

≡≡≡ *CONTROL BITS*

≡≡≡ *AND*

≡≡≡ *AUDIT BYTES*

Western Michigan *INFORMATION SYSTEMS AUDIT AND CONTROL ASSOCIATION* Newsletter

MAY/JUNE 2000 NEWSLETTER

Presidents Message

Greetings,

We had an excellent turnout for our Spring Seminar on E-Commerce. For those of you that attended, Thank You! The capacity turnout of 45 (with many others on a waiting list) suggests the topic was both timely and reasonably priced. The instructor was very knowledgeable, and presented the information in a very comfortable manner. A special thanks for putting this seminar together goes to Bob Gines, John Blair, Pam Bradford and Rick Cummings. Additional thanks to Pam Bradford and National City for the use of the facilities in Kalamazoo. Very well organized!

During the seminar, we also announced the election results for the new Board, which serves from July through June. There are some new board members as well as returning; all of these individuals are highly capable and dedicated, and deserve our full support. Many of these individuals will be meeting during the early months of summer to plan for next year; you are welcome to attend these meetings. If you would like to participate, please contact Rick Cummings directly (# listed in the newsletter). The Program Committee may also distribute a survey to the membership. If you do receive a survey, please complete and return it. Your input will have a direct impact on the programs offered for Program Year 2000-2001.

As a final comment, I would like to thank both the Board, and you the members, for allowing me to serve as your President this year. I've been personally enriched by the experience.

Best regards,

John R. Arens

John R. Arens, CPA



*Information Systems
Audit and Control
Association*

New Officers Elected at the Spring Seminar

Please welcome, congratulate and support your new board members:

Vice President and Program Chair

James (Jim) Green, CISA
Arthur Andersen Audit Services
ISACA Member since 9/97
616 771-1830
james.a.green@us.arthurandersen.com

Director at Large

Kimberly (Kim) Coyer
Independent Bank Corporation
ISACA Member since 10/99
517 892-3511
kcoyer@ibcp.com

Please congratulate and support your returning board members:

President

Rick Cummings, CISA
Jackson National Life
Insurance Company
ISACA Member since 2/94
517 367-4301
rick.cummings@jnli.com

Secretary & Webmaster

John Blair, CISA
Steelcase Corporation
ISACA Member since 3/98
616 246-4730
jblair2@steelcase.com

Treasurer

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National City
ISACA Member since ??
(anybody curious?)
616 376-7523
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CISA Coordinator

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ISACA Member since 1/95
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arensj@meijer.com

Newsletter Editor

Rick Cummings, CISA
Jackson National Life
Insurance Company
517 367-4301
rick.cummings@jnli.com

**Best of Luck
In the Coming Year**

As seen in the media . . .

A very UN-scientific approach to gathering meaningful information from the “giga-tons” of electronic and printed material that intrudes into our lives . . . and is occasionally actually worth-while! Here are some of the latest “discoveries” . . .



“Security Web Sites”

★★★

“WebSec 2000”, *MIS/ISI e-Security Conference & Expo*, 8/22-23

www.misti.com

- ⇒ In the “giga-tons” of junk mail we “computer-related” people get, promotional cards are not a normally considered a source of helpful or useful information. However, every once in awhile one slips through with some surprising reference information. How about an example, you ask? The latest folded promo card for MIS/ISI’s “WebSec 2000” conference contains a handy listing of twenty (yes, 20!) security-oriented web sites, including NIST (csrc.ncsl.nist.gov), Internet Engineering Task Force (IETF) Standards (www.rfc-editor.org/rfcsearch.html), International Computer Security Association (www.icsa.net), Neil Johnson’s Operating System Security Page (www.jjtc.com/Security/os.htm), the Hacker News Network (www.hackernews.com), PacketStorm (packetstorm.security.com), CERT (www.cert.org, www.ciac.org), and others. If you would like a copy of the entire list of twenty, drop me an e-mail request at michael.grinwis@jnli.com, indicating whether you want the listing in MS-Word 97 or plain text format, and I’ll do my best to accommodate you. By the way, WebSec 2000 is August 22–24, 2000 in San Francisco. Keynote speaker is Howard Schmidt, GM and CISO (Chief Information Security Officer) for Microsoft. Cost: \$1,195 (Save \$100 if you register early).

