following are NOT Chapter Officers:

17. Research Director.
SECTION 3. DUTIES OF CHAPTER OFFICERS AND DIRECTORS

The Chapter Officers and Directors shall perform the duties prescribed by these bylaws, and the parliamentary authority adopted by the Chapter.

1. The Chapter President shall:
   • Ensure chapter board policies are followed,
   • Take executive action where/when specific policies have not been written or established,
   • Lead the annual strategic planning process to identify goals and objectives for the chapter, ensuring those align with ISACA’s global mission and initiatives,
   • Establish a chapter calendar, including target dates for task completion,
   • Preside at meetings of the Chapter and the Chapter Board,
   • Appoint standing committee chairpersons and other committees and chairpersons as authorized by the Chapter Board,
   • Acts as an ex-officer member of all committees except the Nominating Committee,
   • Represent the Chapter at Leadership Conferences and other conferences and functions, where appropriate, or appoint another Chapter Board member as a representative,
   • Present an annual report to members at the annual general meeting - such report to consist of reports from various Chapter officers and committees,
   • Maintain communications with the Association and respond to Association inquiries,
   • Be responsible for submission of the required annual Chapter reports to the Association within 30 days after the annual general meeting,
   • Supervise budgetary matters and proper internal control of finances, and
   • Perform other duties, as needed, by authorized delegation of the Chapter.

If the chapter experiences any difficulties meeting performance standards set forth by the chapter board and ISACA, it is important the chapter president contact the Chapter Relations team (chapters@isaca.org) for support as soon as possible.

2. The Chapter Vice President shall:
   • Preside at meetings of the Chapter and the Chapter Board, in the absence of the President,
   • Perform the duties of the President in the event of his/her absence or disability,
   • Assist with presidential responsibilities,
   • Act as liaison with other professional organizations,
   • Appoint related committee chairperson(s), and
   • Perform other duties, as needed, by authorized delegation of the President or Chapter.

3. The Chapter Secretary shall:
   • Issue meeting notices and compile agenda for the Chapter Board,
   • Take minutes of the meetings of the Chapter Board, member meetings, special meetings and annual general meeting, and maintain a copy of the records,
   • Maintain accurate attendance records,
   • Be responsible for the legal affairs, Chapter records and correspondence pertaining to the Chapter,
   • Assist the President in the administration of Chapter annual general, special and member meetings,
• Appoint related committee chairperson(s), and
• Perform other duties, as needed, by authorized delegation of the President or Chapter.

4. The Chapter Treasurer shall:
• Be custodian of Chapter funds. To ensure segregations of duties, the Chapter Treasurer will review all expenses and request for fund transfers for supporting documentation (i.e., receipts, board minutes, etc.) and within the approved budget. Once reviewed, the Chapter Treasurer will submit a request for approval by the Chapter’s President or Vice President. At no time can a Chapter Officer approve their own expenses. Once the required approval is obtained, the request for reimbursement is sent to the Finance Chair. The Finance Chair is responsible for the disbursement of Chapter Funds once authorization is received,
• Submit a written report at each monthly Board meeting or whenever requested by the Board or Directors. The monthly report shall include copies of all bank statements, check registers for each account, ISACA dues report, and the budget to actual financial position.
• Receive proof of deposit of Chapter funds received on-site at a Chapter Program, Seminar or Conference,
• Deposit funds received at the Chapter’s post office box,
• Coordinate and ensure completion of annual financial audit and present results to the Chapter Board. Ensure that all audit recommendations are approved by the Chapter Board and assist with the implementation of process improvements,
• Compile the annual budget based upon input from the Chapter Board and submit for approval for the January Chapter Board Meeting,
• File any and all tax and state forms, as required on a timely basis,
• Maintain the Chapter Treasurer’s calendar to ensure timely reporting, filing of necessary forms and renewal of insurance, and
• Perform other duties as needed, by authorized delegation of the Chapter President and/or Chapter Board.

5. The Immediate Past President of the Chapter shall:
• Provide advice and guidance to the new President and Chapter Board,
• Assist in organizing events, chairing special committees, or researching responses to questions from the board,
• Optionally, serve on the chapter’s nominating committee, review candidates for board vacancies and propose the recommended slate of candidates that is presented at the chapter’s annual general meeting, and
• Perform other duties as pertain to this office or as needed, by authorized delegation of the President or Chapter Board.

6. The Chapter Officer-At-Large shall:
• Contribute to the work of the Chapter Board on a wide variety of topics and projects, as needed, by appointment and authorized delegation of the President or Chapter Board; and
• May act as chairpersons of standing or other.

