

**FIRST QUARTER 2004**

*Winner of the 2000 Wayne K. Snipes Award –  
Best ISACA Chapter in the USA and the World*

*Winner of the 1999 and 2000 Newsletter Contest –  
Best Newsletter for Large Chapters in North America*

*Winner of the 2002 Outstanding Web Site – Silver Level Award*

**PRESIDENT'S  
MESSAGE**



**Christina Cheng  
President**

**Time Flies When You are Having Fun!**

Belated happy Chinese New Year – Year of Monkey! I hope everyone had a joyous holiday season and is ready for the new challenges of 2004. Unbelievably, we are already over half way through the 2003-4 Chapter year! It has been a remarkable year so far and there is still a lot of excitement lying ahead...

**Educational Events**

We started off our New Year with a marvelous seminar on Active Directory in January. Although I was not able to attend since I was on vacation in Hong Kong, I learned that it was succinct and informative. The attendance was at all time high and we received very positive feedback! We also had a great success in the 4th quarter of 2003 with two exciting events. The one-day hands-on Web Application Vulnerability Testing in November was absolutely informational and attendees had the opportunity to explore some hacking tools and how they penetrate Web environments. The December networking dinner function was a night of fun. The night started with professionals mingling and enjoying the most scrumptious finger food. We recognized and awarded the volunteers and sponsors (see page 14). We also honored our Chapter members who passed the 2003 CISA examination. A number of attendees also walked off with a bottle of wine to celebrate the holidays! For those who had missed this great networking opportunity, mark you calendar for another fun networking event coming up in June!

Thanks and recognition must be extended to our fabulous Educational Committee, led and masterminded by Beverly Davis and co-chaired by Bob Grill. Other members who

contributed to the success of these events are Nina Irani, Theresa Lowe, Tim Stapleton, Dema Vidal, Mike Villegas, and Jimmy Yip. They have already lined up a series of exciting seminars for the rest of the fiscal year. Be sure to check out our Web site for more information to come.

**CISA Examination and Review Course**

Before you know it, the next CISA examination takes place on June 12, 2004 and it's time to start preparing for the 2004 CISA examination. For over 20 years, our Chapter has offered an affordable review course that is taught by well recognized and experienced IS Audit professionals. The CISA certification continues to be highly valued by companies that hire IS Auditors. The CISA designation represents commitment and dedication to our profession. I encourage you to visit the chapter's Web site at [www.sfisaca.org](http://www.sfisaca.org) to register for the examination and our Review Course early. More detailed information is available in this newsletter and on our Web site.

**CISM Examination**

A new certification, CISM, the Certified Information Security Manager, is ISACA's next generation credential and is specifically geared toward experienced information security managers and those who have information security management responsibilities. The CISM designation is designed to provide executive management with assurance that those earning this certification have the required knowledge and ability to provide effective security management and consulting. It is business oriented and focuses on information risk

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## PRESIDENT'S MESSAGE – continued

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management while addressing management, design and technical security issues at a conceptual level. While its central focus is security management, all those in the IS profession with security experience will certainly find value in CISM. Please check out the ISACA Web site at [www.isaca.org](http://www.isaca.org) for more information.

### Best Paper Contests

Another new exciting event for this Chapter year is the launching of two Best Paper Contests – one for professionals and one for students. The Best Paper Contests are offered to foster knowledge and writing capability in the areas of information systems auditing, control and security. The contest is being established to provide a common ground for information

sharing and talent recognition. One or more awards totaling more than \$1,000 is being offered. Experienced professionals under some stringent review criteria will review papers and determine the top three papers to be awarded. Deadline for paper submission is March 31, 2004. Winners will be announced in May and will be recognized at our June event. Winning papers will also have the opportunity to be published in the San Francisco Chapter Newsletter and Web site. Detailed information about the contests can be found in this newsletter and on our Web site. I strongly encourage your participation and am anxious to meet the next writing star!

A new year is here and it is a great opportunity for change. One fabulous

opportunity for you to embark on in 2004 is to get involved in our chapter functions as a participant or a volunteer. I challenge you to make an aggressive move and make a commitment to work with a dynamic group of IT professionals. I can assure you that you will find getting involved with ISACA and working with other brilliant professionals is a rewarding experience. If you take the challenge and assist us in making this year a success, we will benefit from your participation and you will surely expand your professional experience. Please feel free to contact me if you are interested in volunteering.

Sincerely,

Christina Cheng  
President

## CALENDAR OF UPCOMING EVENTS

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Date	Event	Place	More information
March 18, 2004	SF ISACA Full Day Seminar Securing UNIX	The Palace, San Francisco	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>
April 15, 2004	Auditing and Managing 3rd Party Relationships	The Palace, San Francisco	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>
May, 2004	Implementing COSO	The Palace, San Francisco	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>
June, 2004	Wine and Cheese Reception	The Palace, San Francisco	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>
July, 2004	Communication Skills	The Palace, San Francisco	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>
September, 2004	SF ISACA Fall Conference	The Palace, San Francisco	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>
<b>National events</b>			
May 19-13, 2004	North American CACS	Chicago, Illinois	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>
June 27-30, 2004	ISACA International Conference	Cambridge, MA	details to be posted at <a href="http://www.sfisaca.org">www.sfisaca.org</a>

## 2003/04 EDUCATION EVENTS SCHEDULE/FALL CONFERENCE

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2003/04 Education Events Schedule  
By Beverly G. Davis  
Education Committee Co-Chair

2004 SF-ISACA Fall Conference  
By Miguel (Mike) O. Villegas  
Fall Conference Chair

### 2003/04 Education Events Schedule

The Education Committee is pleased to provide an update for this year's events calendar. The education events completed so far have been well received by our members. The members have indicated that the hands-on training presented at the November event (Web Application Vulnerability Testing) was most effective. The Education Committee is continuing its plan to organize challenging training activities and is working diligently to ensure that each scheduled event provides a rewarding educational experience.

