



## Annual Report to Members

Annual General Meeting – June 8, 2009





**Annual General Meeting 2008–2009  
Celebrating Our Chapter’s 30<sup>th</sup> Anniversary**

**June 8, 2009**

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**Meeting Agenda**

9:30 – 10:00	Coffee and Registration	
10:00 – 11:30	Business Meeting	
	Welcome and Call to Order	Tony Brigandi
	Chapter President's Message	President
	Presentation of Minutes of the 2008 Annual General Meeting for Approval	Liz Gyalokay
	Treasurer's Report and Presentation of Financial Statements 2008-2009	For Jane Pope, Secretary
	Program Committee Report	Noël Dubois
		Treasurer
	Communications Update	Selma Tennenhouse
		Vice-President and Program Chair
	Marketing Update	Robert Venczel
	Academic Update	Director, Communications
	Presentation of Chapter Scholarship	Andy Lim
	IT Governance Update	Director, Marketing
	Introduction of CGEIT Recipients	Qiu Tong
	CISA and CISM Program Update	Advisor, Academic Relations
	Introduction of Successful CISA and CISM Candidates	David Campbell
	Membership Update	Director, IT Governance
		Lynda Copeman
	Website Update	Director, CISA Certification
	Nominations and Election of 2009-2010 Board of Directors	Marcel Lacasse
		Director, Membership
	Presentations to Outgoing Board Members	Arnie Francis
	Incoming President's Remarks	Webmaster
	Meeting Adjournment	Liz Gyalokay
		Past President
11:30 – 12:00	Networking Break – Cash Bar	Tony Brigandi
12:00	Lunch Is Served	
12:20 – 12:30	Toast to the Chapter's 30 <sup>th</sup> Anniversary	Howard DuBois
12:30 – 1:30	Guest Speaker	President 1986-1987
		Keith Barrass
		Canada Revenue Agency



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### Chapter President's Message

Dear Members,

Welcome to the Chapter's Annual General Meeting. This year we are celebrating not only our Chapter's thirtieth anniversary, but the fortieth anniversary of ISACA itself, founded as the EDP Auditors Association in 1969.

In this, the Annual Report to Members, we want to communicate the results of the past year, and also recognize those who contributed so generously to making our Chapter operations successful. But first, I want to talk briefly about our strategic objectives:

#### Chapter Strategic Objectives

Last year, we held a strategic session and formulated several objectives – the principal ones being in the following areas:

- **Recruitment** of young minds and more senior managers;
- **Training** in governance and better communication with CIO's;
- **Relationship Management**;
- **Joint information sessions** with TBS on implementing COBIT as an audit standard and/or policy; and
- **Raising the Chapter's profile.**

In only our first year of our three-year program, we are making some progress – for example:

- **Training – Governance:** The Chapter held an IT Governance session last fall; and we are supporting the new CGEIT designation with info sessions for candidates.
- **Relationship Management:** the Chapter held two guest presentations for the 4th year IT auditing course at the University of Ottawa; and we continue to demonstrate community involvement through our scholarship program.
- **Raising the Chapter's profile:** Initial discussions have been underway with the Sprott School of Management at Carleton University for a guest presentation series and a possible scholarship; and for the upcoming year, our Academic Advisor is planning to increase ISACA's presence on campus through participation at student-organized business events and holding information sessions for MBA students.

The nominee for President for 2009-2010 has committed to pursuing the above strategic objectives and will keep our membership informed of progress.

And now – back to our Chapter Contributors .....

#### Program Committee

Overall, it has been both a difficult and successful year for our Chapter. The general state of the economy throughout North America has had its impact in our local economy and has affected our planning for educational events that you, the membership, had requested through our informal surveys.

Our Program Committee, led by our Program Chair, Selma Tennenhouse, did yeoman's work in planning the most relevant and timely educational events for the Chapter in 2008-2009. Five events were held as compared to six the previous year. Several factors were involved in this slight decrease from the previous year, ranging from low projected attendance to last-minute speaker cancellations and our unfortunate timing with the federal election. The Program Committee's educational event line-up is poised to provide you, the membership, with some great events for the 2009-2010 fiscal year.

I wish to extend my heartfelt congratulations, on behalf of our Board and members, to Selma and the rest of the Program Committee. Selma will tell you more about next year's upcoming calendar.



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### **Membership**

Over the course of the year we have seen a consistent and steady rise in membership in the Ottawa Valley Chapter. We now have almost 400 members, an increase of over 30% from last year's numbers (300). Marcel Lacasse has been doing a superb job as membership director and will be talking a bit later on this subject.

### **Communications**

This important function is managed through Robert Venczel, who administers the email lists and ensures appropriate information is shared with members on a timely basis. Robert does not just send our emails to you the members. He constantly challenges the senders as to the rationale for these, striving to minimize the local Chapter traffic to your inbox, but maximize our Chapter's messages. Many thanks, Robert.

### **Marketing**

Andy Lim is our Director of Marketing. Throughout the year he has worked hard with other local organizations to develop marketing and promotion campaigns that will benefit the Chapter in the near future. He has also been on top of ISACA International marketing programs, placing advertisements in local newspapers about our Chapter and the value of the ISACA designations. Andy has also been instrumental in providing promotional literature for our academic outreach and program events. Many thanks to Andy for his efforts and his creative ideas. He will be presenting shortly on our Marketing efforts.

