Winner of the 2000 Wayne K. Snipes Award – Best ISACA Chapter in the USA and the World
Winner of the 1999 Newsletter Contest – Best Newsletter for Large Chapters in North America & Worldwide
Winner of the 2000 Newsletter Contest – Best Newsletter for Large Chapters in North America
Winner of the Outstanding Web Site Award – 2003 Gold Level; 2001 and 2002 Silver Level

PRESIDENT'S MESSAGE

Lisa Corpuz
President

Contents

It's hard to believe that my term as chapter president is coming to an end. It feels like just yesterday that I was planning the year and wondering how I was going to make it through. Needless to say, I didn't have to worry as I had tremendous help from a group of talented and dedicated individuals.

I want to thank all of those that helped make this past year a success. First the Executive Officers, Mike Villegas, Bob Grill, Mike Nelson, Bill Davidson, and Heidi Yu, all who gave me guidance and support in various ways throughout the year. We could not have accomplished our mission and goals without the efforts from the Board and Committee Chairs: Christina Cheng, Beverly Davis, Kevin Fried, Dave McCandless, Todd Weinman, Jimmy Yip, Justin Gibson, Colin Lau, Conny Cheng, and Brian Alfaro. As volunteers, these individuals sacrifice their limited free time to lead or assist in various projects and events throughout the year. It is the dedication of this outstanding group of individuals that made my job easy in making this another successful year.

As chapter president, my goals were to give back to the members. Although there is always room for improvement, I'm happy to say that the goals were successfully met as a result of our accomplishments this year. Here is a summary of those accomplishments:

Provide excellent service and events for our members: The Officers, Board, and Committee Chairs provided service and events that addressed the needs of our chapter members.

• Our 2004 Fall Conference was a success, offering four educational tracks with over 150 participants, including attendees, speakers, sponsors, and vendors in attendance.

• Our monthly educational events, offering hot topics from Sarbanes Oxley to Windows Security and Forensics, were held a various locations, including one event in the East Bay!

• Our March full-day event was offer at no cost to a limited number of members.

Increase member awareness and volunteers: The San Francisco chapter has grown successfully over the years:

• As of March 31, 2005, our total number of chapter members was 683. This is a 35% increase from 2004 (507) and a 57% increase since 2003 (434).

• As a result of our events, there has been an increase in volunteers as members have asked to participate in upcoming projects.

Provide outreach and joint meetings with other organization: This year we held two successful educational events with other organizations:

• September 2004 – A luncheon event was held jointly with Institute of Internal Auditors.

• March 2005 – A full day seminar was held jointly with Business Recovery Management Association (BRMA).

Increase attendance at chapter events: Each education event held this year average about 30 attendees. The full day March event was in attendance by approximately 100 ISACA and BRMA members. The 2004 Fall Conference had the largest number of attendance to date.

Increase student membership and relations with schools: This past year has been an accomplishment in increasing our relations with the student ISACA chapter at San Francisco State.
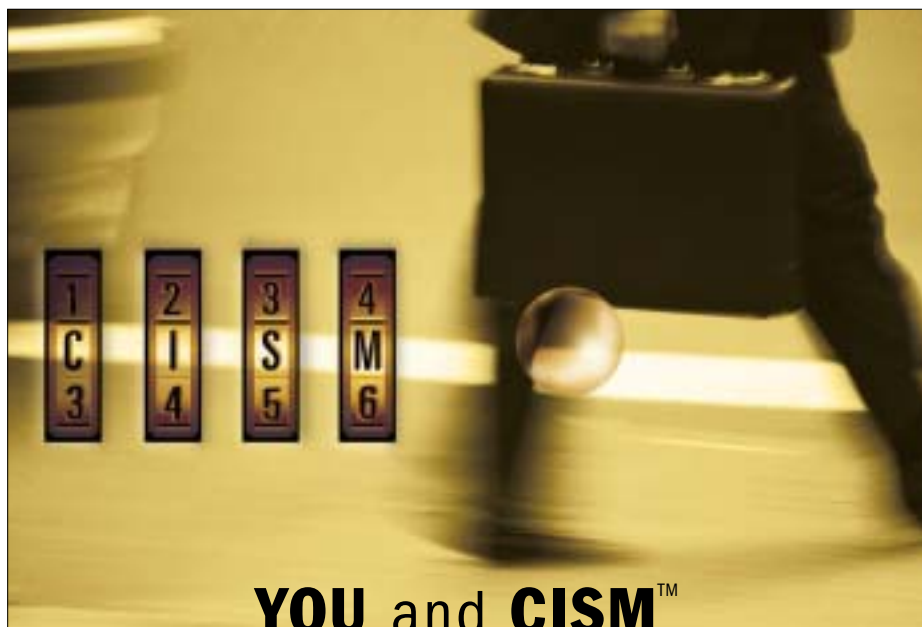
• Chapter and Board members held various presentations to the student chapter on campus.

