

CALGARY
CHAPTER
HIGHLIGHTS

President's Mes-	1
ISACA Calgary events	2
Fall mixer success	3
Article: Implementing a risk-based continuous compliance assessment	4
Global Events	6
Spotlight: Interview with Ray Mingle	7
ISACA Global	9
Article: Survey: Employees Plan to Spend Nearly Two Full Work Days Shopping for the Holidays Using Work Computers	10

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Contact us at newsletter@isaca-calgary.org

A newsletter for Calgary Chapter members about ISACA news updates, events and articles of interest

Volume 4, 2009

October 2009

Dear Chapter Members,

President's message

I hope you have all had a great summer and are back for another productive term of hard work. The weather has sprung a surprise for us in Calgary, but let us hope that this is not reflective of the rest of the winter season.

The Board of the chapter met during a summer session to discuss our strategy for the year ahead. We brainstormed ideas on how we can improve our services to chapter members and bring greater value for their loyalty to ISACA. We will continue to maintain the programs that we currently have in place and will also attempt to augment them with your support. We will make the ISACA Social a scheduled event since we have received positive feedback from members on this event. Our social events have been very successful and we have now allocated a bigger budget to have them more often. These events are free for members and provide a venue for members and future members to network and share ideas in a casual environment. It is also a venue for us to gather feedback from members on our other services. I encourage all of you to attend these events and provide us your candid feedback.



One of our biggest events is coming up in December i.e., the joint luncheon with The IIA. This annual event is the highest attended event that either the IIA or ISACA organizes. We have typically had about 100 people attend this each year. We have made an effort to get a high profile speaker for this event each year and have sometimes paid a significant amount of money to have them speak to our members. Our topics in the past few years have been motivational in nature and this has enabled us to draw a wide range of professionals to attend.

For those of you who have not been able to gather enough CPEs for this year, an opportunity will be presented to you soon. We will be hosting the annual fall conference later in November where you will be able to not only network and learn from high quality speakers, but also obtain cost effective CPEs. Please make an effort to attend this event as your support is absolutely critical to sustain these programs.

I hope to meet some of you at these upcoming events.

Sanjeev Saha, President

ISACA Calgary events

CISA Exam preparation course

Being recognized as a CISA brings with it a great number of professional and organizational benefits. Successful achievement demonstrates and attests to an individual's information systems audit, control and security expertise and indicates a desire to serve an organization with distinction. This expertise is extremely valuable given the changing nature of information technology and the need to employ certified professionals who are able to apply the most effective information systems audit, control and security practices, and who have an awareness of the unique requirements particular to information technology environments. Those who become CISAs join other recognized professionals worldwide who have earned this highly sought after professional designation

ISACA Calgary Chapter is organizing a CISA Exam preparation Workshop for those writing the exams this fall. The proposed dates are November 20/21 and 27/28.

For more information contact Biyi Adeniran by email : technology@isaca-calgary.org

More details to come!

Luncheon dates

October 20 , 2009
December 16 , 2009
January 21, 2010

@ The Palliser Hotel



**ISACA
Fall Conference**

Wednesday, November 25
@ The Palliser Hotel

SAVE THE DATE!

More information and registration
education@isaca-calgary.org



Fall Mixer a success



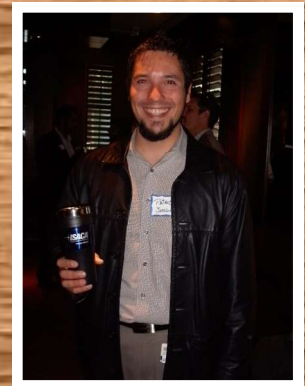
The Chapter organized a Business Mixer networking event at on October 8th. Nearly 40 people gathered at the Redwater Rustic Grille to meet new people in the industry and re-acquaint with former colleagues.



My most sincere congratulations to the organizer Linda Chan, for selecting such a great venue and for arranging everything to give us an event that offered the opportunity to build and strengthen our networks, in such an enjoyable atmosphere.