### **Webmaster**

Arnie Francis has been our webmaster over the last five years, and continues to innovate, providing the highest quality web site among ISACA chapters. As proof of this, Arnie's work has earned our Chapter a second consecutive gold medal award for maintaining a useful and eye-catching website for our members. Considering all the chapters that compete, Arnie has shown a level of excellence unmatched by few. Unfortunately, he will be stepping down this year.

Arnie, it is with great sadness that we see you go! But we wish our new webmaster, Bing Wen, all the success in his first term. Bing has already contributed significantly in implementing our new on-line payment system which will be discussed in the next little while.

The website is your source of information regarding ISACA International and our Chapter. Please make it part of your routine to visit the website and stay informed about your Chapter activities.

### **IT Governance and CGEIT**

Dave Campbell is the Board's Advisor on the subject of IT Governance. This year he has helped organize successful sessions related to CGEIT information and IT governance best practices which were well received. Dave works hard on spreading the good word on the benefits of the new CGEIT designation and we also have some CGEIT's among us! I will let Dave talk more about these initiatives shortly.

### **CISA and CISM Coordinators**

With respect to our ISACA professional designations in IT Audit and IT Security Management, Lynda Copeman again contributed as CISA Coordinator and Kevin Henry as our CISM Coordinator. Thanks to both of them for their contribution and assistance to the members who call and e-mail seeking advice regarding the CISA and CISM designations. Both Kevin and Lynda are winding up their service with the Chapter Board. I wish them all the best in their future endeavours.

### **Academic Advisor**

Qiu Tong is our academic advisor and has made great progress in this, her first year. Using her extensive network, she has engaged several 4th year accounting students and has arranged for Chapter members to make presentations at the University of Ottawa, with more to come. Her boundless energy has been instrumental in increasing our connection with the University of Ottawa.



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In addition, our Chapter sponsors a yearly Scholarship with Ottawa University. We are pleased to be able to award the scholarship to another worthy student this year. Qiu will be presenting the award in the next little while. Many thanks to Qiu!

### **Finance**

Of course, no successful organization runs without a solid business and financial foundation, and we are grateful for the outstanding work done by our first-year Treasurer, Noël Dubois. Among his achievements: researching, coordinating, and helping to implement the Chapter's very first on-line payment system which promises to improve our bottom line significantly and streamline our revenue collection. Noël also works with our bookkeeper to ensure that transactions are recorded in accordance with best practices.

We are all aware that the Treasurer's position is one of the most demanding positions of the Board and Noël's effort is very much appreciated. He will present the on-line payment details and financial highlights later on.

### **Secretary**

Jane Pope, in her first year as Secretary, has prepared the minutes throughout the year and kept us on our toes as for matters to be followed up and requiring attention. As this year's Nominating Committee, Jane and Liz Gyalokay were successful in recruiting a talented slate of candidates for the 2009-2010 Board of Directors. Thank you, Jane, and my best wishes as you move on to other things.

### **Past President**

Liz Gyalokay has provided me most valuable advice on being a President of the Chapter – especially on those boring administrative matters - and is always willing to share her knowledge of past events, providing important background information so that the Board can make informed decisions. Many thanks, Liz, for your help. We will miss your presence on our Board.

### **Other Notable Mentions**

A big thank-you to Mary McBride, our Director at Large. Mary organizes at least one program event each year and is always ready to pitch in to make events a success. Her long experience in our Chapter is invaluable when dealing with many issues that come up at the Board. Mary, too, is retiring from our Board this year. We'll miss you.

And another big thanks goes out to Jessica Perkins, who is a Chapter member and works for the Office of the Auditor General of Canada. Jessica will be conducting a third-party review (not an audit or review engagement) on the 2008-2009 Chapter financials, as requested by ISACA International of all its chapters.

I would also like to acknowledge the support we have received from Price Waterhouse Coopers, who have been providing us with the use of their well-appointed conference room for our monthly Board of Directors meetings.

### **In closing ....**

There are several challenges ahead – primary among these, supporting the membership needs related to three professional designations; replacing the “old guard”; and taking on the challenge of today's tough economic times while offering more for less in educational programs and events.

I feel both honoured and privileged to have served as your President for 2008-09, our 30th year. We have a fine group of individuals running our Board but we strongly encourage all of you to step up when it is needed most, and help us in our many volunteer opportunities that you will truly find rewarding.

“Step up and answer our call.” Thank you.

**Tony Brigandi, CA, CISA**  
**President – Ottawa Valley Chapter**



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### AGM 2008 Minutes

#### Call to order and President's Report

President Liz Gyalokay called to order the June 19, 2008 Annual General Meeting (AGM). The meeting was held at the Minto Suites Hotel. Liz welcomed members and other attendees.

Liz reported success towards meeting the 2007-2008 Chapter objectives and provided the annual President's Address, the text of which was included in the 2008 Annual Report to Members.

#### Approval of Minutes from the 2007 AGM

The draft minutes from the 2007 AGM, included in the Annual Report, were presented by Neil MacDowall, Chapter Secretary.

**Record of Decision: William Tse moved to approve the draft 2007 minutes and David Holder seconded the motion. All members present voted by show of hands in favour to accept the 2007 AGM Minutes. Record of Decision (RoD): AGM 2008-01**

**Quorum:** Members in attendance: approximately 40

#### Presentation of Financial Statements

Robert Venczel, Acting Treasurer presented the June 30, 2007 Final Chapter Financial Statements for 2006-2007 as well as the May 31, 2008 Interim Statements, both of which were included in the Annual Report to Members. Robert stated that a written bank confirmation of the June 30, 2007 cash balances had been received by a Chapter Board member who was independent from the financial function. The confirmed balances matched to those stated in the Financial Statements. A review of the Chapter books of account and reasonableness checks had been conducted prior to the acceptance of the financial statements by the Chapter Board in April 2008. Robert added that the Chapter financial banking arrangements continue to require two signatures on all cheques and that two sets of supporting records are maintained for expenditures.

