

An Auditor's Toolbox FINAL AGENDA

Day 1, Wednesday, March 15th, 2017

Location: Emerald 1

[Click Here for the Link to Speaker Presentations and Handouts](#)

12:15 – 1:00

Registration

Location: Emerald Foyer

1:00 – 1:10

Welcome to the Forum Meeting

Steve March, Chair, Pacific Northwest Intergovernmental Audit Forum;
Multnomah County Auditor

1:10 – 1:20

Opening Remarks

Pat McCarthy, Washington State Auditor

1:20 – 2:10

KEYNOTE ADDRESS- Karl Maschino, GAO's Chief Administrative Officer

A discussion of an effort by the U.S. Government Accountability Office (GAO) Chief Administrative Office to improve internal control and enterprise risk management among GAO's administrative units (Human Capital, Field Operations, Security, ISTS, etc.) through the Stat model. GAO's mission support offices started using the Stat model and are beginning to experience the four benefits of data driven reviews, which GAO notes in a 2015 report entitled, "Managing for Results." These four benefits – progress toward goals, collaboration, accountability for progress and improving operational efficiency – have the potential to enhance internal control and enterprise risk management.

Moderator: **Steve March**, Chair, Pacific Northwest Intergovernmental Audit Forum;
Multnomah County Auditor

2:10 – 2:20

Networking Break

2:20 – 4:00

Session 1: Skills for a Successful Career: Unbiased Ethics, Accurate Evidence, and Communication Tools

- How to remain unbiased, **Drummond Kahn**, Director of Audit Services, Office of the City Auditor, Portland

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- How to make sure your audit evidence is accurate, **Chris Jones**, Senior Analyst, Adjunct Faculty, Learning Center, U.S. Government Accountability Office
- How to use your report visualization as a communication tool, **Rebecca Brinkley**, Performance Auditor, Audits Division, Oregon Secretary of State

Learning Objectives: Participants will add to their auditing toolbox in this session. We will discuss how to remain unbiased, especially in changing political environments. Participants will explore ways to stay a neutral and ethical auditor. We will discuss audit documentation to review what good audit evidence is and how to verify the evidence is accurate. Participants will also learn how visual elements enhance reader experience and how to use them. We will discuss how visuals such as photos and icons, help to hold a reader's interest and aid them in their understanding of the message of an audit report.

Moderator: Nicole Barrett, Performance Auditor, Audits Division, Oregon Secretary of State

4:00 – 4:10

Networking Break

4:10 – 5:00

Session 2: Tips for a Killer Presentation

Michael Shadow, Ph.D., Presentation and Media Coach, Shadow & Associates

Learning Objectives: After this session, you'll know how to catch and keep the attention of your audience, tell stories, and inspire your audience. Who should attend? People who want a few tips on how to better engage their audience.

Moderator: Tania Fleming, Senior Performance Auditor, Office of the Washington State Auditor

5:00 – 7:00

Reception

Location: Seattle 2

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Day 2, Thursday, March 16th, 2017

Location: Emerald 1

7:15 - 8:00

Breakfast Buffet

8:00 – 9:20

Session 3: Evaluating Audit Office Performance

Peter Nagati, Executive Director, Performance Audit, Office of the Auditor General of British Columbia

Drummond Kahn, Director of Audit Services, Office of the City Auditor, Portland

Kymber Waltmunson, King County Auditor (Washington)

Learning Objectives: In our audit organizations, we often wonder what a successful audit shop looks like. How do we know that we are doing the best job possible with the limited resources at our disposal? Our desire is to perform audits with results that bring about changes with lasting impact. This session will share audit office experiences in developing and implementing a framework of meaningful performance measures, objectives and goals – including how we assess the impact of our audits and what this evidence tells us about how best to extend that impact.