Keep up with the great work!



Harold Cardona

ISACA Calgary Chapter Newsletter Editor



Implementing a risk-based continuous compliance assessment program

Summary of the presentation given by Yogi Schulz at the ISACA Luncheon in Calgary on September 23rd, 2009

Business Problem

Alberta's oil & gas regulator faced a challenge maintaining compliance audit coverage. The small number of substantive audits conducted each year achieved only a low level of assurance that the audit results could be used to describe the state of compliance on a province-wide basis. Audits create suspicion of poor compliance but not a reasonable certainty.

To address the shortcomings of the current situation, our project team designed a new audit program with two goals to:

1. Raise the level of assurance over the state of compliance
2. Raise the level of compliance through continuous improvement

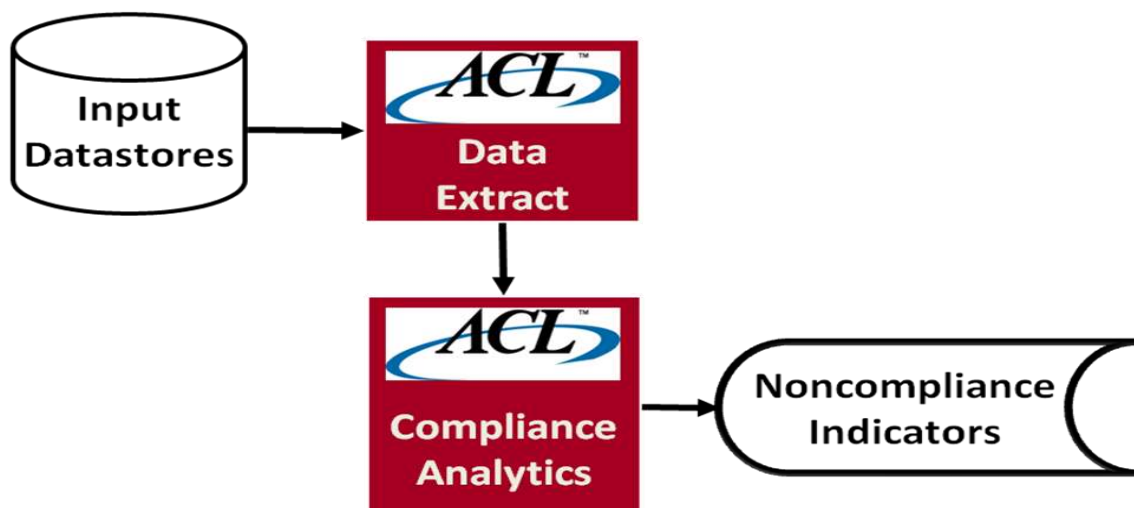
The approach of the new audit program design is to:

1. Apply CSOX financial audit concepts to compliance audit
2. Improve monitoring of oil & gas producers and the facilities they operate

Compliance Assessment System

We have applied the continuous auditing concept to the design of this system that is illustrated in the accompanying diagram. We call it the Compliance Assessment System because every data anomaly that the system identifies is not immediately an audit finding. The system inspects all the data; not just a sample.

The system receives input from several large datastores. The ACL Data Extract routines copy just the data the Compliance Assessment System needs. The ACL Compliance Analytics routines analyze the data looking for specific data anomalies. Every data anomaly identified results in writing a Noncompliance Indicator record.



Continues on page 5...

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Data Analytics Examples

Here are some examples of the noncompliance indicators that our data analytics routines look for:

- Gas Metering Difference as a percentage of Gas Production is outside range of -10% to +10%
- Production rate trending up. Production rate normally trends down over the life of a well
- Puzzling trends in gas flare, fuel, vent, meter difference quantities
- Gas production greater than oil production for an oil well
- High or low fuel consumption

When these noncompliance indicators occur at a well or a facility, it tends to mean measurement procedures are poorly understood or not followed in the field. It can also mean the production accountants are changing what the field is reporting in an effort to balance the facility due to some other problem.