“Patents in E-Commerce”

★★★

Computerworld, April 24, 2000 – pg. 58

www.computerworld.com

- ⇒ Right on the heels of one **EXCELLENT** Spring Seminar on e-commerce comes a very interesting article about patents in e-commerce. Internet-related patents are springing up almost faster than you can say, “I’ve been **SPAMED!!!**” Examples? Try Barnesandnoble.com Inc getting slapped with a lawsuit by rival Amazon.com claiming infringement on the latter’s single-click technology. What’s interesting about this article is that the tech-heads talk to some “legal eagles” with some fascinating candor. It’s a one-page read, but something you should be well aware of, especially if you’re company has joined the fray in that mad rush to e-commerce!

“Moving Cobol To The Web — Safely”

★★★

Computerworld, May 1st, 2000 – pp. 76–78

www.computerworld.com

- ⇒ Another article dealing with e-commerce and it’s security concerns highlights the experiences of Charles Schwab’s IT people in setting up their systems so that customer could read data form their mainframe. It even includes a nice little graphic on how their firewalls (yes, 2 separate firewalls!) are set up and where Cobol is used in the mix. This also brings up an interesting point on Cobol’s simplicity and cleanness, compared to Perl, C++, and even Java. This 3-page read is both interesting and insightful, and provides a nice, short, reference as to “how somebody else did it!”
-

“Who Wants To Be A Millionaire?”

★★

Computerworld, May 1st, 2000 – pg. 86

www.computerworld.com

⇒ Here’s another confirmation that the cost of scarce technical talent is escalating faster than any media hype or system problem! This quick one-pager cites the come-ons and marketing ploys being used to fill three positions advertised for a silicon–valley firm. We should ALL live so well . . .



Taking a hint from “Men in Black”, its somewhat surprising what truthful tidbits can be obtained from the “gossip columns” of the IT world. Here’s some of the latest “chaff” . . .

- ☺ Summer *e*-Job Blues — Though the product was normally fairly seasonal, the stunning web page design and flowing graphics made it an instant attraction across the country. Egged–on by a mega-ton of web hits before 10am, the owner boldly announced an IPO for 1pm. Just as the deal was about to be consummated, everything just stopped. It’s hard to raise millions when your inventory is a picture, two glasses, two lemons, a cup of sugar, but no ice cubes . . .
- ☺ On the Monday following Easter, one IT Tech Supporter gets a frantic call from the marketing manager. His all-in-one printer was making clacking noises and would not print. Problem turns out to be a plastic egg hidden as part of the annual Easter–egg hunt by a conspicuously silent CFO down the hall . . .
- ☺ For those of you who currently read or have read *PCWeek*, it’s changing it’s name! With the kick-off of Network+Interop in Las Vegas on May 8th, *PCWeek* will hence be known as *eWeek*! Citing the end of the PC hardware revolution and the onset of the *e*-commerce revolution, *PCWeek* will attempt to keep itself in the forefront of this industry which has given us more than our share of livelihood. We wish them the best, and hope their reporting capabilities remain intact!
- ☺ As the old saying goes, “good policies and procedures come from the top!” But what happens when those at the top don’t practice what they preach. One Senior IT Manager nervously approached one of his best people, asking, “What’s it take to spoof an e-mail?” After receiving a laundry list of various mischievous ideas and concepts, the Manager tries something simpler: he goes to a vacant PC and logs on as the CEO, using the CEO’s Id as password. Voila! He’s in! Interesting postscript to this episode: A month later the Manager is describing the event to another co-worker and guess what happens . . .
- ☺ Thinking about that new Winbook Pentium III laptop? You might just want to think again. One accountant has had four (yes, **4**) new Winbook Pentium III laptops burn up on him since January 1, 2000!!! In total, this poor number–puncher has totaled **SEVEN** Winbook laptops since early 1998! And you thought carpal–tunnel syndrome was your only worry . . .
- ☺ And finally, you think we make this stuff up, huh?!? Well, check out pages 32 and 34 of the April 1, 2000 issue of *CIO*, under the article entitled “Cross Your Heart”. It does prompt one to ask what are the back–up procedures for deactivation in the event of a false alert . . .

The “STAR” guide:

★★★★ = Too good not to pass on!
★★★ = Better than expected!