• The chapter also participated in various student events to offer student awareness about the ISACA chapter and the services offered to students.

• Student participation is chapter events have increased over the past year.

Revamp the Web site: Although the Web site will not be completed as initially planned, we have had some success in moving towards a newly designed Web site. The newly planned Web site will be updated to provide a user friendly environment for the chapter members. There is more to come in this area!

In addition to the stated goals and accomplishments above, I cannot forget to mention the success of both the CISA and CISM review courses, coordinated by Conny Cheng and Christina Cheng respectively. Both review courses were well received by members and newly joined members. We had 50 participants in the CISA course, the largest participation to date. Additionally, we had 16 participants attending our first CISM review course which is outstanding!

My year as chapter president has been a great experience, both personally and professionally. As I have mentioned before, the success of this chapter could not have happened without the continued support and dedication of the chapter officers, board members, committee chairs, volunteers and chapter members. Thanks again and I'm looking forward to working with you all in the upcoming year!

In this, our 30th Anniversary Year, the San Francisco Chapter of the ISACA proudly presents:

The Fifth Annual 2005 San Francisco

ISACA FALL CONFERENCE

at the Hotel Nikko, 222 Mason Street, San Francisco, California 94102

September 26 – 28, 2005

ABOUT THE Keynote Speaker

Everett C. Johnson, CPA, is International President of the Information Systems Audit and Control Association (ISACA) and Information Technology Governance Institute (ITGI) for the 2005-2006 term. Johnson is a partner with Deloitte & Touche in Wilton, CT.

He currently serves as regional director of D&T's enterprise risk service line, which focuses on risk management, information technology auditing and e-business security and integrity services. Johnson is a key leader for D&T's U.S. e-business assurance initiative.

He has more than 38 years experience in audit, control and security matters and was named one of the Top 100 Most Influential Accountants in America.

Johnson also is a member of the American Institute of Certified Public Accountants (AICPA) Assurance Services Executive Committee and chairs the AICPA Privacy Task Force. He has served as chairman for the International Federation of Accountants Information Technology Committee and the AICPA Information Technology Research Subcommittee.

With 35,000 members in 161 chapters in more than 100 countries, the Information Systems Audit and Control Association® (ISACA™) (www.isaca.org) is a recognized global leader in IT governance, control and assurance. ISACA sponsors international conferences and administers the globally respected CISA® (Certified Information Systems Auditor™) designation earned by more than 38,000 professionals. Its new Certified Information Security Manager (CISM) certification uniquely targets the information security management audience.

Information Systems Audit and Control Association®

The SF ISACA Fall Conference is the premier education event for Information Systems Audit and Information Security professionals in the Northern California area. Last year's event drew nearly 150 IS Audit and Security professionals and we are expecting significantly higher levels of attendance this year.

Priced at $450 (member early-registration rate), roughly 1/3 what many similar conferences charge, the SF ISACA Fall Conference represents Northern California's best educational value for IS Audit and Security professionals.

The 2005 SF ISACA Fall Conference features four tracks.

TRACK 1 **The Core Competencies track** is designed for IS Auditors in the early part of their career, as well as those who are interested in improving their IS audit skills. This track may also be valuable to Internal Audit Directors and Managers who need to manage IS audits or IS auditors.

TRACK 2 **The Information Security track** includes sessions on the latest security topics to enhance the skills of IT audit and security professionals.

TRACK 3 **The Risk Management track** features sessions on a variety of different topics of high interest to IS audit professionals, including sessions covering methodologies and best practices for understanding, measuring and managing IT risks to an acceptable level in the context of business priorities.

TRACK 4 **The In-Depth Technical track** will include three full-day technical sessions on several key topics (Unix, Network Security, and Oracle Financials) of interest to our membership. This will allow the attendees to gain a greater level of technical detail on these critical technologies than the shorter sessions.