7. The Chapter Academic Relations Director shall:
• Act as liaison with academic institutions,
• Create relationships with university and college contacts,
  o Arrange meetings with appropriate professors, including those in accounting, computer science, business, information systems, management, etc.,
  o Meet with accounting and/or information systems student groups.
• Contact professors and instructors to promote ISACA and forwards contact information to ISACA,
• Establish opportunities to brief appropriate classes of academic institutions on ISACA and ISACA’s Certifications,
• Use materials provided by ISACA in giving presentations to students and professors on ISACA including the Model Curriculum, all ISACA certifications, COBIT, etc.,
• Coordinate scholarship initiatives approved by the Chapter Board,
• Appoint related committee chairperson(s), and
• Perform other duties as pertain to this office or as needed, by authorized delegation of the President or Chapter Board,
• Report to the Chapter President and works closely with the Chapter’s Membership Director, Treasurer and Vice President.

The Academic Relations Program’s purpose serves to:
• Enhance the image of ISACA as a leader in IT governance, control and assurance,
• Introduce educators to the ISACA Model Curriculum,
• Increase interaction between academia and practitioners,
• Introduce educators/students to all of ISACA’s certification programs,
• Introduce educators/students to COBIT,
• Increase awareness about the profession,
• Increase awareness and interest about IS audit, security, control and IT governance research.

Therefore, the Academic Relations Program’s Turnover Procedures shall:
• Attend the turnover meeting as scheduled by the chapter president, and turn over all documentation, procedure manuals, software, inventory, etc., at the meeting,
• Transfer the permanent file to the new academic relations liaison (or to the president, if a liaison has not yet been identified).

8. The Chapter Certifications Director shall:
• Act as Certification Coordinator for the Chapter,
• Plan, manage and secure exam preparation session(s) for the year (instructors, logistics and dates),
• Maintain resource materials related to ISACA’s certifications,
• Promote ISACA’s accreditations within the Chapter membership, including exam preparation sessions,
• Report to Chapter Board on exam results,
• Perform other duties as pertain to this office or as needed, by authorized delegation of the President or Chapter Board,
• Act as a liaison between exam participants and the Association,
• Appoint related committee chairperson(s), and
• Perform other duties, as needed, by authorized delegation of the President or Chapter.

9. The Chapter Communications Director shall:
• Maintain electronic lists of members and guests,
• Develop and implement strategic communications, public relations, and branding campaigns that increase awareness and support of Chapter programs and activities and enhance the Chapter’s prominence among key audiences,
• Direct the development and maintenance of the Chapter’s website and social media sites to ensure that the design and content achieves the appropriate public relations results,
• Direct the development of the Chapter newsletter, bulletins, social media/web site postings, and related materials,
• Encourage member articles in Association publications,
- Distribute copies of publicity appearances to members of the chapter and ISACA International, as appropriate,
- Encourage local press coverage of chapter activities,
- Coordinate the distribution and collection of member surveys such as Topics of interest for the Programs and Seminars (such surveys will be written by the appropriate Directors),
- Appoint related committee chairperson(s), and
- Perform other duties, as needed, by authorized delegation of the President or Chapter.

10. The Chapter **Marketing Director** shall:
- Conduct general marketing and promotion of the Chapter, Association Certifications, the Association, and any other new initiatives,
- Assess Third Parties for eligibility of sponsorship by the chapter and conduct vendor sponsor outreach,
- Serve as a liaison with third parties that request chapter sponsorship or advertising of their events to the chapter membership,
- Be responsible for assisting with publicity for chapter events and, as deemed appropriate by the Chapter Board, for interacting with media contacts to obtain coverage of chapter events,
- Coordinate initiatives involving partnerships and alliances under the direction of the Chapter Board,
- Acquire any required marketing materials from the Association, as authorized by the Chapter Board,
- Exercise general policy control and direction of any mail-out kits, or advertising which the Chapter may issue, authorize or sponsor under the direction of the Chapter Board,
- Schedule Social/Networking Event. Chapters occasionally schedule a social event such as a golf outing, picnic or boat ride, for members to gather in a new and different environment. This is a very successful way of facilitating networking. Many chapters schedule social events at either the close of the administrative year and/or during the holiday season(s),
- Appoint related committee chairperson(s), and
- Perform other duties, as needed, by authorized delegation of the President or Chapter.

11. The Chapter **Membership Director** shall:
- Maintain accurate lists of membership,
- Disseminate membership lists as directed by Chapter Board, with due regard to security and privacy issues,
- Report on membership data from the Association,
- Organize membership social events with help from Chapter Volunteers,
- Coordinate plans for maintaining and increasing Chapter membership,
- Appoint related committee chairperson(s), and
- Perform other duties, as needed, by authorized delegation of the President or Chapter.