Benefits of using ACL for a continuous compliance assessment system

What are the key benefits that caused us to use ACL?

- Cost-effective and rapid development
- Adaptable to change as source datastores change
- Adaptable to change ACL Compliance Analytics Routines
- Encapsulates expert understanding of data relationships in complex datastores
- Simple validation of candidate compliance assessment indicators

Business benefits of the continuous compliance assessment system

What are the key benefits that the Compliance Assessment System has achieved?

- Assurance over the state of compliance
- Feedback to oil & gas operators
- Improved data quality for all stakeholders
- Comprehensive auditing
- Greatly increased auditor productivity
- Independent of skilled data analysts

Recommendations

- Investigate opportunities to employ continuous auditing within your organization
- Consider ACL as the technology to implement continuous auditing
- Consider ACL for batch audit applications

Presenter Biography:

Yogi Schulz is a partner at Corvelle Consulting. The firm specializes in project management and information technology related management consulting. Corvelle is assisting clients who are moving applications toward a web-based architecture.

Mr. Schulz has almost 30 years of Information Systems experience of which over 25 have been spent as a consultant. Prior to founding Corvelle, he worked as a senior consultant with DMR Group Inc. He holds a B. Comm. from The University of Calgary, is a member of CIPS and holds its ISP designation. He serves as secretary of the Board of Directors of the Public Petroleum Data Model Association.

Yogi has presented at many conferences. Yogi writes for the Microsoft web site and appears on CBC Wild Rose Forum. He has written monthly columns for Computing Canada and The Calgary Herald that address IT management issues. He has taught several courses in The University of Calgary Management Development Certificate Program and in the Faculty of Management.

2009 Global Events

COMPUTER AUDIT, CONTROL AND SECURITY (CACS™) CONFERENCES

www.isaca.org/cacs



Asia-Pacific CACS™
Kyoto, Japan
23-24 February 2009
www.isaca.org/asiacacs



EuroCACS™
Frankfurt, Germany
15-18 March 2009
www.isaca.org/eurocacs



North America CACS™
Orlando, Florida, USA
3-7 May 2009
www.isaca.org/nacacs



Oceania CACS™
Canberra, ACT, Australia
6-11 September 2009
www.isaca.org/oceaniacacs



Latin America CACS™
San José, Costa Rica
20-23 September 2009
www.isaca.org/latincacs

MANAGEMENT FORUMS

www.isaca.org/managementforums



Information Security Management Forum
1-2 October 2009
Las Vegas, Nevada, USA



IT Governance Forum
12-13 October 2009
Las Vegas, Nevada, USA

ISACA TRAINING WEEK

www.isaca.org/trainingweek



Houston, Texas, USA
2-6 March 2009

Nashville, Tennessee, USA
6-10 April 2009

Denver, Colorado, USA
18-22 May 2009

Vienna, Austria
15-19 June 2009

Boston, Massachusetts, USA
17-21 August 2009

Toronto, Ontario, Canada
14-18 September 2009

Indianapolis, Indiana, USA
12-16 October 2009

San Francisco, California, USA
2-6 November 2009

International



International Conference
Los Angeles, California, USA
19-22 July 2009
www.isaca.org/international



IT Governance, Risk and Compliance Conference
Las Vegas, Nevada, USA
14-16 October 2009
www.isaca.org/itgrc



Information Security and Risk Management Conference
www.isaca.org/isrmc

Latin America
Bogotá, Colombia
30-31 March 2009

North America
Las Vegas, Nevada, USA
28-30 September 2009

Europe
Amsterdam, The Netherlands
November 2009

All dates and locations are subject to change.