In addition to the educational sessions, the 2005 SF ISACA Fall Conference will also feature an **Exhibition Hall** and **Exhibitors Lunch** on Tuesday, September 27th. This will allow attendees to visit with vendors serving the industry.

Look for updates on our website at: **www.sfisaca.org**. The registration and payment capabilities will be enabled circa July. **Make your plans to attend today!**

OBSERVATIONS FROM THE SF ISACA CISA REVIEW COURSE

By: Conny Cheng

It is this time of the year again – graduation season and CISA exam. Like the past, the San Francisco chapter is offering an eight-weekend CISA review course to help the candidates prepare for the June exam. Better than the past, this year's CISA review course has much more excitement and energy.

The CISA review course kicked off on the second weekend of April in the Wells Fargo facility in downtown San Francisco. There are 48 registered students, almost twice as many as the past. While we have a very full class, we continue to receive enrollment requests. This unprecedented interest in the class is out of our expectation, but can definitely be traced back to the record high number of exam candidates this year. There are almost 200 candidates sitting for the exam in San Francisco this June.

The background of our students is very diverse. They are professionals of external audit, internal audit, information technology and security with 13 organizations, including all Big Four public accounting firms, Wells Fargo, Chevron Texaco, PG & E, UCSF, Federal Reserve Bank, etc. In addition to professionals, there are also a couple of college students in the class. They are currently studying Management Information Systems at college and are enthusiastic about joining the IS auditing field upon graduation. They have also offered tremendous help with the course logistics.

Like the past, our instructors are experienced audit, information technology, and security professionals from various companies including Wells Fargo Bank, Deloitte & Touche, and Safeway. The majority of our instructors have taught the course for years. Our instructors have brought in not only real life experience in the technology audit field, but also exam strategy, energy and enthusiasm.

Similar to the past, the course includes lectures, practice questions, classroom discussions, and a practice exam. To improve the effectiveness of the CISA review course, we have also added more course materials. Besides the course handouts from ISACA International, we provide weekly homework and give in-class quizzes to help enhance students'

understanding of the materials.

Last, but not the least, the CISA Review Course Committee would like to thank Mike Villegas and Wells Fargo Bank for providing a great facility to host our course. The facility includes free parking for the students and allows the Committee to bring in drinks and breakfast to the students.

This year's CISA Review Course is a great success, to which the course students, volunteers, instructors, the Review Course Committee and the Board of Directors of the San Francisco Chapter all have contributed to.

Looking beyond the San Francisco chapter, more than 20,000 candidates worldwide have registered for the June 2005 CISA and CISM exams. These unprecedented registration numbers demonstrate the vast demand and interest in the achievement of each credential. ISACA will add a second annual administration of each exam in order to accommodate more CISA and CISM candidates, beginning this December. We will surely expect more excitement in the IS audit field in the near future.

CISM REVIEW COURSE OBSERVATIONS

Mission Possible…Our first CISM Review Workshop was a SUCCESS!

By: Christina Cheng, Past President, Membership Committee Co-Chair, and CISM Review Workshop Coordinator

Our first free offering of the CISM (Certified Information Security Manager) Review Workshop took place on May 20 through May 22. 15 of the 37 CISM candidates from the San Francisco, Silicon Valley and Sacramento Chapters got together to review the CISM test materials and to learn about examination taking tips. The workshop attendees are high caliber and seasoned security professionals from elite Bay Area companies. The interactive style of our review workshop facilitated enthusiastic and insightful interactions among the

attendees. Since these professionals have more security knowledge combined than the San Francisco Board members, the key learning objective was to get them into an examination taking mode. At the end of the sessions, all of the attendees formed a networking group via yahoo group to continue their information exchange to infinity and beyond…

Many thanks to Kevin Fried, Deloitte & Touche, who sponsored Deloitte's training room for the three days CISM weekend workshop.

Special thanks to our seasoned speakers: Mike Nelson (SecureNet Technologies) and Ward Osborne (Deloitte & Touche). Ward covered two of the five domains on the first day. Mike was on site to support the workshop for all three days and taught

three of the 5 domains. Kudos to Mike and Ward.