#### Program Summary

Tony Brigandi, Vice President Programs thanked the 2007-2008 Program Committee and summarized the successful 2007-2008 program that included six events.

A wide variety of topics had been covered including: IT Governance, Val IT, Privacy Risk Management, and Auditing Business Applications as well as the CISA and CISM examination preparation session. Details regarding the events were included in the Annual Report to Members.

#### Marketing

Andy Lim provided a summary of the Chapter 2007-2008 marketing initiatives the details of which were included in the Annual Report to Members. Notable were representations to professionals employed in firms in Kanata as well as students at the University of Ottawa.

Andy reported that the Chapter had secured funding from ISACA International for its proposed 2008-2009 Marketing Plan.

Andy indicated that the Chapter will continue to conduct marketing campaigns aimed at increasing our membership and promoting the CISA and CISM certifications.



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### Chapter Scholarship

William Tse provided an overview of the Chapter scholarship commitment with the University of Ottawa, School of Management. The scholarship is aimed at third and fourth year students who demonstrate academic excellence in courses related to information systems audit and control.

This year's recipient of the fourth annual scholarship award was Mr. James Brooks. Mr. Brooks' achievements were presented in the Annual Report.

### IT Governance

David Campbell, Director, IT Governance provided an update to the Chapter's evolution towards the ISACA broadened mandate - Serving IT Governance Professionals. David said that this would be a long-term exercise as it requires the Chapter to reach new audiences, including board members, audit committee members, and CIOs and their immediate reports. Details of the progress including the May 10, 2008 event "Using CobIT to Address IT Governance" were included in the Member's Report.

### CISA and CISM

On behalf of Lynda Copeman, CISA Director, and Kevin Henry, CISM Director, Neil MacDowall reported on the success of the CISA and CISM examination candidates during the past year. Chapter pass rates exceeded international levels by considerable amounts. Notably Mr. Neil Farish achieved the highest mark globally when he wrote the CISM examination in December 2007.

The 2008 CISA and CISM pins were presented to newly accredited CISA and CISM professionals present at the meeting by President Liz Gyalokay.

### Membership

Marcel Lacasse, Director, Membership reported that in 2007-2008 membership in the Ottawa Valley Chapter had grown to 302 members, a year over year increase of 8%. Membership was made up of 53% CISA and 14% CISM. More detailed statistics were included in the Annual Report to Members.

### Website

An update regarding the Chapter Website ([www.isaca-ottawa.ca](http://www.isaca-ottawa.ca)) was included in the Annual Report by Arnie Francis, Webmaster.

### Bylaws

President Liz Gyalokay reviewed the process followed to amend the Chapter Bylaws. The process included acceptance by ISACA International. Liz indicated that in accordance with the accepted procedures and existing Bylaws the draft had been posted on the Website for review by Members. Liz then identified all the changes that had been included in the draft.

Marcel Lacasse moved that the draft Bylaws be approved by the Members. David Campbell seconded the motion. A unanimous vote in favour was taken by show of hands of Chapter Members. The updated Bylaws will be displayed on the Chapter Website. **RoD: AGM 2008-02**

### Nominations and Election

Liz introduced the Nominating Committee: Ivan Milam and Neil MacDowall.

Ivan thanked Liz for her efforts as President 2007-2008 and formerly as Vice President Programs and presented Liz with a President recognition plaque.

Neil outlined the nomination and election process and introduced a slate of nominees as well as the proposed Advisory candidates.

President – Tony Brigandi, CISA, Office of the Auditor General



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Vice President Programs – Selma Tennenhouse, SelmaRT Consulting  
Secretary – Jane Pope, CISA, Hallux Consulting  
Treasurer – Noël Dubois, Price Waterhouse Coopers  
Communications – Robert Venczel, Deloitte and Touche  
Membership – Marcel Lacasse, Price Waterhouse Coopers  
Director CISA Certification – Lynda Copeman, CISA, National Defence  
Director Governance – Dave Campbell, CISA, Canada Revenue Agency  
Director CISM Certification – Kevin Henry CISA, ISC<sup>2</sup>  
Director Marketing – Andy Lim, EWA  
Director at Large – Mary McBride, M.J McBride Consulting  
Past President – Liz Gyalokay, CISA, Gyalokay Consultants

Upon appointment by the new Board Advisory Non-voting:  
Academic Advisor – Qui Tong, University of Ottawa  
Webmaster – Arnie Francis, Hallux Consulting

Neil called for further nominations from those present. There were none.

Bob Fox moved that the slate of nominees be elected by acclamation. The motion was seconded by Bob Mitchell. By show of hands all members present voted in favour.

**RoD: AGM 2008-03**

**President Elect Objectives**

Tony thanked the Membership and indicated that he was looking forward to service as President. Tony spoke of the strategic planning that had been conducted in 2007-2008 and the goals that he was planning towards for 2008-2009. The slides from Tony's address would be displayed on the Website.

**Adjournment and Guest Speaker**

Liz announced that Jim Robbins President EWA would be the guest speaker after the AGM luncheon.

Liz wished all members a good summer and adjourned the 2007 AGM.



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### Treasurer's Report

#### 2007-2008 Financial Statements

Noel Dubois, Treasurer, reviewed the 2007-2008 Chapter Financial Statements which were included in the Report to Members.