The remaining schedule has been filled with exciting topics drawn from our 2003 Member Survey. Presenters who are industry leaders and experienced in their fields are covering the top ten-topic surveyed. As a result our chapter has valuable resources to deliver quality training to our membership. Their contributions allow the chapter to extend our product offerings at an economical cost. We appreciate those members with talent and the commitment to being a presenter. We would like to thank Goran Kovacevic, Ed Byers, Neville Morcom, and Rodney Kocot for their continued support towards fulfillment of our Education event calendar.

Sincerely,

the Education Committee volunteers:

- Christina Cheng
- Robert Grill, Co-Chair
- Nina Irani
- Terri Lowe
- Tim Stapleton
- Dema Vidal
- Migual Villegas
- Jimmy Yip

### 2004 SF-ISACA Fall Conference

Mark your calendars! The 2004 SF-ISACA Fall Conference planning is starting now. It has tentatively been scheduled for September 2004. We will provide the exact dates once we confirm with The Palace Hotel in San Francisco. Following a very successful 2003 seminar, we want to make 2004 even more successful. We learned quite a bit from the last seminar and the new challenge we have ahead of us is to take what we learned and make 2004 better.

One of the major reasons for the 2003 Fall Conference's success was its volunteers. We need people like you to make it happen again! We would like to solicit your participation again this year. Similar to last year, we will have the following sections for the conference committee:

- Hotel & Facilities
- Participant Handouts
- Registration & Proctors
- Sponsorships
- Publicity & Printing
- Speaker Solicitations
- Exhibitor's Fair
- Treasurer/Registrations
- Web Announcements

If you are interested in helping out in any of these sections, please feel free to call me at (510) 301-0471 or Todd Weinman at (510) 912-6750. You can always leave us a voicemail or e-mail directly to us if you wish. The important thing is that if we all pull together and plan early, we are guaranteed in having a seminar that will be a challenge to better the following year.

## Securing UNIX • March 18, 2004 • Full Day Seminar • 7 Hours of CPE Credit

This one-day hands-on seminar introduces tools and techniques used to analyze the security of an existing UNIX server. The participant will explore how to evaluate user controls and system configuration files, examine standard system logs, analyze the effect of file and directory permissions, and evaluate the risks of system processes. A partial outline for the session follows:

- UNIX Fundamentals – the Filesystem, System Files, and Commands
- UNIX Risks/Vulnerabilities
- Audit Tools
- Steps to Perform A UNIX Audit
- Hands-On Demonstration on Auditing A UNIX Host
- Common Findings
- Reference Materials

### Prerequisite

Bring your laptop computer and power cord, along with a wireless card. If you do not have a wireless card, we can arrange for you to rent one from the Hotel for an additional fee.

### Speaker

Alan Wong, CISSP, CISA, CCSA, Vice President & Senior Consultant, Bank of America

Alan Wong is a Senior Consultant at Bank of America, working in the Platform Operating Systems group. Alan's responsibilities include designing and implementing standard security processes and procedures to support the Bank's UNIX environment, which includes 1,800 UNIX servers, 6 different UNIX platforms, 60 system administrators, and 8 system managers.

With over 15 years of Information Technology audit experience in the financial services industry, 13 of which have been with Bank of America, Alan has performed numerous technical audits of operating systems (mainframes, minicomputers, and microcomputers), infrastructure, and networks. Alan has been involved with the Information Systems Audit and Control Association since he began IT auditing. He is a popular speaker for the organization's annual conferences and technical seminars.

### Location/Venue

The Palace Hotel, 2 New Montgomery Street, San Francisco

### Pricing

\$120 Member of ISACA or IIA

\$130 Non-members

\$60 Students

### Schedule

8:00 Coffee and Set-Up

8:30 Morning Session Begins

12:00 Lunch

1:00 Afternoon Session Begins

4:30 Afternoon Session Ends

## UPCOMING EVENTS

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### Special Membership Meeting to Vote a By-Laws Change

March 18, 2004 at 8:15 am  
The Palace Hotel – San Francisco

At the January 14, 2004 Board meeting, the Board voted to adopt a change to the By-Laws to allow election ballots to be sent out by either electronic mail or postal mail. This change requires membership approval to take effect.

For many years, the Chapter has elected its Officers and Directors through a mail ballot. As current technology advances, it is now feasible to send the ballot out more efficiently and economically by electronic mail. The Board would like to change the Chapter's By-Laws to provide that option.