Although it involved a lot of work, it was a wonderful experience being able to launch a workshop from scratch and be able to work with outstanding individual like Mike. It would not have been possible if I didn't get the support from dedicated volunteers such as Kevin, Mike, and Ward. If you want to share my joy and experience through volunteering for our chapter, please feel free to contact me at chricheng@deloitte.com.

HOPE TO SEE YOU AT OUR NEXT WORKSHOP!

WHO'S GOT THE KEYS TO OUR CASTLES?

By: Dave McCandless, CISA

Exploring the complexities of power commanded by IT experts who possess the right kinds of credentials

As business leaders and stakeholders, we all share a rarely discussed and often misunderstood fear: who's got the keys to our castles. In an IT world filled with n-factor authentication, access control lists, preventative controls, and rigorous auditing, there still exists that small group of elite subject matter experts in every IT organization with the power to know all, see all, and do all. Whatever their names – operator, root, sysadmin, administrator – their ability to traverse systems as they please can be downright scary.

"Keys to the castle" is, of course, a euphemism for universal access, essentially a privilege given to acknowledged individuals to come and go as they please without restriction or challenge. Today we often see the symbolic gesture of presenting a dignitary a key to the city, signifying a privilege class above common citizens and visitors.

In the IT world, the same kind of privilege is also granted, just not according to the same extravagant process. Quite the opposite – very few if any corporate citizens know that an expert has access within the company, or exactly what privileges have been granted.

Immensely complicated IT infrastructures will only work as a cohesive unit when a small number of highly experienced people understand all the nuances of the various parts. While a small part of that knowledge comes from formal training and user manuals, the really useful stuff needed to solve the emergencies comes from practical "been there, done that" experience.

Impossible you say? At my company? Absolutely. The harsh reality is that computing system break, and at the lowest depths of the hierarchy one or more knowledgeable individuals tasked with the responsibility to "keep things running" have also been given the authority to do what it takes to "get us back online."

Unless someone has actually worked as a system admin, and learned the tricks of the trade, it's unlikely they will understand just how much power these experts have. It's probably a fair guess to say that not to many systems auditors have also been systems programmers.

Wondering if one can change a production program without anyone knowing? Think all those archived emails are secret? Care to bet that the person who knows the secret password can get to just about any file server or database and view whatever data they desire? All it takes is a few crucial pieces of knowledge, and all the above is standard operating procedure for these experts.

Never confuse these experts with hackers. Hackers have little if any familiarity with the complexities of a target infrastructure, and their goals range from friendly mischief to thorough destruction. Experts have the deepest understanding of the systems under their care, and go to great pains to ensure the systems continue on unabated. Hackers: bad, experts: good.

Just how valuable to a company are the experts? Here are examples of what they bring to the table:

• They know how to fix what's broken. These are the go-to people, the ones that get called first in any emergency. Their accomplishments are quite often the subject of folklore within the IT organization.

• They know what doesn't work. Since they've usually grown up with these systems, experts don't spend countless critical emergency minutes chasing down dead-end paths hoping for fixes that never materialize.

• They can conjure up new solutions that "just might work." Given their depth of knowledge across a breadth of technologies, they can usually come up with various "what-if" scenarios for solutions that end up being right on target.

• They don't choke under pressure. Like true warriors sprinting into battle, these

experts see each daunting situation as a challenge to be won.

• They don't give up. To quote Gene Kranz of Apollo fame, for these people, "failure is not an option." Don't expect them to eat, sleep, or even shower until the problem is solved.

But having such experts around also has a dark side:

• They can temporarily disappear. Experts sometime take a day off, or an extended vacation, or even get sick. Informed management doesn't sleep well knowing an expert is unavailable.

• They become permanently unavailable. Graceful departures, often to a more enticing company, can usually be coordinated with information transfers to other experts or experts-in-training. Immediate departures can leave gaping holes in the knowledge of how critical systems operate.

• They become unhappy. Most likely this will lead to apathy, a time when they will be less available or less motivated to solve problems with a vengeance. While this attitude is not dangerous, it is also not productive.

• They become angry. While most experts are good-natured, those with a mean underbelly can decide to turn their anger into revenge. If this happens, nothing in the castle within their reach is safe.

So what are some steps an organization can take – and auditors can be on the lookout for – that can reduce the risks associated with the employment of experts?

• Know who they are. Be able to track who the experts are, their domain of knowledge, and how critical their existence is to the company – and the devastation of an emergency situation if they were unavailable to resolve it. It's also a good idea to ensure they work for managers who understand them and their personalities (a.k.a. quirks).