Spotlight: Interview with Ray Mingle, Education Director for ISACA Calgary

1. Could you tell us more about your role at ISACA Calgary?

In simple terms, my role involves providing opportunities to our members to meet their continuing education needs. As Chair of the Education Committee, I direct the planning and presentation of two major conferences each year: the Spring Conference (in late May) and the Fall Conference (in November). Similar to most ISACA conferences, the key objectives of these conferences are to help members:

- Expand their professional network;
- Learn from industry experts who already possess the knowledge and skills they aspire to acquire;
- Enjoy a customized learning experience; and
- Advance their career and earn CPE hours.

It is my responsibility to seek the services of leading IT governance, control, security and assurance experts who have high level of competence in their areas of specialization to share their knowledge and skills with our members by agreeing to present at our education conferences.



2. What are your interests outside of work and volunteering for ISACA Calgary?

I love travelling a lot but since I became a family man I have not been doing much of that. We have a five year-old son and a three year-old daughter and they take up a lot of our spare time, whenever we can find some.

Apart from enjoying spending quality time with our kids, I like to watch soccer on **Saturday mornings; I'm a huge soccer fan and I regularly follow the English Premier League.** The team I support is none other than Arsenal FC; the fluency and high quality display exhibited by the young Arsenal players make the game feel special and I never get tired **of watching them even if they're losing.**

My Sundays are reserved for church. I always look forward to joining fellow believers on Sundays to worship and study the word of God together.

Continues on page 8 ...

Call for Articles

We are always looking for interesting technical articles from members of the Calgary Chapter.

Interested individuals should contact the editor at newsletter@isaca-calgary.org

... continues from page 7

3. In your opinion, what are the most valuable skills a person can bring to their organization?

The first answer that came to my mind was: it depends. But that is certainly not complete because I know there are a set of generic skills that all individuals can bring to the organization they work for. And my direct answer to your questions is this: a good work ethic.

For example, in my current regular job as audit lead, as well as in my volunteering role as education director at ISACA Calgary, there are many useful skills that I bring to the workplace that help me in helping my organization meet its objectives. These skills are a combination of specific hard and soft qualities that can be considered valuable in a set environment, but in my opinion, the most valuable skills a person can bring to their organization is good work ethic. As you may agree with me, good work ethic in itself encompasses a whole range of qualities; it is a set of values that are based on hard work, commitment and diligence which I believe set out the basic ingredients for success for both the individual and the organization she/he works for.

4. What are some of the reasons you would cite in recommending that members volunteer for the Chapter?

I view my volunteer time as part of my learning and development process, and since joining the ISACA Calgary Board I have learned a lot and reaped the rewards that come with volunteering for such a unique organization. The following are some of the benefits that members can expect in volunteering for the Chapter:

- Networking opportunities with IT experts and other like-minded professionals within the Calgary business community;
- Professional credibility; being a member of the Chapter Board cannot help but add to ones credentials of a personal/professional coach who can make a difference;
- Meet and dealing with different wonderful people who could become life-long friends and also help widen your circle of influence;
- The opportunity to gain a greater appreciation for the needs of the members we serve; and the opportunity to give back;
- Enhanced boardroom meeting skills, or meeting skills in general;
- Build up your resume and gain CPE hours

I definitely recommend volunteering for the Chapter. The rewards are immense.



Mr. Ray Mingle, MBA, ACCA, CISA, CIA is Senior Advisor, Audit Services of Enbridge Inc. He can be reached at education@isaca-calgary.org

To Advertise

This newsletter is circulated to Calgary members.

Advertising Fees per Issue:

1/4 Page \$ 100

1/2 Page \$ 150

Full Page \$ 200

For advertising inquiries, please contact the Editor at newsletter@isaca-calgary.org.

ISACA Global News

e-Symposia Archive

DATE	Topic	CPE Hours
27 October 2009	Mobile Communication When Disaster Strikes - Your Business Continuity Management Plan	3
29 September 2009	The Cloud and Service Management: How do they connect?	3
25 August 2009	Data Protection Planning: How and Why?	3
28 July 2009	PCI Compliance: A Holistic View	3

To register for the next e-symposium and take the first step toward earning free CPE credits, please visit isaca.brighttalk.com. E-symposia are recorded and archived for viewing on demand. For more information, please visit www.isaca.org/webcasts.