You are invited to attend a special membership meeting of the San Francisco Chapter – ISACA to vote on this By-Laws change. The meeting will be held at 8:15 a.m. on the same day as the March educational event. Please RSVP to Beverly Davis at (415) 616-2766 or via e-mail at [Davisb@fhlsf.com](mailto:Davisb@fhlsf.com).

If you have further questions or would like a copy of the by-laws, please contact Bill Davidson at (510) 464-6954 or email him at [wdauids@bart.gov](mailto:wdauids@bart.gov).

Sincerely,

Christina Cheng  
President

### CISA Review Course

The ISACA San Francisco Chapter (SF-ISACA) is once again proud to offer the CISA Review Course from April 10 through June 5, 2004. The 2004 CISA Review Committee has been diligently planning and coordinating the CISA Review Course to provide CISA candidates an affordable and valuable classroom environment to prepare for the CISA examination on June 12, 2004.

The CISA Review Committee needs volunteers, instructors and support staff, during the eight CISA review sessions.

Please e-mail me at [Eleanlee2003@yahoo.com](mailto:Eleanlee2003@yahoo.com) and I look forward to working with you. Thank you in advance for your help.

Please see below for detailed information on the CISA Review Course and the registration process. **The final registration for the CISA Review Course ends March 31, 2004.**

Act now and reserve your seat today.

Sincerely,

Eleanor Lee  
CISA Review Committee Chair

### Information Systems Audit and Control Association – Calgary Chapter: Education Week 2004

ISACA Calgary is pleased to announce its Education Week 2004 program. We are hosting a three day hands-on training seminar on “Securing and Auditing your Web Site.” We have arranged for the MIS Training Institute to present their course on April 14th through April 16th, 2004 at the Telus Convention Centre in Calgary, Alberta.

The course instructor, Mr. Stan Fromhold, has over 20 years of information technology audit and security experience, including a term as *Director of Global Security for Dun & Bradstreet Corporation*.

This course is hands-on and all related equipment is supplied. All you need to bring is yourself and the desire to learn.

Due to the hand-on nature of the course, space is limited to 24 participants. If you are interested in attending this session, please check out our Web site at [http://www.isaca-calgary.ca/p\\_edu.html#educationweek](http://www.isaca-calgary.ca/p_edu.html#educationweek).

### Business Recovery Managers Association: March Monthly Meeting

The Business Recovery Managers Association (BRMA) monthly meeting will be held on March 25th, 2004. This is an all day meeting from 9:30 a.m. - 3:30 p.m. focusing on the Integration of Business Continuity Planning and IT Security. Topics will include:

- Setting up Firewalls, Logical Access and their Related Procedures so that employees can efficiently relocate in a disaster without compromising security
- Automating BCP Controls
- Best Practices for IT Security and BCP
- Professionals for Working Together

The meeting will be free to members and \$20 for non-members. Non-members can join at the meeting and the fee will be waived. Membership is \$110 per year. Please see our Web site at <http://www.brma.com/calendar.htm> for more information.

The meeting is being held at Union Bank of California, 400 California Street, between Sansome & Montgomery, 14th Floor, Conference Room A, San Francisco. A buffet lunch and snacks will be provided.

**Directions:** Only a few blocks, down Sansome Street, from the Montgomery Street MUNI/BART station. You will want to exit the station on the Sansome Street side. Follow Sansome Street down to California Street, cross California Street, and turn left. Our banking hall is on the corner and our office tower (400 California St.) is next to it.

**Building Access:** When you come into the lobby, tell the guard that you are with “BRMA.” They will ask you to sign in, give you a badge, and direct you to the 11th Floor. If you have any problem, call Barry Cardoza on his cell phone at (415) 509-5562.

# DOES SAS 70 SUFFICE FOR SOA?

By Mark Stephenson  
KnowledgeLeader contributing writer

Material from the  
KnowledgeLeaderSM Internal Audit  
and Risk Management Community

<http://www.knowledgeleader.com>

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available to ISACA members for the  
reduced rate of \$500 per year.

## Summary

This article discusses the  
usefulness and attributes of the  
SAS 70 "IT provider assurance"  
report for Sarbanes-Oxley  
compliance.

The SAS 70 audit is widely  
recognized as a reliable indicator  
that a service provider has  
undergone a thorough audit  
of its controls that are relevant  
to user organizations, including  
controls over information technology  
and other key processes.

However, can a SAS 70 report  
provide management with the  
information and context needed  
for Sarbanes-Oxley certification?

With the 2004 deadlines for Sarbanes-Oxley filings fast approaching, many organizations are searching with a growing sense of urgency for tools and strategies that will give management and external auditors assurances that the Securities and Exchange Commission's rules are being met in all critical areas.

The rules seem straightforward enough. Management's annual internal control report must include:

- A statement of management's responsibility for establishing and maintaining adequate internal control over financial reporting for the company.
- A statement identifying the framework used by management to evaluate the effectiveness of this internal control.
- Management's assessment of the effectiveness of this internal control as of the end of the company's most recent fiscal year.
- A statement that its auditor has issued an attestation report on management's assessment.

However, in a business environment marked by the exodus of a growing number of processes to external service providers, avoiding material deficiencies and assuring compliance may be more complex than had been previously thought. As a result, the approach of the Sarbanes-Oxley Section 404 deadline may be giving management at companies with significant amounts of outsourcing more than a few sleepless nights.