• Find them a twin. Or better yet two other triplets – the more people that

have the same knowledge, the less the organization is at risk of losing a criticalresponse capability. Middle managers are always amazed at the enormous amounts of funds companies thrown at fully redundant, high-availability architectures staffed with oversight by a single expert.

• Trust – but verify. This is where good operational controls come into play – the more that can be observed and documented about the environment, the less the chance of damage being done without someone noticing.

• Entice them to document their knowledge. For whatever reason, the one thing most difficult for experts to do is simply write down what they know.

Making this a required task is usually not enough, it requires a bit of finesse to get experts to actually complete the task.

• Rotate their responsibility. Borrow this trick from the accountants who require the key money changers to go on vacation and relinquish power every now and then. Require experts to do the same.

• Recognize and react when departure is required. Every now and then a company must decide the timing to function without a particular expert. It helps to remember that in the end, no one is irreplaceable.

And the most important task of all: Keep experts happy! Ask any quarterback to

name the people on his team who should be the happiest, and he'll tell you it's those 5 guys crouched between him and 3000 pounds of defense all trying to end his career. The same goes true for the experts – discovering and doing what it takes to keep them happy is usually much cheaper than the alternatives.

So the next time you're standing out on the path looking up at your castle, try to remember just who has the keys, and ask yourself if you're OK with that.

Dave McCandless. CISA, is a bonafide expert and the Director of IT for HedgeStreet, Inc, in San Mateo, California.

CHAPTER VOLUNTEERING OPPORTUNITIES

Chapter committees are always in need of people to lend a hand. Here are some opportunities available in various projects and events throughout the year.

The Web site Committee needs assistance in for the following projects. Please contact Dave McCandless at dave.mccandless@sfisaca.org for more information about Web site opportunities.

• Content gathering for the Chapter Web site. The work can be done from home, off hours, by e-mail or phone, and basically requires contacting people to gather chapter related information – chapter events, other chapter / international / other organization events we post, a listing of CPE events available to our chapter, job & employer listing, leadership team bios and pictures.

• Organization for the Chapter Web site. The Chapter Web site is in need of content organization into a structure that matches the hierarchy of the Web site.

• Content Conversion. Raw contend needs to be converted into from whatever format it arrives (word, excel, images, etc.) and need to be made in a "web ready" format.

The Communications Committee needs volunteers for the following purposes. Please contact Mike Nelson at mnelson@securenet-technologies.com for more information about Communication Committee opportunities.

• Leverage their personal experience on interesting elements of the IT Audit function by writing an article for the newsletter.

• Provide an independent set of eyes to review (proof read) new newsletters before they go out.

• Join the team of people that will be reviewing and scoring the papers submitted to the Best Paper contest (evaluation period is September 1 – 16, 2005).

The Academic Relations Committee needs volunteers for the following purposes. Please contact Colin Lau at colin.lau@protiviti.com for more information about Academic Relations Committee opportunities.

• Speak to the students at the campuses. Workshop/presentation topics are negotiable and can include anything from personal experiences to career advices to technical IS audit subjects.

• Become advisors for the Students Best Paper Contest. As students are defining and creating their submissions for the contest, they need professional advisors to provide guidance on their efforts.

SAN FRANCISCO CHAPTER PRESENTS

2005 BEST PAPER CONTEST

FOR STUDENTS

You write papers on strategic and tactical IS audit issues, compliance concerns, audit methodologies and other topics for your course assignments.

Why not consider writing one that can potentially get you some extra cash and valuable recognition?

Key information	Awards	Selection Criteria	How to Participate
Application Submission Deadline August 19, 2005 **Entry Submission Deadline** September 1, 2005 **Contest Result Announcement** September 19, 2005 **Recognition** September 26, 2005 (SF ISACA Fall Conference) **Topics** Any topics related to information systems auditing (contact bpc@sfisaca.org to see if a topic you have in mind is acceptable)	**1st Place** $500.00 + free pass to the CISA Review Course **2nd Place** $300.00 **3rd Place** $100.00 Winning papers may be published in the IS Audit & Control Journal and in the ISACA SF Chapter Web site and newsletter.	The best three papers will be selected to receive the awards. These papers must meet a certain minimum standard in order to be eligible. Please refer to the Review Criteria document for further details.	Download and fill out the application form at http://www.sfisaca.org/studentchapter/Student_BPC_Application.pdf for Students. Download and read carefully the review criteria at http://www.sfisaca.org/studentchapter/Student_BPC_Criteria.pdf for Students. Write your paper according to the Review Criteria guidelines. Submit your paper and proof of student status before the deadline. Questions regarding the contest should be addressed to: bpc@sfisaca.org.