- A small loss was incurred for 2007-2008; however the Chapter financial position is good due to Members' Equity realized in past years.
- The annual written confirmation from the Chapter's bank (Bank of Montreal) of the Chapter's cash and term deposits as stated in the June 30, 2008 Balance Sheet was received by a Chapter member who was independent of the Treasurer and signing authorities.
- The 2007-2008 (year end June 30, 2008) Financial Statements were accepted by the 2008-2009 Board of Directors on November 19, 2008.

#### 2008-2009 Financial Statements

The 2008-2009 Interim Financial Statements are included in the section below.

- For the 9 months ending March 30, 2009 we have a surplus of revenues over expenses of just over \$6000, indicating that we are financially healthy.
- Not yet reflected in these statements is the annual scholarship expense of \$1000.
- An independent bank confirmation of the Chapter's cash and term deposits as of June 30, 2009 will be conducted and with that information as supporting evidence, the 2009-2010 Board will vote to accept the 2008-2009 Financial Statements.

#### Online Registration and Payment

As noted by Tony, during 2008-2009 we have embarked on a project to introduce an online payment processor. After going through an extensive selection process, the Board made the decision to procure the services of Internet Secure, which we have assessed to be a reputable organization with a secure, affordable product. Beginning in September we will start charging for events using this online credit card processor which will be our preferred method of collecting program fees going forward. This will be a more convenient way for members to sign up and pay for events, and it will reduce the workload placed on the Program Committee and Board of Directors to track and collect accounts receivable. In terms of signing up for our events next fall, there will be two big changes for members. First, the members will register online, instead of filling out and emailing a registration form. Second, members will pay online using their credit card, instead of paying by cash or cheque. A detailed communication regarding the introduction of the online registration and payment process, detailed instructions for its use, and updates to the ISACA Ottawa Privacy Policy is to be sent to members in the coming months.

#### Banking Arrangements

Note to Members: the Chapter banking arrangements require two signatures for each cheque. All spending decisions over \$500 are approved by the Board of Directors (BoD) and are recorded in Board meeting minutes.

**Noel Dubois, CA, CISA**  
Treasurer, Ottawa Valley Chapter



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### Program Committee Update

This year the Program Committee planned for a series of events designed to reflect the broad interests of our constituencies: topics related to IT Audit, Security, and Governance; topics of interest to public service and private sector participants; subject matter reflecting current practice and emerging technologies; and sessions featuring local and visiting speakers. Not all of our efforts came to fruition in the course of the 2008-2009 season, but some of the planning we have done will provide us with a head start on 2009-2010 programming.

The Program Committee numbered fourteen enthusiastic volunteers, comprising a broad range of professional experience and expertise. All of them are to be commended for their contributions of time, effort, and creative thinking.

We started the fall session with a breakfast session on IT Governance Best Practices with speakers Gary Baker and Mike Abbott, members of Deloitte's Enterprise Risk Services practice in Toronto and Ottawa respectively. About forty people attended this event on November 18.

Approximately a dozen candidates participated in a late fall session aimed at helping them prepare their submissions for grandfathering into the CGEIT designation. Led by our first successful CGEIT, Maryam Banaei, discussions centered on identifying the information that ISACA International would be looking for in demonstrating the experience necessary to obtain the designation. Judging by the number of attendees who obtained their designations, the event was a great success.

A breakfast session on "Treasury Board Strategy and Directions for the IT Directorate" was held on Feb 6, with speaker Ngan Ling Tam, Project Coordinator with the CIO Branch of Treasury Board filling in for Chuck Henry, the Treasury Board's Chief Technology Officer. About fifty people, representing a broad range of government departments and the private sector, braved the bus strike and winter weather to attend. A lively question and answer period followed the prepared remarks.

A no-charge CISA, CISM, and CGEIT exam info session in mid-May helped about twelve Ottawa-area candidates prepare for the June 13 exams – the first CGEIT exam session. Our Chapter's exam results have been well above the ISACA norms, no doubt due to our candidates' expertise and level of preparation.

Our last event of the season is of course the Annual General Meeting, which this year celebrates not only a successful year for the Chapter and our members, but our Chapter's thirtieth anniversary. Our guest speaker is Keith Barrass, Deputy Assistant Commissioner of Solutions in the Information Technology Branch of the Canada Revenue Agency. Keith's topic is, "Can audit be an innovative force?" This is one of our more complex events, involving as it does the preparation of the Annual Report, recruitment of a slate of nominees for next year's Board of Directors, a guest speaker, a lunch, recognition of our new certification recipients and scholarship winner, farewells to our retiring Board members, and the thirtieth anniversary presentation. Many volunteers on the Board of Directors and the Program Committee contributed to the success of this event.

I need to point out to you a slightly less-than-successful aspect of our programs. The Program Committee events are an important source of revenue for the chapter. However, we don't realize that revenue until everyone pays up. It is uncomfortable and time-consuming for Program Committee members to send reminder notices after the fact. Please be attentive and, if you have not paid in advance, take that invoice that Rodger gave you today directly to your bill-paying person as soon as you get back to the office. We are expecting that our new online credit card payment system will eliminate those extra steps in the future.

Behind the scene, the Program Committee has been providing input to the team working on our new online registration system.

Looking ahead to the 2009-2010 season, we are working on presenting sessions featuring the Office of the Auditor General and the Public Service Commission, courses on an IT Risk Roadmap and COBIT Fundamentals,



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and a presentation or panel discussion on Social Networking. We will be looking for opportunities to cooperate with related organizations, such as IAA, the Institute of Internal Auditors, and the SANS Institute.