"Outsourcing and its impact on Sarbanes-Oxley compliance is clearly an issue," says Tom Taverna, managing director, Protiviti, Boston. "Virtually everybody outsources processes that fall within the scope of Sarbanes-Oxley. Under the letter of the law, a company is as responsible for the controls of its service providers as it is for its own internal controls.

"The client can always go out and look at all of the controls in place at each of its outsourcing providers," Taverna notes.

"But clearly, that is not a practical solution, either for the client or the service providers. A service provider simply can't do business with hundreds of people trooping through its facility on a continuous basis, each looking for a range of assurances about internal controls."

Even if client companies routinely audited the internal controls of outsourcers, what happens when the service provider institutes process changes?

"For instance, if the external data center develops a new, in-house application, how will the client company make sure that the outsourcing provider has proper change controls in place?" says Terry Ammons, partner, Porter Keadle Moore, Atlanta. "The fact is, most companies' outsourcing processes are starting to realize that they don't have any really foolproof ways to make sure their service providers have controls that will stand up to a Sarbanes-Oxley audit."

## SAS 70 pressed into service

The search for a tool that could provide an acceptable level of assurance about the internal controls of service providers has led many organizations to AICPA's Statement on Auditing Standards (SAS) No. 70 (Service Organizations).

The SAS 70 audit is widely recognized as a reliable indicator that a service provider has undergone a thorough, in-depth audit of its controls that are relevant to user organizations, including controls over information technology and other key processes. The SAS 70 report was not designed as a tool for Sarbanes-Oxley compliance. Rather, it is intended for the auditors and management of existing user organizations as well as management of the service organization. So can a SAS 70 report provide management with the information and context needed for Sarbanes-Oxley certification? Perhaps.

"A SAS 70 report may be relevant to the financial statements of user organizations," says Judith Sherinsky, technical manager, AICPA Audit and Attest Standards. "Such a report can be useful to management in assessing its

## DOES SAS 70 SUFFICE FOR SOA? – continued

internal control when a portion of its information system and the relevant controls are at a service organization. However, these reports do not cover internal control at the user organization.”

“The SAS 70 can be a useful tool,” says Stan Lepeak, vice president, The META Group. “But it really doesn’t go to the level of detail most organizations need from a documentation or process control standpoint to be truly adequate in all cases. What was really telling to me was an occasion when a senior executive at one of the large outsourcing firms told me that he would not sign off on anything relating to Sarbanes-Oxley compliance if any of his financial processes were outsourced. It was something that he saw as his biggest headache over the next year.”

“The PCAOB (Public Company Accounting and Oversight Board) recently addressed this issue,” says Ammons. “Among their observations was the conclusion that an SAS 70 report could work at some level as a tool for Sarbanes-Oxley compliance, but with some caveats.”

### Timing is everything

Ammons explains that one of the most significant issues is the timing of SAS 70 reports. While the period covered by a SAS 70 audit need not match exactly the time period covered by a Sarbanes-Oxley filing, it must be close.

Another issue regarding timing and SAS 70 audit reports is that a report may cover either a point in time or a period of time, depending on the type of test performed. A Type 1 SAS 70 audit provides a ‘point-in-time’ snapshot of internal processes at a clearly defined moment in time. A Type 2 SAS 70 incorporates the Type 1 ‘point-in-time’ snapshot, but goes on to review operational effectiveness over a period of time. Again, management must carefully consider any lack of synchronicity between timing covered by a service provider’s SAS 70 and the period covered by the firm’s Section 404 assertions.

“Timing of an SAS 70 report can definitely become an issue if it’s too far out of sync with the company’s normal fiscal year,” Ammons said. “If you were getting SAS 70 reports consistently, and your most recent report covered nine months of a 12-month reporting period, there’s a history present,” Ammons says. “If you tested nine months out of a 12-month period and didn’t find any issues, you’re probably okay in relying on a SAS 70 report as a tool for Sarbanes-Oxley compliance.”

### External auditors at arm’s length

One of the ironies of Sarbanes-Oxley compliance is that the people probably best suited to advise and coach organizations about Section 404 compliance are prevented from doing so by the rules of the legislation.

“Sarbanes-Oxley compliance is actually done by the firm’s external auditor,” Lepeak says. “Basically, the auditor will sign off that the client has done enough to meet the Sarbanes-Oxley compliance rules. Where it gets confusing is the fact that while the auditors sign off on the final report, they can’t actually coach the client on how to go about the process of attaining compliance. To do so would imply that the auditor is unduly influencing the effort. The law specifically says that auditors cannot perform the role of management, which means that the auditors cannot knock on management’s door and say ‘here’s a problem and here’s what you need to do to fix it.’”

“The company can always bring in another external auditor to provide Sarbanes-Oxley advice, but then you run into the practical constraints of having two auditors running around,” Lepeak adds. “We’ve found that the majority of firms are not engaging another auditor to come in and help them with these efforts. Either they’re doing it on their own or within the constraints of how much their external auditors are empowered to tell them.”

### SAS 70 expansions ahead?

Will the demands of Sarbanes-Oxley compliance prompt an expansion in the scope of the SAS 70 audit? Not so far, Lepeak observes.