Buy a saver pass and save on training $$$

We would like to encourage members and non-members to participate in all Chapter Events and Seminars. As a way of encouraging participation, we are offering discounted rates for the advanced purchase of multiple education sessions. Saver Passes can be purchased in lots of ten for $300 and can be shared and are transfer able. Please check our Web site for more details.

Refer a new member – receive a free gift

Take advantage of the Chapter's New Member Referral Program. Chapter members who refer an individual who joins ISACA-San Francisco Chapter will receive a free gift (gift will be delivered to the referring member after payment for the new membership has been received and processed by ISACA International). Don't miss an opportunity to help your colleagues keep abreast of developments in IS audit, security and control. Encourage your colleagues and friends to join ISACA today! For more information or to submit your referral to the New Member Referral Program, please send our Membership Committee Chairperson, Christina Cheng (chricheng@deloitte.com), the name, address, phone number, and e-mail address for the individual being referred.

Your e-mail address

If you have not sent your current e-mail address to ISACA International, then please send your address to chricheng@deloitte.com to ensure that you receive important information electronically. You may also access our Web site at www.sfisaca.org to update your contact information.

ISACA international

847-253-1545 voice • 847-253-1443 fax • www.isaca.org
membership@isaca.org • certification@isaca.org • education@isaca.org • bookstore@isaca.org • conference@isaca.org • research@isaca.org • marketing@isaca.org

CISA item writing program

In order to continue to offer an examination that measures a candidate's knowledge of current audit, security and control practices, new questions are regularly required for the CISA Examination. Questions are sought from experienced practitioners who can develop items that relate to the application of sound audit principles and practices. Continuing education hours and cash payments are offered as participating in the CISA Item Writing Program, please request information about the program from ISACA International, Certification Department (certification@isaca.org).

Contribute to this newsletter

To submit an article or to contribute other items of interest for inclusion in future newsletters, please contact our Communications Committee Chair, Mike Nelson at (925) 833-0286, or mnelson@securenet-technologies.com.

Save the date

The 5th Annual San Francisco ISACA Fall Conference will be held September 26th-28th, 2005, at the Hotel Nikko in San Francisco. The SF Fall Conference has established itself as the premier education event in Northern California for IS Audit and Security Professionals, and it is by far the best value. This three-day conference features four educational tracks, to accommodate different levels of experience and interests. More than 150 IS Audit and Security Professionals are expected to participate.

Learn about the San Francisco Chapter

Learn about the CISA certification

Learn about the CISM certification

Test your skills with our CISA sample test questions

Complete our member survey

Access information regarding ISACA international

Access information regarding our Student Chapters

Register for monthly meetings

Register for seminars

Access information regarding ISACA conferences

Register for the CISA review course

Access our Chapter newsletters and monthly bulletins

Update your membership information (address, phone, E-mail)

Access IS audit, control and security resources

Research employment opportunities

Join a Chapter committee

Learn how you can join ISACA – understand the benefits

Contact Chapter Officers and Directors

EDUCATION AND EVENTS

Plan ahead for upcoming SF ISACA events
check sfisaca.org for topics and details

2005

July 21st

September 26th, 27th, 28th (Fall Conference)

October 20th

November 17th

_____

2006

January 19th

February 16th

March 23rd

April 20th

May 18th

June 22nd

July 20th

MEMBERS MAKE A DIFFERENCE

By Beverly G. Davis
Membership Committee Co-Chair

If you are interested in volunteering in support of the chapter please feel free to contact me at davisb@fhlbsf.com. Thanks so much!