About ISACA

With more than 86,000 constituents in more than 160 countries, ISACA® (www.isaca.org) is a leading global provider of knowledge, certifications, community, advocacy and education on information systems assurance and security, enterprise governance of IT, and IT-related risk and compliance. Founded in 1969, ISACA sponsors international conferences, publishes the ISACA® Journal, and develops international information systems auditing and control standards. It also administers the globally respected Certified Information Systems Auditor™ (CISA®), Certified Information Security Manager® (CISM®) and Certified in the Governance of Enterprise IT® (CGEIT®) designations.

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The Risk IT Framework and The Risk IT Practitioner Guide

The Risk IT Framework fills the gap between generic risk management frameworks and detailed (primarily security related) IT risk management frameworks. It provides an end-to-end, comprehensive view of all risks related to the use of IT and a similarly thorough treatment of risk management, from the tone and culture at the top to operational issues. Risk IT: Based on COBIT® enables enterprises to understand and manage all significant IT risk types, building upon the existing risk-related components within the current ISACA frameworks of COBIT® and Val IT™. **The Risk IT Practitioner Guide contains practical, detailed guidance on how to accomplish some of the key activities described in The Risk IT Framework.**

These publications are scheduled to be available soon in the ISACA Bookstore, www.isaca.org/bookstore. *The Risk IT Framework* is scheduled to be available soon as a complimentary PDF for ISACA members and nonmembers at www.isaca.org/downloads. *The Risk IT Practitioner Guide* and tool kit will also be available as complimentary downloads for ISACA members at www.isaca.org/downloads.

Security, Audit and Control Features SAP® ERP, 3rd Edition

This practical how-to guide is based on SAP ECC versions 5.0 and 6.0, but is also applicable to earlier versions 4.6c and 4.7. The objective is to enable audit, assurance, risk and security professionals (IT and non-IT) to evaluate risks and controls in existing ERP implementations and to facilitate the design and building of better practice controls into system upgrades and enhancements. The publication is available in the ISACA Bookstore, www.isaca.org/bookstore, and the third edition audit programs and internal control questionnaires (ICQs) are posted for complimentary downloads for members at www.isaca.org/downloads.

Survey: Employees Plan to Spend Nearly Two Full Work Days Shopping for the Holidays Using Work Computers

ISACA research reveals major gap between employee's online behaviors and business expectations

Rolling Meadows, IL, USA (21 October 2009) - Employees plan to spend nearly two full working days (14.4 hours) on average shopping online from a work computer this holiday season, according to a survey conducted on behalf of ISACA, a nonprofit association of 86,000 information technology (IT) professionals. One in 10 plans to spend at least 30 hours shopping online at work. Convenience (34%) and boredom (23%) are the biggest motivators, according to those polled.

Despite an economy expected to show flat or declining holiday retail sales, the second annual "Shopping on the Job: Online Holiday Shopping and Workplace Internet Safety" survey found that fully half of those surveyed plan to shop online for the holidays using a work computer. Less surprising is a growing uncertainty—the number of employees who are unsure about whether they will spend more or less time shopping online compared to a year ago has doubled.

The potential danger of shopping online is that it can open the door to viruses, spam and phishing attacks that invade the workplace and cost enterprises thousands per employee in lost productivity and potentially millions in destruction or compromise of corporate data.

Employees who shop online using a work computer are also likely to engage in other high-risk behaviors. Survey participants also bank online (51%), click on e-mail links redirecting them to shopping sites (40%) and click on links from social network sites (15%). Yet nearly one in five says they are not concerned that their online shopping habits may affect the safety of their organization's IT infrastructure.