★★ = Good stuff — it helps
★ = Worth noting



CISA EXAM TIME IS HERE

Saturday, June 10th

*The Western Michigan Chapter
Wishes those members below
Best of Luck and Our Full Support*

Western Michigan Chapter

Mr. Madian Z. Al-Hajji
Miss Tanya Sue Burgtorf
Mr. Gregory T. Coccia

Detroit Chapter

Ms. Diane R. Haney
Ms. Deanna M. White
Mrs. Valerie Lea Ziemke

Chapter 194

Mr. Ronald J. Wagner
Mr. Patrick D. Wilkins

Non Members

Mr. Gerald R. Demaagd

The test will be Administered at:

Site 2002
Calvin College
Spoelhof College Center, Room 303
3201 Burton S.E.
Directions: 616 957-6000
Grand Rapids, Michigan 49546

The Western Michigan Chapter will have a representative at the test site prior to the examination with Coffee and Donuts!!

SEMINAR UPDATE

The Chapter wishes to thank all those who attended the Spring Seminar in Kalamazoo, Michigan. It was a huge success with all the available seats reserved well before the start. Based on the feedback from a scale of 1 – 5 with 5 being the highest rating, the attendees rated the seminar overall: ‘3’ - 9%; ‘4’ - 43%; ‘5’ - 48% . Of 205 individual responses to the various questions, the seminar received 17 ‘3’ ratings, 79 ‘4’ ratings and 109 ‘5’ rating. We are very pleased with the results of the seminar and thank John, Pam and Bob for a job well done!

A message from *MIS Training Institute*

YOU SPOKE, WE LISTENED

In response to your feedback, we’ve added 2 seminars that focus on the controls and challenges surrounding e-commerce.

1. HOW TO AUDIT THE DEVELOPMENT, OPERATION, AND MAINTENANCE OF EC APPLICATIONS

Cover the major components of EC applications and identify automated procedures that are essential to successful EC applications. You will learn:

The e-commerce application environment

The e-business models: B-to-B and B-to-C

E-business application components and inherent risks

Processing configurations: front- and back-end, systems interface, customer support

Documenting and testing automated EC application controls

EC application development and maintenance

And much more

Seminar dates:

June 5-7, 2000, Boston

August 21-23, 2000, San Francisco

October 2-4, 2000, New York

December 4-6, 2000, Orlando

For complete seminar details and to register online, go to:

http://www.misti.com/seminar_list.asp?sem=DC6A.

2. AUDITING EC INFRASTRUCTURES

Take an in-depth look at the environmental controls necessary to effectively and securely operate an e-commerce business. You will learn:

- The basics of EC infrastructures
- EC infrastructure technologies and controls
- The new challenges in EC environments
- General control objectives and the procedures for achieving them in EC environments
- Implementing and auditing EC infrastructures
- EC infrastructure policies and application considerations
- And much more

Seminar dates:

July 17-19, 2000, Atlanta

August 7-9, 2000, Boston

October 30-November 1, 2000, Los Angeles

November 13-15, 2000, Dallas

December 6-8, 2000, London

December 11-13, 2000, Washington

For complete seminar details and to register online, go to:

http://www.misti.com/seminar_list.asp?sem=DC6I.

Audit Sources

Internal Audit "Helpers"

NEWSLETTER Free, Monthly

Contact Us to Subscribe

<http://www.auditservices.com/helpers.html>

A new edition of **ITAudit Forum** June 1, 2000 [<http://www.itaudit.org>]has just been published. Here is a sample of the most recent articles:

AUDIT TOOLS

"Perform an Audit on the RACF Database"

Read Goldsmith's account of his company's use of ACL to perform an audit of IBM's Resource Access Control Facility (RACF).

Risk Management

"The ABCs of Risk Management"

In Goldsmith's article on Risk Management, you'll get the basics of Risk Management, as well as an understanding of its importance for today's organizations.

Network Management

"Network Computing and Control - Part 1"

In this first of a three-part series, Gilliam provides an overview of networking computing and its related issues.

Emerging Issues

"Providing Audit Advisory Services"

Internal auditors are often called upon to offer advisory services to their organizations. Read Tidball's article for an interesting example of auditors doing just this.

We hope you enjoy this issue of ITAudit Forum, and welcome your comments. If you're interested in writing for us, please visit the Authors Wanted page for more information, or e-mail me directly. You may also be aware that ITAudit is supported by sponsors and advertisers. There are many opportunities for corporations and vendors to sponsor a column or advertise in the Yellow Pages. Contact gsmart@ITAudit.org by e-mail for this exciting opportunity.

**Enjoy,
John Yu
Executive Editor**

If you have comments or suggestions,
please send email to editor@itaudit.org



INTERNATIONAL NEWS

A Recap of ISACA events from the *ExpressLine* Newsletter

I am in need of articles on Windows 2000, Linux, Red Hat, FreeBSD, Solaris or Sparks. Do any of these delight your fancy?