On behalf of the San Francisco Chapter Information Services Audit and Control Association, we welcome our new members and transfers:

As of March 2005

Sondra Arnwine
Ramamirdham Balasubramanian, Jr. CISSP
Doris J. Beers
Walter Blanchard
Bayard Carlin
Uttam Chauhan
Wendy Yu-Ru Chen
Tung Cheung
Cassius E. Downs, CISSP, CBCP
Tina Louise Duncan
Christopher Epperson
Jeffrey Michael Feris
Kimberly Fitzmorgan
Shelia R. Goodson
Paul James Greenall
Jorge Alonzo Gutierrez
Matthew Hicks
Matthew Hought
Jennifer Eyre Jones, CIA
Darren Dee Kearl
Suhel Khan
Amy Kight
George Lambert
Jessica L. Lawler
Viola Lee
Scott Lamar Lewis
Violet Liang
John DavisdLivingood
James Thomas Lucas

As of April 2005

Nora Vanessa
Julianna Balogh
Grigori Barbachov
Karl Bledsoe
Theodore R. Cahall, Jr
Christina Chiu
Hugues Durand Durand
Haji Faridah
Clint Jensen
Maura Irene Jones, PMP, SCPM
Chad Kalmes, CISSP-ISSMP
Susanne M. Krauland
James Lay, Jr.
Ken Lewis
Joe N. Martins, II
Peter Muraki
Weston Pokorny, CISSP
Surinder Singh Thind
Severine Tymon
Lakshimi Narayanan Vaman Seetharaman
Virginia Griffin Wallig
Wheeler Patrick
Laurel Wilson, CISSP
Frank V. Kassel
Blair John Vautitst, CISM, CISA, CFE
Melvil Choong Tsun Yuen, CISA, CPA
Moon Robert
J. Michael McKimmie
Gabriel Roel Medina
Wagner Pontes Nascimento
Chris Duc Nguyen
Ohwobete Jakpoloho Augustine, CISSP
Cris Paden
Melissa Perez
Laura Elaine Poucher
Sue Pranes
Thomas Allyn Ray, CISSP
Pamela Riche
David Boyce Rusting, CISSP, ISSAP ISSMP
Michael E. Smith
Donald Tabb
Marc Toth
Phu Truong
Chok Wee
Kyle William, CPA
Laura Louise Wills
Elizabeth Lee Wood
Sudheer Yakkala
Perry Zhou
Frank B. Geng, CISA, CMA, CPA, CIA
Weng Chieng Chan

As of May 2005

Judy Cardiff
Kenneth Chi
Justin Dolly
Gerald Feickert
Michele Lundin
Greg T. Purcell
Christine Shikuma
Kyle Tonazzi
Johnny Woo
Nahid Zahedani
Blair Bautista, CISM, CISA, CFE

ACADEMIC RELATIONS

By Colin Lau

As the students at San Francisco State University (SFSU) studied hard for their final examinations, the Spring 2005 semester has already come to an end. Spring 2005 marked another successful semester for the ISACA student chapter at SFSU. The student chapter once again raised its member count to a new high. It has also set a record in terms of number of events organized.

For the first time, the ISACA SF Chapter made its presence to Meet The Firms at SFSU – a career event organized by the Beta Chi Chapter of Beta Alpha Psi, an honorary organization for Financial Information students and professionals. Our president Lisa Corpuz and I staffed the booth on behalf of the SF Chapter and spread the word about ISACA and the IS audit profession. Through our conversations with the professors, we learned that the academic community has just started to become aware of the high demand for IS auditors. This awareness was reflected in some questions students asked. The Academic Relations Committee aims to communicate and reinforce this message to students, especially those who have not yet chosen a field of specialization.

Apart from joining as members, students at SFSU have also shown interest in our Best Paper Contest. Our Communications Chair Mike Nelson met with the student chapter representatives and discussed strategic plans to ensure students are informed about the Contest. For more information on the Best Paper Contest, please refer to the Communications Committee status report.

I am proud of the individuals who made the student chapter at SFSU grow. My thanks go to the student officers who led the chapter, including Heather Rawlins (President), Tin Kyaw (Vice President), Kiros Araya (VP of Administration), Sana Suleiman (VP of Membership), Uttam Chauhan (VP of Web Development), Miyuki Shiomi (Treasurer), and Laura Willis (VP of Public Relations). I would also like to express my sincere appreciation to those faculty members who provided continued support to the student officers and helped promote the IS audit profession, as well as the officers and board members of the SF Chapter who showed care and concern of the academia by dedicating time and efforts to the student events.