"With the Internet now available to almost any employee in the workplace, it's unrealistic to think that companies can completely stop the use of work computers for online shopping," said Robert Stroud, international vice president of ISACA and vice president of IT service management and governance for the service management business unit at CA Inc. **"What companies can and should do is educate employees about the risks of online shopping and remind them of their company's security policy. This is especially important this year, when the convenience of shopping online may be very appealing to employees whose workloads have doubled or tripled because of downsizing."**

Upwardly Mobile Shopping

This survey also found that more than one in 10 Americans who use a mobile work device such as a BlackBerry or iPhone plan to use it for holiday shopping. The increasing use of mobile work devices for personal business such as shopping can lead to additional security issues and exposure to data loss for a company.

"The lines between work and personal data are becoming more and more blurred as a growing number of people check work e-mail from their own phone or PDA, or use a work-supplied mobile device to shop or update their Facebook page. As our mobility increases, so does the risk to our corporate IT systems," said John Pironti, a member of ISACA's Certification Task Force and chief information risk strategist for Archer Technologies.

A significant percentage of those surveyed do not actively manage their work computer's security. Thirty percent report that they leave security up to their company's IT department. Of those who connect via a wireless connection, 30% don't or don't know how to check the security of wireless settings and just 21% personally check their work computer for the most recent security patches.

Continues on page 11...

... continues from page 10**Reality Gap Between Employees and the IT Department**

A separate ISACA survey of more than 1,500 IT professionals, who are ISACA members in nine countries, conducted during the same time period shows a major gap between what the IT department believes and what the employees are planning when it comes to online holiday shopping. Close to half (48%) of those in IT believe employees will spend just over one work day, or nine hours, shopping online from a work computer—**yet ISACA's** consumer survey shows that employees will average closer to two work days, or 14.4 hours.

IT professionals are realistic about the potentially staggering costs of shopping online for the holidays from workplace computers. One in four estimates that their company will lose US \$15,000 or more per employee in **productivity during this year's holiday season.**

"The reality gap between the IT department's perceptions and the online shopping behaviors of the rest of the company actually represents an important opportunity for IT," said Paul Williams, a member of ISACA's Governance Advisory Council and a past president of the association. **"By educating employees and communicating common-sense online policies, IT can better protect one of the most critical assets a company has—its IT systems."**

5 Tips for Safe Shopping From the Office Computer

ISACA recommends that employees and IT departments take the following steps to reduce the risk of spam, **viruses and accidental downloading of backdoor "agents" that can hijack corporate data.**

For online shoppers:

1. Use your desktop PC, not your mobile device, to shop, because your desktop browser is likely to be more secure.
2. Protect sensitive information, like credit card numbers, by password-protecting both your mobile device and its memory card.
3. Make sure you update your anti-virus and anti-malware programs continually.
4. Treat social networking sites with the same caution as other web sites—social sites are a growing target for fraudsters and virus writers.
5. Be cautious of special offers. If it looks too good to be true, it probably is. Fake online offers and coupons may lead to harmful sites, so be suspicious.

For the IT department:

1. Educate employees. Blocking sites can do more harm than good, causing employees to seek out less secure ways to get around your blockade. Education works better.
2. Get employees on board with learning by teaching them how to protect both their work computers and their home computers.
3. Reinforce what you teach by having employees sign an acceptable-use policy every year.
4. **Offer a "safe zone" for holiday shopping**—create an online sandbox that can be taken down after the holidays.
5. **Don't wait until Cyber Monday to step up security. Think of "Cyber Season" as the time from September to January and be extra-diligent throughout that time.**

About the ISACA Shopping on the Job Survey

The second annual "Shopping on the Job: Online Holiday Shopping and Workplace Internet Safety" survey is based on online polling in September 2009 of 1,210 US consumers and 1,513 IT professionals. The IT portion of the study provides the business/IT department's perspective, polling members of ISACA in nine countries: the US, Canada, Mexico, the UK, France, Germany, Hong Kong, India and Australia. The study, which was designed to capture insights about online holiday shopping at work and employee compliance with workplace policies governing online shopping, was conducted by M/A/R/C Research and ISACA, respectively. The M/A/R/C study results contain a margin of error of 3.9% at the 95% confidence level.

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