Moderator: Jessica Schafer, Manager, Performance Audit, Office of the Auditor General of British Columbia

9:20-9:30

Networking Break

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9:30 – 10:20 Concurrent Session: Data Visualization, Writing and Rapid Response Audits

<u>Persuasive Data Visualization</u> (Location: Emerald 1)	<u>Simple Steps for Better Reports</u> (Location: Pioneer)	<u>Rapid Response Audits – Auditing on a Compressed Time Frame</u> (Location: Emerald 3)
<p><i>During this session you'll have hands on experience with effectively communicating with data and the theory behind it. You'll learn how to identify your audience and their needs, choose the right chart, and drive effective decision making. Who should attend? People who communicate results through charts, graphs, maps, tables, and reports.</i></p> <p>Speaker: Tania Fleming, Senior Performance Auditor, Office of the Washington State Auditor</p> <p>Moderator: Carolyn Cato, Senior Performance Auditor, Office of the Washington State Auditor</p>	<p><i>If you want (or need) to up your written-communication game, but wish you could avoid the writing part, this session could be a game-changer. Learn how to plan your story to highlight key points, ways to inject action in your sentences, and when to say more by writing less or making your point visually.</i></p> <p>Speakers: Laura Cameron, Editor, Office of the Washington State Auditor John Hagemann, Technical Writer, Office of the Washington State Auditor</p> <p>Moderator: Emily Cimber, Performance Auditor, Office of the Washington State Auditor</p>	<p><i>Audit offices are not typically set up to respond quickly, despite a desire to be relevant and timely. This session will present cases where an audit office was able to tackle this challenge and provide an audit product in a compressed time frame. Panelists will discuss key factors necessary for a rapid response to be successful.</i></p> <p>Speakers: John Bowden, Research Analyst, Joint Legislative Audit and Review Committee Delwen Jones, Communications Analyst, U.S. Government Accountability Office</p> <p>Amelia Eveland, Senior Auditor, Audits Division, Oregon Secretary of State</p> <p>Moderator: Laina Poon, Principal Management Auditor, King County</p>

10:20 – 10:30

Networking Break

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10:30 – 11:40

Session 4: Tools and Techniques to Improve Team Dynamics

Multiple Tools, **Ben Thompson**, Deputy King County Auditor (Washington)

Insights, **Malcolm Gaston**, Assistant Auditor General, Office of the Auditor General of British Columbia

Learning Objectives: How can your office use tools to help staff learn more about their individual communication styles and interpersonal skills to create more effective teams? This panel will discuss successes and failures the panelists have had in trying to improve team dynamics and productivity using both formal and informal tools and techniques. Panelists will share their experiences to help you decide whether these tools make sense for you and your office and help maximize the potential of these tools to accomplish your mission.

Moderator: Amanda Eadrick, Research Analyst, Joint Legislative Audit and Review Committee, Washington State Legislature

11:40 - 1:00

Lunch

Advisory Board and Executive Committee Lunch Meeting (Emerald 3)

1:00 – 2:50

Session 5: Catch Her If You Can – Today's Pink Collar Criminal

Kelly Paxton, Certified Fraud Examiner

Learning Objectives: A discussion of the increase in women embezzlers in today's business world. Ms. Paxton will define what pink collar crime is and provide some insight into why it's on the rise. As part of the presentation, Ms. Paxton will discuss some interesting case studies and show session attendees what to look for in their business to make sure their most trusted employee is not a pink collar criminal.

Moderator: Jen St. Mary, Auditor, U.S. Department of Health and Human Services, Office of Inspector General

2:50 – 3:05

Networking Break

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3:05 – 3:55 Session 6: Data Analytics in Detecting Improper Payments

Joah Iannotta, Senior Advisor, Data Analytics and Performance Metrics, Do Not Pay Business Center, Bureau of Fiscal Service, U.S. Department of Treasury

Learning Objectives: Data. Every agency has it, but how can it be best used to detect improper payments? Auditors can use data for planning purposes, perform analysis, understand issues, and detect fraud. Learn from a speaker who uses data regularly to inform and detect improper payments. The speaker will provide information on the Do Not Pay Business Center within the U.S. Department of Treasury's Bureau of Fiscal Service, which is dedicated to assisting agencies to detect, prevent, and stop improper payments and that recently received authority to support states. The presentation will provide an overview of the program's analytics capabilities to aid states in addressing improper payments. It will offer knowledge sharing on techniques found particularly effective in detecting improper payments that will be of benefit to any auditor interested in using data analytics to identify fraud.