The Program Committee is here to respond to our members' interests and needs. We welcome your suggestions for topics and speakers. New volunteers for the Program Committee are always accepted.

The success of our program is due in large part to our guest speakers whose expertise has drawn such interest and who have been generous in contributing their time. I would like to thank them and our hard-working Program Committee for making this a very successful year. I would also like to recognize the support we have received from Deloitte Touche, who have provided the Program Committee with meeting space and partnered with us in arranging for presenters and instructors.

I encourage you to visit our Program Events page at [www.isaca-ottawa.ca/programevents](http://www.isaca-ottawa.ca/programevents) regularly for information about coming events.

**Selma Tennenhouse, CGEIT  
Vice-President and Program Chair**

**Summary of 2008-2009 Events**

<b>Event and Speaker</b>	<b>Date</b>	<b>Attendance</b>	<b>Fees (Member / Non-member)</b>	<b>CPE Hours</b>	<b>Organizers</b>
IT Governance Best Practices Gary Baker, Mike Abbott, Deloitte	18 Nov 2008	40	109 / 129	3	Dave Campbell Rodger Lucas Alain Rocan Enzo Bertorelli
CGEIT Grandfathering Info Session Maryam Banaei, IBM	Fall 2008	12	No charge		Dave Campbell
Treasury Board Strategy and Directions for the IT Directorate Ngan Ling Tam, TBS	6 Feb 2009	50	55 / 75	3	Enzo Bertorelli Selma Tennenhouse
CISA, CISM, CGEIT Exam Info Session Dave Campbell Lynda Copeman Kevin Henry	13 May 2009	12	No charge		Dave Campbell
Annual General Meeting Keith Barrass, CRA	8 June 2009	40+	60 / 80	2	Rodger Lucas Dave Campbell Enzo Bertorelli Ray Barton Francis Liska Selma Tennenhouse Qiu Tong Rob Mitchell Clemens Park



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### Communications Update

Our e-mail circulation list has grown to over 650 recipients. We continue to accommodate the busy time-schedules of our recipients through the filtering of unsolicited e-mails, such as third party training seminar announcements. This year all e-mail communication of upcoming events was done in both official languages. We also posted the event notices on the Chapter website thanks to the coordinated efforts of our webmaster and program organizers.

**Robert Venczel, MBA, CMA, CISA, PMP, CIA**  
**Director, Communications**

### Marketing Update

The 2008-09 local economy faces a period of unprecedented uncertainty led by the global economic situation. As a result there is a four per cent decrease in the number of employees in the knowledge-based sector. Nevertheless we will still strive to attract and retain membership as Ottawa ultimately will emerge from the worldwide financial downturn positioned for growth. We will continue to promote our Ottawa Valley Chapter as an independent association of IT governance, control, and security and assurance professionals. We will be focusing strongly on the transactional and relational marketing approach for this year.

Interestingly, our Chapter membership continued to grow in 2008-2009 despite the economy slump. Despite the slow economy and closure of many hi-tech companies, it is encouraging to know that there are still members out there in the west end participating and contributing their time in reaching out to their peers.

I would like to take this opportunity to thank those board members who have invested their personal time in the Chapters' activities to ensure its success.

I am also pleased to report that once again the proposal to secure funding from ISACA International for the 2009 marketing program was approved. The Marketing Assistance Program is an annual program run by ISACA International intended to increase the level of marketing conducted by individual chapters. Open to all North American chapters, the program funds the top proposals received. We were successful in getting funding for the following marketing programs for 2009:

Membership Program	US\$ 750.00
CISA Exam Program	US\$1,500.00
CISM Exam Program	US\$1,500.00
CGEIT Exam Programs	US\$1,500.00

From an academic institution perspective, the Chapter continues to make inroads in reaching out to students, thanks to our academic coordinator, Miss Qui Tong. The Chapter participated by presenting two guest lectures for the 4th Year University of Ottawa accounting students and distributed some marketing materials to increase the visibility for ISACA CISA, CISM and CGEIT designations, as well as the COBIT Framework.

We also experienced an increase in the population of certified professionals such as the CISA, CISM and CGEIT. To offer greater value, strength, prestige and fun we will focus on the Chapter's value proposition to continue preparing our members to achieve the preferred designation.



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For the coming year we will work toward providing our members with even better value at our events and on strengthening members' relationships with the Chapter and with each other. We will continue to conduct marketing campaigns aimed at increasing our membership and promoting the CISA, CISM, and CGEIT certifications.

**Andy K. Lim, CISM, ISSPCS, CPM**  
**Director, Marketing**

### Academic Advisor Update

#### Outreach

During the fall 2008 and winter 2009 semesters, the Chapter continued its academic outreach through a partnership with the University of Ottawa's IT Auditing course (ADM 4346). In its second year, the Chapter gave two guest presentations to the fourth-year course.

During the fall semester, Jan Denis (Price Waterhouse Coopers) and Jane Pope (Hallux Consulting) joined me in introducing the class to a local and international perspective of ISACA. The presentation focused on the three designations (CISA, CISM and CGEIT) administered by ISACA, including their certification requirements, our student membership program, volunteer opportunities and the ISACA Ottawa Scholarship. Jan Denis' discussion focused on the common services that are offered in the IT audit profession and examples of information system projects in Ottawa, while Jane Pope focused on the limitations of using spreadsheets when auditing with the computer.