“There’s a lot of complacency,” he says. “A lot of foot dragging by a lot of people, either because they thought it would be easier to comply with Sarbanes-Oxley or they just don’t want to think about it. Outsourcers will admit that this is a real challenge, but as far as there being a concerted effort under way or suggesting new ideas, we’re not seeing it.”

“I think the danger of not taking the lead in solving this problem is that someone else will solve it for you,” Lepeak says. “The regulators can come back in and say ‘here is the additional documentation that is required,’ and the auditors will have to find a way to do it. So, I think ultimately we are looking at a combination of some kind of expansion of SAS 70 and some additional kind of documentation. Then it becomes a question of what kind of information the outsourcer must provide and how much the external auditor gets involved in the process.”

“As clients continue to use SAS 70 reports as a key tool in making Section 404 assertions, ultimately there will be a document that talks in much more specific terms about overriding internal control principles,” Ammons says. “The auditor, in collaboration with management, will say, ‘here are your control objectives.’ If management’s desire is to make sure that the organization is meeting all the requirements of Sarbanes-Oxley, then here are the overriding concepts that must be focused upon.”

“The bottom line is that while SAS 70 reports can be useful tools in contributing to Sarbanes-Oxley compliance, the audit alone may prove inadequate for proof of compliance,” Lepeak says. “Users need to assess SAS 70 adequacy with appropriate counsel and may need to demand more in-depth control audits for outsourced financial processes.”

# MEMBERSHIP REPORT

By Bill Davidson  
 Director,  
 Membership Committee Chair

The membership count for the San Francisco Chapter as of January 1, 2004, stands at 432 members.

Please join me and the San Francisco ISACA Board of Directors in welcoming the following new Chapter members:

Berk Algan, CISA  
 Ernst & Young

Nezha Bennouna-Zhar  
 Deloitte & Touche

Carrie Branam  
 Thermage

Kenneth T. Chikwanha, CISA,  
 CISSP  
 KPMG

Sanju Choudhury  
 Mountain View

Hilary M. DeLorenzo  
 PricewaterhouseCoopers

Mark C. Freund  
 PG&E

Donald E. Hester, CISSP,  
 MCSE  
 Maze & Associates

Michele Y. Ling  
 Protiviti

Amy K. Lozano  
 Ignition Mortgage Technology

Solutions

Evelyn M. Madamba  
 Peoplesoft

Farah N. Moavenzadeh  
 Wells Fargo

Mike Nelson, CISSP  
 SecureNet Technologies

Dominique V. Nguyen  
 Bank of America

Curtis M. Polikoff, CISA  
 KPMG

Bassam H. Qasem, CISA, CPA  
 KPMG

Patricia Rivas  
 Charles Schwab & Co.

Felix Santos  
 KLA-Tencor

Chris Selden  
 TA Associates

Jasbir S. Sidhu  
 Walnut Creek

Janet M. Stevenson  
 Bank of the West

David G. Sweigert  
 Security Alliance, LLC

John F. Trubina  
 Sun Microsystems

Shannon Fan Y. Tsang, CISA  
 PricewaterhouseCoopers

Christopher Tsuboi  
 San Francisco

Robert W. Tully  
 Genentech

Susheel Vasudevan, CISA  
 Santa Clara

Robert B. Wagstaff, CISA,  
 CPA  
 Sun Microsystems

Kaiyu Wang, CISA  
 PricewaterhouseCoopers

Carol A. Wells  
 Charles Schwab & Co.

Some combinations are just natural winners. Like the combination of your security management experience and ISACA's new information security certification, CISM™.

CISM (Certified Information Security Manager™) is a groundbreaking credential specifically designed for information security managers. It is intended for those who must maintain a big-picture outlook by directing, crafting and overseeing an organization's information security.

This new credential is brought to you by Information Systems Audit and Control Association®, the organization that has administered the world's most prestigious IS audit credential for 25 years.

A "grandfathering" process is open to qualified individuals for a limited time.

**YOU and CISM™**

**a WINNING COMBINATION**

If you are interested in CISM, visit the ISACA web site at [www.isaca.org/cism](http://www.isaca.org/cism), and find out how to be a part of a winning combination.

**CISM**  
 CERTIFIED INFORMATION SECURITY MANAGER™

# BENEFITS OF BECOMING A CERTIFIED INFORMATION SYSTEMS AUDITOR (CISA)

Since 1978, the CISA program, sponsored by ISACA, has been recognized as the one international standard of achievement among IS audit, governance, control and assurance professionals. Passing the examination opens many doors for individuals with various strengths. The accomplishment for some may signify a chance to make more money, for others a promotion or prestige, and for many of us, a sense of accomplishment for reaching a goal in our careers.

Being recognized as a CISA brings with it a great number of professional and organizational benefits. Successful achievement demonstrates and attests to an individual's information systems audit expertise and indicates a desire to serve an organization with distinction. This expertise is extremely valuable given the changing nature of information technology and the need to employ certified professionals who are able to apply the most effective information systems audit, control and security practices, and who have an awareness of the unique requirements particular to information technology environments. Those who become CISAs join other recognized professionals worldwide who have earned this highly sought after professional designation. Although certification may not be mandatory for you at this time, a growing number of organizations are recommending that employees become certified. The CISA designation assures employers that their staff is able to apply state-of-the-art information systems audit, security and control practices and techniques and that these skills are maintained. For these reasons, many employers require the achievement of the CISA designation as a strong factor for employment and/or advanced promotion.