Moderator: Will Garber, Deputy Auditor, Audits Division, Oregon Secretary of State

3:55 – 4:10 **Networking Break**

4:10 – 5:00 Concurrent Session: Data Visualization, Interviewing, and Writing

<u>Persuasive Data Visualization</u> (Location: Emerald 1)	<u>Investigative Interviewing for the Auditor</u> (Location: Belltown)	<u>Simple Steps for Better Reports</u> (Location: Pioneer)	<u>Principal's Meeting</u> (Location: Blue Mouse Boardroom)
<i>During this session you'll have hands on experience with effectively communicating with data and the theory behind it. You'll learn how</i>	<i>This panel will discuss: -different types of interviews and the type of questions to ask, -how to set the environment and tone for good</i>	<i>If you want (or need) to up your written-communication game, but wish you could avoid the writing part, this session could be a game-changer.</i>	<i>A principal is the head of a governmental organization officially responsible for the conduct of audits.</i>

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<p><i>to identify your audience and their needs, choose the right chart, and drive effective decision making. Who should attend? People who communicate results through charts, graphs, maps, tables, and reports.</i></p> <p>Speaker: Amy Mietkiewicz, Senior Product Consultant, Tableau</p> <p>Moderator: Tania Fleming, Senior Performance Auditor, Office of the Washington State Auditor</p>	<p><i>relationship building, and -barriers to successful interviews and how to overcome them. Who should attend? Auditors who are developing their interviewing skills and would like strategic guidance, tips, tools and techniques on interviewing.</i></p> <p>Speakers: Andrew McIntosh, Aerospace Reporter, Puget Sound Business Journal</p> <p>Tyler Kidwell, Police Officer, City of Mill Creek</p> <p>Moderator: Jolene Stanislawski, Performance Auditor, Office of the Washington State Auditor</p>	<p><i>Learn how to plan your story to highlight key points, ways to inject action in your sentences, and when to say more by writing less or making your point visually.</i></p> <p>Speakers: Laura Cameron, Editor, Office of the Washington State Auditor</p> <p>John Hagemann, Technical Writer, Office of the Washington State Auditor</p> <p>Moderator: Emily Cimber, Performance Auditor, Office of the Washington State Auditor</p>	<p>Moderator: Steve March, Multnomah County Auditor</p>
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Day 3, Friday, March 17th, 2017

Location: Emerald 1

7:15 - 8:00

Breakfast Buffet

8:00 – 8:50

Session 7: Learning Communication and Conflict Resolution Skills

Beth Schindler, Regional Director, Federal Mediation and Conciliation Service - Seattle

Learning Objectives: Communication occurs for many reasons and in many situations, circumstances, and environments. Communicating effectively with our peers, our subordinates, our managers, and with those that we audit is essential for successful outcomes. However, ineffective communication approaches can derail even the best intentions. Participants will be able to develop strategies for utilizing communication skills for improved workplace environments, enhanced conflict resolution outcomes, and all-important mission accomplishment goals.

Moderator: Natalie Block, Analyst, U.S. Government Accountability Office

8:50 - 9:00

Networking Break

9:00 – 10:40

Session 8: Cybersecurity Policy and the Future of IT Auditing

David Shaw, CEO of Cyber Business Analytics

John Bullock, Senior IT Audit Specialist, Office of the Auditor General of British Columbia

Learning Objectives: Protecting networks, computers, programs and data from attack, damage or unauthorized access is a challenge faced by all sectors. Speakers from a legislative audit office and private firm will share risks, best practices, the current status of cyber security policy, and the results of a recent audit of government's management of mobile device usage.

Moderator: Jessica Schafer, Manager, Performance Audit, Office of the Auditor General of British Columbia

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10:40 – 10:50

Networking Break

10:50 – 11:50

Session 9: The Art and Science of Internal Control Assessment for High Impact Performance Auditing

Kip Memmott, Chief Audit Executive, Oregon State Treasury

Learning Objectives: Executing quality performance audits is both an art and a science. The ability to effectively employ professional judgment and other tools to identify and evaluate key internal controls is a critical element of high impact performance auditing. Participants will learn about tools (science) and concepts (art) for conducting effective performance audit risk assessment and planning activities. The importance of effective internal (within the audit group) and external (with audited entities and other stakeholders) communications related to internal control assessment will be highlighted. The speaker will provide real examples to illustrate key points.

Moderator: Kyle Rossi, Senior Auditor, Audits Division, Oregon Secretary of State

11:50-12:00

Closing Remarks

Steve March, Chair, Pacific Northwest Intergovernmental Audit Forum;
Multnomah County Auditor