While the student chapter leadership is being transferred to a new group of talented students, as the Academic Relations Chair, I will continue to work closely with the new president and her delegates to understand their needs and ensure they get the required support from the SF Chapter during their planning process.

by Barry Cardoza, VP/Mgr.
Contingency Planning & Disaster
Recover, Union Bank of California,
N.A. (UBOC)

Over 100 members of the Business Resumption Managers Association (BRMA) and the Information Systems Audit & Control Association (ISACA) met at the beautiful SBC campus in San Ramon on March 31st for a joint meeting. There were four presentations that were of common interest to both groups, regarding business continuity planning and disaster recovery.

"How IT Security and Continuous Operations are Integral to Business Continuity Planning (BCP)" was delivered by Dan Lam of San Jose State University. Mr. Lam gave the group an illuminating view of BCP from an IT audit perspective. Among his observations was an explanation of why he feels that BCP should be viewed as only one part of IT continuous operations. He described why he feels that both the IT control criteria and the Sarbanes-Oxley (SOX) criteria would break the topic down into four areas, which are "IT Security," "IT Maintenance," Application Integrity," and "IT Availability." Using case histories, he explored the issues he has seen and the BCP weaknesses he has addressed. Of Sarbanes-Oxley, he said that, "SOX only looks for controls; it doesn't test them." He then went on to describe the need for tests of the controls at every level. And, regarding those levels, he demonstrated why looking at them separately, rather than following them through the entire structure, can result in missing critical security gaps. Among many other things, Mr. Lam pointed out the practical differences between "disaster recovery" and "backup/restore." And, then he summarized by stressing that IT Availability, successful backup/restore testing, and testing of the BCP/DRP plan must all be done, but that they should be done by different individuals/departments to assure a clear separation of duties and the necessary checks and balances.

"Business Readiness: What Businesses Need to Know to Get Ready For a Disaster" was presented by Wendy Walsh of the Department of Homeland Security. This presentation centered on the "Ready Business" program, which is an extension of the department's "Ready" program. While "Ready" is designed to educate citizens regarding response to terrorist attacks and other emergencies, "Ready Business" focuses on business emergency preparedness. Details of these programs can be found at www.ready.gov.

Ms. Walsh also described Citizen Corps (www.citizencorps.gov), which was born out of the post-WTC Crisis need to coordinate volunteers in an effective way. She reminded the group that Community Emergency Response Team (CERT) training is a valuable resource that the department provides at no charge. In conjunction with that topic, Alfred E. Judd of the Small Business Administration followed Ms. Walsh. Alfred explained that the SBA covers non-farm businesses of all sizes (not only small businesses) for the purpose of promoting emergency preparedness. And, beyond that, they address the needs of individual citizens as well.

"FFIEC Guidelines and the BCP" was presented by Barry Cardoza, manager of Contingency Planning & Disaster Recovery for Union Bank of California. The goal of this presentation was to demonstrate how the 12 FFIEC Guidebooks could be used to improve a company's Business Continuity Plan, even if the company is not regulated by the FFIEC. And, to provide two tools that could be used toward that end. The first tool is a workbook that contains what the speaker believes to be the major BCP-related points from the guidebooks, and an easy means to compare a company's current status to the guidelines. The second tool is a training aid that can be used to generate interest in the topic and also test an individual's BCP-related FFIEC Guidelines knowledge. Both tools were provided to the attendees on CD, and are also available from the members-only section of the BRMA Web site, www.BRMA.com.

"Auditing Business Continuity Plans" was a perfect compliment to the other presentations, and was presented by Kathleen McGrorty and Neville Morcom of Deloitte and Touche. Since auditing BCP is a relatively new discipline, they described audit techniques that they felt would lead to successful results. One of their recommendations was to tailor the audit to the maturity of the BCP program and focus on current managerial priorities. They also recommended referring to guidelines that are already in place, for each particular industry, in order to provide a reference point/structure for the audit. That was followed by a discussion regarding the advantage of predetermining risk levels (high to low risk) for each audit item, and then risk ratings (absent to adequate) that would be used to rate the status of each item.

Each of the presentations spawned considerable audience feedback and discussion, making the event a truly dynamic experience.

Mike Nelson, representing the San Francisco Chapter, presents a check to Marios Damianides, President of ISACA International and the IT Governance Institute at the 2005 Global Leadership Conference.

The discussions were lively at the CISM Weekend Workshop.

Mike Nelson leads the review of the CISM domains to prepare participants for the CISM test.

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