## Description of the Examination

The tasks and knowledge required of today's and tomorrow's information systems audit professional serve as the blueprint for the CISA examination. These areas are defined through a Practice Analysis that is conducted at regular intervals and consists of both process and content components in a CISA's job

function. Accordingly, exams consist of tasks that are routinely performed by a CISA and the required knowledge to perform these tasks.

## CISA Exam Content Areas

The following is a brief description of these areas, their definitions, and approximate percentage of test questions allocated to each area.

### Management, Planning, and Organization of IS (11%)

Evaluate the strategy, policies, standards, procedures and related practices for the management, planning, and organization of IS.

### Technical Infrastructure and Operational Practices (13%)

Evaluate the effectiveness and efficiency of the organization's implementation and ongoing management of technical and operational infrastructure to ensure that they adequately support the organization's business objectives.

### Protection of Information Assets (25%)

Evaluate the logical, environmental, and IT infrastructure security to ensure that it satisfies the organization's business requirements for safeguarding information assets against unauthorized use, disclosure, modification, damage, or loss.

### Disaster Recovery and Business Continuity (10%)

Evaluate the process for developing and maintaining documented, communicated, and tested plans for continuity of business operations and IS processing in the event of a disruption.

### Business Application System Development, Acquisition, Implementation, and Maintenance (16%)

Evaluate the methodology and processes by which the business application system development, acquisition, implementation, and maintenance are undertaken to ensure that they meet the organization's business objectives.

### Business Process Evaluation and Risk Management (15%)

Evaluate business systems and processes to ensure that risks are managed in accordance with the organization's business objectives.

### The IS Audit Process (10%)

Conduct IS audits in accordance with generally accepted IS audit standards and guidelines to ensure that the organization's information technology and business systems are adequately controlled, monitored, and assessed.

## Course Objectives

The Certified Information Systems Auditor (CISA) review course is designed to assist candidates in preparing for the CISA Examination to be administered on Saturday, June 12, 2004.

The San Francisco Chapter of ISACA (SF-ISACA) conducts the CISA review course. This review course consists of eight sessions (four hours per session) and will be taught by knowledgeable professional IS auditors. This review course will include lectures, practice questions, classroom discussions, and practice exam. The instructors for this year review course are experienced security professionals from various companies, such as Charles Schwab & Company, Inc., Deloitte & Touche, Ernst & Young, VISA, Bank of America, and Lander International.

## CISA Review Committee

Questions on the review course and/or the CISA examination should be communicated to the CISA Coordination Committee via e-mail.

## CISA Review Course Primary Contacts:

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# CISA REVIEW COURSE INFORMATION

## CISA Review Course Schedule

Date	Domain	Time
Saturday, April 10	CISA Exam Introduction & Content Area 1: Management, Planning, and Organization of IS (11%)	8:00am - 12:00pm
Saturday, April 17	Content Area 2: Technical Infrastructure and Operational Practices (13%)	8:00am - 12:00pm
Saturday, April 24	Content Area 3: Protection of Information Assets (25%)	8:00am - 12:00pm
Saturday, May 1	Content Area 4: Disaster Recovery and Business Continuity (10%)	8:00am - 12:00pm
Saturday, May 8	Content Area 5: Business Application System Development, Acquisition, Implementation, and Maintenance (16%)	8:00am - 12:00pm
Saturday, May 15	Content Area 6: Business Process Evaluation and Risk Management (15%)	8:00am - 12:00pm
Saturday, May 22	Content Area 7: The IS Audit Process (10%)	8:00am - 12:00pm
Saturday, May 29	Memorial Day	(No Class Scheduled)
Saturday, June 5	Practice Exam	8:00am - 12:00pm
Saturday, June 12	Exam Day	8:00am - 12:00pm

### CISA Exam Registration

The ISACA International Chapter administers the CISA examination registration process. Please contact the ISACA International Chapter to register for the CISA exam as well as to obtain additional registration information and/or materials.

Online: [www.isaca.org](http://www.isaca.org)  
 E-mail: [certification@isaca.org](mailto:certification@isaca.org)  
 Phone: (847) 253-1545

Note: Early Registration for the Exam ends February 4, 2004. Exam registration form and payment sent by mail must be postmarked by February 4, 2004 to qualify for early registration rate. Registration form sent by fax must be received by February 4, 2004.

Final Registration for the Exam ends March 31, 2004. Exam registration form and payment sent by mail must be postmarked by March 31, 2004. Registration form sent by fax must be received by March 31, 2004.

### Review Course Materials

ISACA International Chapter offers CISA review course materials, which could be ordered directly from the ISACA International Chapter ([www.isaca.org](http://www.isaca.org)).

- Auditing & Systems: Exam Questions and Explanations, 11th Edition
- Candidate's Guide to the CISA Examination, 2004
- CISA Review Manual, 2004
- CISA Review Questions, Answers and Explanations CD-ROM, 2004
- CISA Review Questions, Answers & Explanations Manual, 2003
- CISA Review Questions, Answers & Explanations Manual, 2004 Supplement

For pricing and ordering information on the CISA review course materials, contact the ISACA International Bookstore (847) 253-1545, extension 401.