12. The Chapter **Programs Director** shall:
- Act as Program Coordinator for Chapter meetings,
- Develops a Programs budget and presents it to the chapter board,
- Plan, manage and secure the Chapter’s programs for the year (speakers, event types, logistics and dates),
- Coordinate Continuous Professional Education (CPE) issuance to program attendees,
- Distribute and collect evaluation feedback, document and communicate results,
- Build/maintain a repository of program/seminar/conference topics, materials and speakers,
- Provide biographical material of all speakers for marketing and communications,
- Help write/review [annual survey](#) results to identify potential Programs topics,
• Schedule Social/Networking Event. Chapters occasionally schedule a social event such as a golf outing, picnic or boat ride, for members to gather in a new and different environment. This is a very successful way of facilitating networking. Many chapters schedule social events at either the close of the administrative year and/or during the holiday season(s),
• Appoint related committee chairperson(s), and
• Perform other duties, as needed, by authorized delegation of the President or Chapter.
See also “Helpful Hints for the Seminars and Conferences Director”.

13. The Chapter **Seminars & Conferences Director** shall:
• Act as Seminars & Conferences Coordinator for Chapter seminars and conferences,
• Develop a seminar or workshop budget and presents it to the chapter board,
• Plan, manage and secure Chapter’s seminars and conferences for the year (speakers, event types, logistics and dates), with assistance from Chapter Volunteers identified with help from the Volunteers Director,
• Plan and present a minimum of two (2) seminars or workshops per year on topics of interest to the membership,
• Confer with the ISACA International education department concerning workshops/training available, as desired,
• Help write/review annual survey results to identify potential Seminar and Workshop topics,
• Coordinate CPE issuance to seminar and conference attendees (as applicable),
• Distribute and collect evaluation feedback, document and communicate results,
• Build/maintain a repository of program/seminar/conference topics, materials and speakers,
• Provide biographical material of all speakers for marketing and communications,
• Assist speakers in establishing the scope, direction and objectives of a seminar, and provides speakers with information about the audience,
• Arrange an outline of each seminar for inclusion on the chapter web site (and newsletter, if appropriate),
• Assist the speaker in preparing a list of questions to stimulate discussion, as needed,
• Arrange for printing of seminar programs, tickets and name badges, as required,
• Maintain a perpetual log of seminar and workshop attendees in the event a local certification holder is audited,
• Confirm needs with the speaker(s) at least one week in advance,
• Coordinate to ensure that arrangements have been made for rooms, meals, breaks, etc.,
• Distribute and collect program evaluation forms at each meeting (view a sample form); provide a report of the results to the Vice President and, if appropriate/agreed to, the speaker,
• Send letter of thanks to the speaker,
  o Mail letter within one week following the meeting,
  o Retain a copy of letters on file,
• Prepare a summary of seminar/workshop activities to provide event highlights to members who could not attend the session,
• Appoint related committee chairperson(s), with candidates identified by the Volunteers Director and Membership Director, and
• Perform other duties, as needed, by authorized delegation of the President or Chapter.

**Helpful Hints for the Seminars and Conferences Director:**
It is always a good idea to prepare a speaker agreement with your presenter. This holds him/her -- and your chapter -- accountable for the event and provides terms and guidelines for what the chapter will get in return should the presenter have to cancel at the last minute.

**Finding good speakers**—Talk with other chapter leaders to learn about what they have done to find good speakers. Also, check with the members of your chapter, as there are usually people who have expertise in an area of interest for the membership and these members may be willing to present their knowledge to the chapter.

Look through local newspapers and professional publications for interesting articles about IS audit, control, security and governance subjects. Using the article as an introduction, contact the sources cited to find out if they might be interested in speaking to the chapter.

Other sources include federal law enforcement, police departments, government agencies, professional organizations, vendors and local companies.

If you are looking for a speaker with whom ISACA International has a relationship, kindly send your request as far in advance as possible to Mikel McGee. Please include the meeting date, topic and any other items that will assist Mikel in attempting to find a speaker for your chapter. NOTE: ISACA International Headquarters cannot guarantee that a speaker will be able/willing to present for your chapter at any given time.

**Speaker cancellations**—When preparing your program schedule, keep in mind that a speaker may become ill or be called out of town unexpectedly. Always be prepared with one or two backup speaker(s) and/or topics/meeting ideas. A good choice for backup speakers may be those individuals who are not comfortable committing a year in advance. Ask them if they would be interested in/prefer to be called if a replacement speaker is needed. That way, if the original speaker has to cancel, may be at least one person to call in case of an emergency.