During the winter semester, our speakers included members from our Chapter's Program Committee. Selma Tennenhouse (SelmaRT Consulting) facilitated the presentation with a focus on ISACA. Francis Liska (Otus Group) focused on IT controls for small businesses and discussed topics such as the protection of information through access and authentication controls and the integration of IT into short and long term plans. Rob Mitchell's (Nortel) discussion focused on IT audit in high tech, discussing the diverse specialization areas and how to achieve a work-life balance as an IT auditor. Enzo Bertorelli's (Fortezza Consulting) discussion focused on Threat Risk Assessments within the Government of Canada's IT Security Structure and the methodology and skills required to perform these assessments.

The feedback received from the professor and students was very positive and we look forward to continuing the guest lecture series during the 2009-2010 academic year. I would like to extend my thanks to the Board, Program Committee, and presenters for their support in the continued success of our campus initiatives.

#### Scholarship

Each year, the Chapter awards a \$1,000 scholarship to a student at the University of Ottawa's Telfer School of Management who has demonstrated volunteer involvement and achieved academic excellence in courses related to information systems audit and control.

The 2009 recipient of our annual scholarship is Mr. Mohammad Saymeh. Mr. Saymeh is a fourth year University of Ottawa student in the Bachelor of Commerce program, option in Accounting. During 2008, he completed the Management of Information Systems and Technology course successfully, achieving a final grade of A. In addition to his academics, Mr. Saymeh has been involved with his community in a variety of different ways, including volunteering to file tax returns for seniors and low income individuals within the community, tutoring Canadian newcomers and assisting them with their adjustment to life in Canada at Algonquin College, and helping out with local events in Ottawa, such as the Ottawa Bluesfest. He hopes to continue on with those initiatives, as well as become involved with other new and exciting opportunities (including the Ottawa Tulip



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Festival) in the future. Mohammad currently works with the Federal Government at the Department of Finance Canada.

On behalf of the ISACA Ottawa Chapter, we would like to congratulate Mr. Saymeh on this award and on his continued road to success.

**Qiu Tong**  
Academic Advisor

### IT Governance and CGEIT Update

This year was a banner year for IT Governance, the highlight being the introduction of the CGEIT designation and the grandfathering option. We are very happy to report that, at last count, we have thirty new CGEIT professionals in our Ottawa Valley Chapter. Congratulations to those who have received their CGEIT designation, and good luck to those who are writing their exam on June 13, 2009.

Our leadoff Chapter event this year, IT Governance and Best Practices, provided a practical and well received workshop on IT Risk Assessment. Many thanks again to Gary Baker and Mike Abbott for an excellent session. Other IT Governance sessions included a late fall help session for candidates preparing their grandfathering submissions and an information session in May for candidates writing their exam (CISA/CISM/CGEIT) at the June 13 sitting. Government of Canada Chief Information Officers were also sent a personalized letter informing them of the new CGEIT designation and the grandfathering opportunity.

Plans for the coming year include at least one IT Governance event and improved assistance for those preparing for the CGEIT exam. International had not developed a CGEIT Review manual in time for the June 2009 exam, but we expect it to be ready for the December sitting. We will make copies available once they have been developed.

**David Campbell, CISA, CGEIT**  
Director, IT Governance

### CISA and CISM Certification Update

#### **ISACA Certification – Globally Recognized as a Symbol of Professionalism and Competence**

The CISA certification is recognized worldwide and has been earned by more than 60,000 professionals since its inception. Organizations that hire CISAs benefit from well-trained knowledgeable professionals. The CISAs themselves can take pride from attaining the certification. The CISM certification, with over 10,000 holders, is well on its way to similar recognition. The American National Standards Institute (ANSI) has awarded accreditation to CISA as well as the CISM certification programs. Both programs were reaccredited in 2008. Accreditation by ANSI signifies that ISACA's procedures meet ANSI's essential requirements for openness, balance, consensus and due process.

The next CISA and CISM examinations will be held at more than 200 test sites in more than 90 countries. They will be offered in 11 languages. Over 10,000 individuals registered for the December 2008 exam! There are two opportunities to sit for the 2009 examinations: on June 13 and December 12.



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The Ottawa Valley ISACA Chapter is very pleased to report that a total of 24 candidates were successful in the CISA examinations during 2008. The Ottawa Valley Chapter June 2008 exam pass rate was 93%. The December 2008 exam Chapter pass rate was 92%.

Our CISM candidates enjoyed similar success: with a total of 14 candidates in 2008, our Chapter attained an overall pass rate of 93%.

Congratulations to all those members who received their CISA and CISM accreditation this year. Special congratulations go to June's top Chapter scorers, Mr. Paul Lacroix in the CISA exam and Mr. Ross William Screenshot in the CISM exam. Top scorers in the December exams were Mr. Andrei Bashun, CISA, and Mr. Ranier Pethke, CISM.

The Chapter will continue to support its candidates through the loan of CISA and CISM review guides, as well as supplementary review question manuals. Other study aids are also available.

The questions that are used for the CISA and CISM examinations are collected in various ways. One method is through the use of Item Writers. These individuals are instructed on how to write quality questions for the exam. There is a continuous search for Item writers, and in particular, Canadian item writers. It is hoped that this year we will be able to boost participation in this endeavour, and add more Canadian content to the CISA and CISM examinations.

**Lynda Copeman, CISA**  
**CISA Coordinator**

## Membership Update

As your Membership Director I am pleased to report that 2008-2009 has been a good year for our Chapter. Over the course of the year we have seen a consistent and steady rise in our membership roster. Membership in the Ottawa Valley Chapter is 30% higher than this time last year. Thank you to all members who have contributed to this growth.