### Review Course Time & Location

**Time:** Classes start each Saturday promptly at 8:00am and run until approximately 12:00pm.

**Location:** 425 Market Street (Market @ Fremont), Downtown San Francisco. Room location: 309 on the third floor and signs will be posted in lobby

### Transportation

BART: The nearest BART station is the Embarcadero station.

Parking: Parking lot located on Fremont Street between Howard and Folsom (about \$2.00/day). Garage located at 50 Fremont (about \$6.00/day)

### Review Course Fees

The course fee does not include cost of review manuals and other study materials.

- ISACA Member: \$275.00
- Non-ISACA Member: \$460.00 (includes 1 year ISACA membership fee)

Repeat Candidates: No course fee will be charged. It is SF-ISACA policy to permit any CISA Review Course candidates who did not pass the CISA exam to attend the following year's CISA Review Course at no cost; however, the candidates will be responsible to purchase their own review manuals and other study materials.

Note: Payment MUST accompany registration form

# CISA REVIEW COURSE INFORMATION

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## Review course registration form

Complete and send this form along with payment to:

San Francisco ISACA Chapter  
ATTN: CISA Review Registration  
P.O. Box 26675  
San Francisco, CA 94126

Fee enclosed (Check one):

Member rate, \$275

Non-member rate, \$460

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

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The SF ISACA Chapter recognizes candidates who successfully pass the CISA examination by hosting a recognition luncheon following the announcement of the CISA exam results. We offer successful candidates the opportunity to invite their immediate supervisor or audit director, gratis, to the luncheon. If you would like your supervisor to be invited to the recognition luncheon when you pass the CISA exam, please indicate so below and supply the requested information.

NOTE: Supervisors will only be contacted if you pass the exam.

Invite my supervisor to the Recognition Luncheon (circle choice):    YES    NO

If 'YES', supply the following information for your supervisor:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

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# WHO OWNS BUSINESS CONTINUITY MANAGEMENT?

By Steve Stanek  
KnowledgeLeader contributing writer

December 1, 2003

Material from the  
KnowledgeLeaderSM Internal Audit  
and Risk Management Community

<http://www.knowledgeleader.com>

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This article was contributed by Protiviti KnowledgeLeader, an online service providing tools, templates, and other resources for internal audit and risk management. Free trials available at [www.knowledgeleader.com](http://www.knowledgeleader.com). KnowledgeLeader memberships are available to ISACA members for the reduced rate of \$500 per year.

## Summary

As companies take disaster recovery toward the more encompassing business continuity approach, a question arises: Who should take ownership of Business Continuity Management (BCM)?

This article discusses the current alternatives used in organizations, and suggests where ownership might best reside. As companies take disaster recovery toward the more encompassing business continuity approach, a question arises: Who should take ownership of Business

As companies move disaster recovery toward the more encompassing business continuity approach, a question arises: Who should take ownership of Business Continuity Management (BCM)?

Disaster Recovery (DR) was born out of and focuses on information technology (IT), whereas the relatively new discipline of BCM, itself born out of DR, considers business as well as technology issues related to the continuity of critical operations.

Because business continuity emerged from IT-based DR with the advent of the mainframe, BCM ownership predominately remains within IT, though a shift appears to be currently underway. This shift may account for an apparent gulf that is emerging between the business and IT views of BCM, with executive managers feeling much more optimistic about the ability to protect important business information from either man-made or natural disasters than their IT counterparts.

This gulf is indicated by the results of a joint survey released during the summer of 2003 by EMC Corp., a network storage solutions company, and RoperASW, a marketing and consulting firm. In this survey of 274 executives at major U.S. businesses, fourteen percent of business leaders said their important business information is very vulnerable to disaster loss, whereas fifty-two percent of IT managers at the same companies said it is very vulnerable.

In addition, business executives demonstrated greater optimism regarding how long it would take to recover after a disaster. Only nine percent of them said they would need three days or more to resume normal operations, versus twenty-three percent of IT executives reported that recovery would take that length of time.

This difference is thought to be at least partly a result of business executives believing that the problem is mainly one of backing up and restoring data, whereas IT executives realize that is only part of the issue. These differences in perception

are likely to shrink as BCM becomes more established and ownership issues are resolved, says Kevin Miller, a spokesman for Strohl Systems, a Pennsylvania-based provider of business continuity planning software to corporations worldwide.

“The industry is evolving,” says Miller. “Business continuity did come out of the IT area, where it was called disaster recovery. Now it’s about to contain all business units. Some people use the terms interchangeably, but business continuity is more holistic.”

Strohl Systems annually surveys hundreds of businesses regarding their business continuity programs, and in a survey conducted in May 2003, 600 business continuity planning professionals reported that the following departments own the business continuity process in their organization:

- Information Technology (37%)
- Dedicated business continuity planning departments (22%)
- Risk Management (12%)
- Security (7.3%)
- Finance (4.5%)
- Other (15.5%)

“Ownership varies. It depends on the culture, how companies view its importance,” Miller says. “IT is not necessarily the best place. Ultimately the CEO and board of directors are responsible and should have a good proportion of time allocated toward developing a solid plan. The concern is to be holistic, not just concerned about recovering data. What good is [it if systems and data are available] but no people to use them or places to run them from?”