**Speaker introductions**—Professional speakers generally provide formal introductions that can be read at the start of the meeting; however, if one is not prepared, request a resume/CV and a synopsis of the presentation. Using that information, and after talking briefly with the speaker, a nice introduction can be prepared. Please be sure to include the following items in a speaker introduction:

- Speaker’s name,
- Years of experience,
- Education,
- Area(s) of expertise,
- Current employer (and past employers, if notable),
- What he/she is presenting,
- Why the speaker is interested in the topic,
- Why the audience should be interested in the topic.

**Speaker evaluation forms**—Be sure to provide evaluation forms to attendees after each presentation. Read through the comments to determine if the program was effective. If possible, attempt to determine what the audience liked best/least about the program. (i.e., Did the members find the topic interesting? Should a follow-up program be planned for a later date? Was the speaker’s presentation style enthusiastic? Should this speaker be asked back?)
The information provided by the evaluation form provides a basis from which other programs may be developed, either as a replacement for the current schedule or for the following year.

**Member interest survey**—The program/education chairs need to work closely with the other chapter officers to define the contents of a topic survey, which should be distributed at least annually to all members (and perhaps also to non-members who frequently attend educational events).

The program and education committees are responsible for coordinating programs that benefit and interest the chapter membership. Use the information provided on the survey as a starting point. (i.e., What do the members want to learn more about? What are today’s “hot topics?” Did someone suggest the name of a good speaker?) When you know in what the members are interested, your committee will be better prepared to plan the current year’s programs.

**Other suggestions**—Some chapters schedule their events on the calendar year rather than their chapter year. In these instances, the program committee arranges events from January through December, which eases the transition for the new program chair elected in May. This may also eliminate the need to hold organizational meetings in the middle of the year.

**The Seminars and Conferences Director Turnover Procedures shall:**
- Prepare a list of all outstanding items, including programs in process for the following year,
- Attend the turnover meeting as scheduled by the president. Turn over all documentation, procedure manuals, software, inventory, etc.,
- Transfer any permanent files to the new Seminars and Conferences Director.

14. The Chapter **Volunteers Director** shall:
- Act as Volunteers Coordinator for the Chapter,
- Develop volunteer recruitment program – plan how and where to recruit volunteers, volunteer retention, replacement, recognition and reward volunteer efforts,
- Coordinate event volunteer requirements - work out how many volunteers are needed and for what roles, with Chapter event leaders (e.g., Programs Director),
- Developing and managing policies, procedures and standards for volunteers,
- Maintain volunteer database and records,
- Appoint related committee chairperson(s), and
- Perform other duties, as needed, by authorized delegation of the President or Chapter.

15. The Chapter **SheLeadsTech Director** shall:
- Serve as the liaison between the chapter board and members, and ISACA’s SheLeadsTech program lead, Alisha Wenc,
- Help promote SheLeadsTech events carried out by ISACA
- Lead the charge for chapter-based SheLeadsTech events,
- Create strategy and plans for SheLeadsTech programming at the chapter level,
- Promote SheLeadsTech events created by ISACA and other chapters,
- Serve as the “face” of the SheLeadsTech program at the chapter level, including presentations to the chapter board, at chapter events, and to outside organizations,
- Help fill volunteer roles for SheLeadsTech events,
- Serve as an inviting and welcoming, personal touch (i.e., invites people to events, makes sure they feel welcome and included),
- Create an atmosphere of inclusion and acceptance,
- Embrace the SheLeadsTech mission,
• Enhance the chapter’s visibilities into the development of programs that enhance women in the information technology field.

The SheLeadsTech Chapter Liaison reports to the Chapter President and works closely with the Chapter’s Membership Director, Treasurer and Vice President, as well as Alisha Wenc, manager of corporate programs at ISACA.

16. The Chapter **Government and Regulatory Advocacy Coordinator** shall:
   • Develop the Chapter’s Government and Regulatory Advocacy (GRA) program,
   • Develop and promote Government & Regulatory (G&R) relationships,
   • Coordinate ISACA Chapter participation at G&R conferences or events,
   • Develop and manage policies, procedures and standards for GRA Coordinator role,
   • Provide Communications Director with G&R Contacts database and records information as compiled,
   • Appoint related committee chairperson(s), and
   • Perform other duties, as needed, by authorized delegation of the President or Chapter.

**Note that the following are NOT Chapter Officers:**

17. The Chapter **Research Director** shall:
   • Acts as the Chapter’s primary contact with ISACA’s research department to become the chapter’s subject matter expert (SME) in ISACA’s knowledge deliverables,
   • Helps to identify potential SMEs to participate in development or review of ISACA research products,
   • Attends quarterly calls scheduled by ISACA HQ to learn about newly released, ongoing & future research developments,
   • Liaise with Chapter Directors to ensure dissemination of information about ISACA research to chapter members, and
   • Maintain ongoing communication with ISACA HQ research department to provide feedback on deliverables.