A review of our roster reveals that we have a good presence in the local information systems audit, security and control community. Our key metrics continue to trend in the right direction, specifically:

- our membership continues to grow with 397 (up from 302) members on our roster;
- we continue to expand into the private sector, which accounts for approximately 60% of our membership;
- we continue to maintain a high level of CISA certification with close to 50% of members holding the certification;
- we see continuous growth and interest in the CISM certification with 14% of members holding the certification; and,
- we see the new CGEIT certification with 6% of membership and growing.

### Reminder to Take Advantage of Your Membership Benefits

In addition to discounts for participating in our Chapter's events, we would like to remind you that your membership also includes the following benefits:

- Complimentary download of COBIT (Control Objectives for Information and related Technology) 4th Edition and discount on purchase of COBIT, which includes Management Guidelines, Executive Summary, Framework, Control Objectives, Audit Guidelines, Implementation Tool Set and fully searchable CD-ROM (<http://www.isaca.org/COBIT>);



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- Discounted subscription and complimentary baseline functionality of COBIT Online (<http://www.isaca.org/cobitonline>);
- Discounts on CISA and CISM examination fees and study materials (<http://www.isaca.org/certification>);
- Information on the CGEIT grandfathering, examination fees and study materials (<http://www.isaca.org/certification>);
- Discounts on leading-edge technical and managerial conferences and workshops organized by ISACA International (refer to <http://www.isaca.org/conferences> for upcoming events);
- Subscription to the bimonthly Information Systems Control Journal (<http://www.isaca.org/currentissue>), which features articles on current and future practices and technology, and Global Communiqué (<http://www.isaca.org/gcomm>), a member publication;
- Full access to K-NET, a global IT governance knowledge resource (<http://www.isaca.org/knet>);
- Discounts on research publications and convenient access to peer-reviewed Bookstore publications (<http://www.isaca.org/bookstore>);
- Documents and presentations from the IT Governance Institute on various aspects of IT governance (<http://www.itgi.org/>);
- Standards, statements and guidelines for information systems audit and control professionals (<http://www.isaca.org/standards>);
- Online access to member-only material, which includes a variety of professional resources, such as internal control questionnaires (ICQs) and audit programs (<http://www.isaca.org/icq>); and,
- Discussion forums on Sarbanes-Oxley, IT Governance, COBIT and Information Security (<http://www.isaca.org/listserv>).

### Change of Address Reminder

Please don't forget us if you are changing addresses. Maintaining current and accurate contact information is central to our ability to keep you informed about upcoming events. We are especially interested in your current e-mail address. Please update your address at <http://www.isaca.org>.

### Student ISACA Membership Rate

As part of our efforts to continue to grow our membership, please remember that our Chapter welcomes both experienced professionals and students just starting their careers. Students benefit from reduced membership dues of US \$25 annually. If you know of a student who may be interested in getting involved with the Chapter, please pass along this good news or feel free to direct them to myself or any other Board member.

As in previous years, in order to qualify for the student rate, students must provide annual verification of full-time status in university level courses. There is a student membership page (<http://www.isaca.org/student>) on the general ISACA web site that includes a student version of the membership application, in addition to student FAQs, career path information and more.

On a personal note, it has been a pleasure to serve as your Membership Director over the past year, and I look forward to continuing my involvement with the Chapter and meeting many more of you. Best wishes for 2009-2010.

**Marcel Lacasse, CGEIT, CISA, CET**  
Membership Director

## Website Update

### Technical

Over the last year we changed web hosting services when DataRev (our service provider for the last 11 years) exited the business. We chose to go with Primus for web hosting services, and so far so good.



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### Functionality

Even though the results are not yet evident we have been working hard to get Online Registration and Online Payment in place. This has entailed much volunteer effort for financial, administrative and technical issues (fulfillment provider, incorporation, form design, etc) from our Treasurer, Noel Dubois, and Bing Wen our technical editor. Administrative issues delay us still, but in the words of Winston Churchill, "we shall nevah surrendah!" The "Members Only" area has not been worked on, as there has been little demand for a forum, discussion board, or social networking feature. If you feel otherwise, please let anyone on the Board or web team know.

### Content

As in previous years, the website is kept reasonably current, averaging one update per week, or about 50 per year. The Directors Only page has been an increasingly useful tool as a knowledge repository for continuity as Board Members change. As far as general content goes, however, the Chapter has become more and more dependent on ISACA material, with little local input from members or directors. A shame, really, but coaxing, cajoling and the promise of free lunches haven't helped!

### Costs

The change in our hosting service has reduced our hosting charge by about 50%. The website raises advertising revenues from job and training poster advertising. The more our members support our advertisers by showing an interest in advertised postings, the more likely we are to increase our website revenues and defray some necessary costs to help us be cost neutral to members.

### Administration

Happily again in 2008 – as in the last four out of five years – the Chapter website has been honoured by receiving ISACA's Outstanding Website (Gold) Award. Out of the hundreds of ISACA chapters with websites, the Ottawa Valley Chapter site continues to rate among the top 15 or so in the world. It's an honour that is deservedly shared by all the Board and a source of pride for all Chapter members. Whatshisname – the Chapter Webmaster – is retiring from Board service after about 15 years, having worked on the website for the last 5 years. However, a talented member of the Chapter, namely Bing Wen, has stepped up to offer his services as Webmaster. Bing is a technical whiz, a CISA and an information security practitioner. Your support for Bing will help him continue to make the Chapter website a thing of pride for all our members into the future.