Because chief information officers or IT directors have taken ownership of business continuity planning, a focus on data recovery has kept business continuity planning from advancing as far as it could, according to Brian Zawada, BCM services leader at Protiviti.

“More progressive organizations have

## WHO OWNS BUSINESS CONTINUITY MANAGEMENT? – continued

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realized continuity planning must be a business issue,” he says. “One option is championing business continuity through the chief financial officer’s organization. The CFO has a good macro view of the organization and can translate downtime into tangible financial impacts. In many organizations, risk management resides within finance, and the risk manager is a strong possibility for business continuity coordination given this person is constantly thinking in terms of risk mitigation. In many organizations, particularly manufacturing and consumer products, the Chief Operation Officer is a valid option as well.”

Zawada says he believes the most effective owners are in finance, either the CFO or the risk manager. Alternatives include members of the executive council, including legal, human resources, or corporate communications. Other less effective options include security, IT, and internal audit.

### CEO as the business continuity driver

At BRACE (Business Recovery and Continuity Education), a contingency planning group with 300 members in 17 industries, officials say the most effective owner is the CEO.

“The CEO needs to own business continuity, especially with corporate governance issues,” says Pat Bennett, BRACE president. “Regardless of where reporting lies, the people who must own business continuity planning are senior executives. It cannot be delegated to other than top, senior officers, for the simple reason it won’t work. You cannot

implement a good business continuity strategy independent of a corporate strategy.”

James Barr, director of continuity services at BRACE, also says the CEO may be the best owner, but hedges a bit on that assessment. “The CEO understands the financial consequences of disasters,” he says, “and is more likely to embrace IT and non-IT recovery options.” On the other hand, a CEO may be tempted to delegate planning and implementation to the CIO, “who is narrowly focused on IT.”

Barr believes if anyone could be a better owner than the CEO, it would be the risk manager.

“This is probably the best choice,” he says. “The risk manager understands both business and technical continuity issues.” A possible drawback here is that the risk manager may be too busy focusing on the primary responsibility of financial risk management.

The CFO is also a good owner choice, according to Barr, because of the understanding of the financial consequences of disasters. But, like the CEO, the CFO may delegate planning and implementation.

Given recent guidance by the Institute for Internal Auditors, as well as corporate governance imperatives, Protiviti’s Zawada says he is seeing a growing involvement in business continuity planning by internal auditors.

“Sometimes there is approval to push forward but nobody gets assigned and

internal audit winds up with it,” he says. “The problem then is it becomes viewed as an audit or audit imperative instead of a business process. It’s not as effective that way, but it is happening and is okay as long as things are moving forward.”

### Impetus from the top

Moving things forward can be a problem without high-level support, but statutory and regulatory compliance issues are forcing high-level attention in many organizations. Strohl Systems’ Miller says provisions of the Sarbanes-Oxley Act, healthcare regulations, and various other requirements, including those of major stock exchanges, are putting more focus on business continuity issues.

“I just talked to a Big 5 accountant,” Miller says. “He told me that when they audit financial statements, they’re also auditing internal controls. If clients don’t have a business continuity plan, they’re having clients sign off that they’re willing to accept this risk.”

The expanding scope of business continuity, specifically a departure from a sole focus on the IT environment, together with strategic regulatory requirements defining business continuity as an internal control, pushes ownership to the top of the organizational chart. Industry leaders indicate effective plan owners reside in the finance or operations functions.

# RECOGNITION

The following sponsors and chapter members were recognized and awarded for their contribution towards enhancing the chapter's goals and the IS Audit Profession:

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And congratulations to the following individuals who have recently passed the Certified Information Systems Audit Exam:

## CISA passers

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From Left to Right: Mike Villegas, Fall Conference Chair and Christina Cheng, Chapter President

## Best Paper Contest for Students and Professionals

Deadline to submit your best paper for both students and professionals is rapidly approaching!! Go to our Web site at [www.sfisaca.org](http://www.sfisaca.org) for more information or send your questions to [bpc@sfisaca.org](mailto:bpc@sfisaca.org).

Entry Submission Deadline – March 31, 2004

Contest Result Announcement – May 2004

Recognition – June 2004

### Awards for students:

- 1st place – \$300 + CISA Review Course
- 2nd place – \$200 + CISA Review Course
- 3rd place – \$100 + CISA Review Course

### Awards for professionals

- 1st place – \$500 + Fall Conference
- 2nd place – \$300 + Fall Conference
- 3rd place – \$200 + Fall Conference

## 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 transferable. 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, William Davidson ([wdauids@bart.gov](mailto:wdauids@bart.gov)), 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 [wdauids@bart.gov](mailto:wdauids@bart.gov) to ensure that you receive important information electronically. You may also access our Web site at [www.sfisaca.org](http://www.sfisaca.org) to update your contact information.

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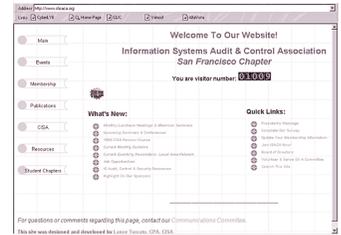
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## CISA item writing program

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](mailto: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, Lisa Corpuz at (415) 278-8713, or [Lisa\\_Corpuz@Providian.com](mailto:Lisa_Corpuz@Providian.com).



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