**Arnie Francis**  
**Webmaster**

[www.isaca-ottawa.ca](http://www.isaca-ottawa.ca)



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**Nominations for Board of Directors 2009-2010**

<b>Voting Members</b>	
President	Selma Tennenhouse SelmaRT Consulting
Vice-President and Program Chair	Francis Liska OTUS Group
Secretary	Hassan Qureshi Ernst & Young
Treasurer	Noël Dubois Price Waterhouse Coopers
Director, Communications	Robert Venczel Bivium Executive Consulting
Director, Membership	Marcel Lacasse Price Waterhouse Coopers
Director, CISA Certification	Enzo Bertorelli Fortezza Consulting
Director, CISM Certification	Tom Campbell CIDA
Director, Marketing	Andy Lim EWA Canada
Past-President	Tony Brigandi Office of the Auditor General of Canada
Director at Large	Monty McGuire CGI
Director, IT Governance	Dave Campbell Independent
<b>Advisory Members</b>	
Webmaster	Bing Wen Independent
Academic Advisor	Qiu Tong Deloitte and Touche



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**Appendix A – Chapter Board of Directors 2008-2009**

<b>Voting Members</b>	
President	Tony Brigandi, CA, CISA Office of the Auditor General of Canada
Vice-President and Program Chair	Selma Tennenhouse, CGEIT SelmaRT Consulting
Secretary	Jane Pope, CA, CISA
Treasurer	Noël Dubois, CA, CISA Price Waterhouse Coopers
Director, Communications	Robert Venczel, MBA, CMA, CISA, PMP, CIA Bivium Executive Consulting
Director, Membership	Marcel Lacasse, CISA, CGEIT Price Waterhouse Coopers
Director, CISA Certification	Lynda Copeman, CISA Public Service Commission
Director, CISM Certification	Kevin Henry ITPG
Director, Marketing	Andy Lim, ISSPCS, CPM, CISM EWA Canada
Past-President	Liz Gyalokay, CISA Gyalokay Consultants
Director	Mary McBride, MPA M. J. McBride and Associates
Director, IT Governance	Dave Campbell, CISA, CGEIT
<b>Advisory Members</b>	
Webmaster	Arnie Francis, CPM, CBM Francis Consulting
Academic Advisor	Qiu Tong Deloitte and Touche

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## **Appendix B – Program Committee Members 2007-2008**

Selma Tennenhouse  
SelmaRT Consulting  
Chapter Vice-President and Program Chair

Joel Abbott  
Bank of Canada

Faisal Ashraf  
Deloitte and Touche

Ray Barton  
Enercom Canada

Enzo Bertorelli  
Fortezza Consulting Limited

Dave Campbell

Ruth Hall  
Price Waterhouse Coopers

Francis Liska  
OTUS Group

Rodger Lucas

Barghavi Natarajan  
Deloitte and Touche

Mary McBride  
M. J. McBride and Associates

Robert Mitchell  
Nortel

Clemens Park  
Multi Drain

Alain Rocan  
Deloitte and Touche

Robert Venczel  
Bivium Executive Consulting Ltd.



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**Appendix C – Chapter Past Presidents**

Chapter officially formed on September 5, 1978 by Robert J. Swinden, Office of the Auditor General of Canada.

<b>Fiscal Year</b>	<b>Name</b>	<b>Organization</b>
2007 – 2008	Liz Gyalokay	Gyalokay Consultants
2006 – 2007	Ivan Milam	PricewaterhouseCoopers LLP
2005 – 2006	Ivan Milam	Deloitte
2004 – 2005	David Holder	Public Service Commission
2003 – 2004	Denis Proulx	Health Canada
2002 – 2003	Richard Brisebois	Office of Auditor General
2001 – 2002	Madeleine Chin	Consulting and Audit Canada
2000 – 2001	Neil MacDowall	Public Works and Government Services
1999 – 2000	Robin DiNardo	Department of National Defence
1998 – 1999	Arnie Francis	Hallux Consulting Inc.
1997 – 1998	Jean Mignault	Canada Post Corporation
1996 – 1997	Maggie Saxon-Kopke	Canada Deposit Insurance Corp (CDIC)
1995 – 1996	Mary McBride	Hallux Consulting Inc.
1994 – 1995	Jim Lloyd	Treasury Board Secretariat
1993 – 1994	David Prime	CCG
1992 – 1993	Ross Quane	Deloitte & Touche
1991 – 1992	Robin DiNardo	Consulting and Audit Canada
1990 – 1991	Gary Voellmecke	Coopers & Lybrand
1988 – 1989	John Gunter	Ottawa General Hospital
1989 – 1990	David Campbell	Revenue Canada
1987 – 1988	Joanne Stidwill	Coopers and Lybrand
1986 – 1987	Howard DuBois	Hallux Consulting Inc.



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<b>Fiscal Year</b>	<b>Name</b>	<b>Organization</b>
1985 – 1986	Jim Libbey	Treasury Board Secretariat
1984 – 1985	Brian Sanderson	Ernst & Young LLP
1983 – 1984	Joe Goods	
1982 – 1983	David Roth	
1981 – 1982	Graeham Brown	Consulting and Audit Canada
1980 – 1981	Ronald Chuchryk	iQuest Global Inc.
1979 – 1980	Robert Swinden	Office of the Auditor General
1978 – 1979	Don Brown	Coopers and Lybrand
1970's (part year)	Gregory Boyd	Office of the Auditor General