Please consult our web site for the author guidelines at

www.isaca.org/jrnl_aut.htm if you would like to do this and then respond to me. I regret that the Information Systems Control Journal does not offer remuneration to its authors.

Cordially,

Janet K. Schlosser

Associate Publisher of the Information Systems Control Journal

jperry@isaca.org

Director of Membership Services

Diane Nelson will join the ISACA/F staff on 5 June 2000, as Director of Membership Services. Diane comes to us with broad management experience, which includes marketing and finance as well as international experience with the Shanghai Chamber of Commerce.

We look forward to Diane's contributions in her new role.

Greetings Journal Readers,

I'm always glad to make this announcement—that Volume 3 of the Information Systems Control Journal is now online—because through my years as Editor-in-Chief of the Information Systems Control Journal it has always been a moment of pride when the issue is available to members, now in online format in addition to the copy mailed to your home or place of business. We haven't done a healthcare issue for nearly two years, but of all fields, healthcare security and regulation have been prominent on the readers' mind. An issue with this theme also piques the interest of readers outside our membership realm since being secure about one's healthcare records compels nearly everyone.

The password-protected online Journal is accessible as follows:

URL: <http://www.isaca.org/@member>

Best regards,

Michael P. Cangemi, CISA, CPA

Editor-in-Chief

Janet K. Schlosser

Associate Publisher

The Information Systems Control Journal



*Information Systems
Audit and Control
Association*



Members On The Move!

The Chapter would like to thank **Bernie Powers** for taking the position of **Academic Relations** for the chapter. Bernie will be pursuing the college/university contacts in order to promote the Information Systems Audit and Control Association and our chapter. Good Luck and thank you for you time and efforts Bernie!

On this same note, International is looking for a chapter Research and Standards contact. The core of the responsibilities with regard to the Standards Board would be to encourage feedback on any exposure drafts and forward any Chapter suggestions for new Guidelines and Procedures.

The Research Board requests help in a number of areas. First, we are looking for any "subject matter experts" in technical areas in the Chapter. The information regarding these experts should be forwarded to the Research Board at research@isaca.org. Collection of this data will enable the Board to more uniformly involve chapters and individuals in various research projects. All areas are encouraged, but specifically in the following areas: VPN, Oracle, PeopleSoft, Wireless and Customer Relationship Management. Also under Research, the COBIT Steering Committee is advancing the development of the 3rd edition of COBIT. The revision will include management guidelines including key performance indicators, critical success factors, key goal indicators and a maturity model. The IT Control Practices Committee has created a template for the development of IT Control Practices for the 34 COBIT domains. Chapters are being approached to volunteer to participate in the development of specific IT Control Practices. This is an excellent opportunity to become involved and linked into the global research efforts of ISACF. Please contact research@isaca.org if your Chapter would like to become involved in this cutting edge research. Chapters who have been active in Research and Standards have traditionally been the home Chapter of our Research and Standards Board members. But we are attempting to broaden this base by involving more Chapter volunteers through designated representatives. If I can be of further assistance, please contact me. Thank you for your support of ISACA.

Sincerely,
Linda Wogelius
Research Assistant

IS Audit and Control Association
URL: <http://www.isaca.org>
E-mail: research@isaca.org
Phone: 1.847.590.7462
Facsimile: 1.847.253.1443

Rick Cummings has recently been appointed to head a newly formed Project Office (a division of Internal Audit) at Jackson National life Insurance. The Project Office will be responsible for the establishment of standard Project Management principles, project management oversight as well as coaching and mentoring Project Managers in best practices. Rick has also been recently elected as Vice President of Membership with the Michigan Capital Area chapter of the Project Management Institute (PMI). (Watch out for those PMI membership apps!)

JOB CORNER

Senior Information Technology Auditor Comerica Incorporated

Comerica, Michigan's oldest financial institution, is currently seeking candidates to fill an Information Technology (IT) Auditor position at our Auburn Hills Operation Center. The selected candidate will plan and execute technical and general controls audits, monitor systems conversions as well as perform various other consulting assignments.

Minimum qualifications include: three years of information technology audit experience; Bachelor's degree with emphasis in computer science, information systems or related field; experience supervising others on a project basis; strong written and verbal communication skills; and strong analytical, organizational and interpersonal skills. Professional certification, CISA or CISSP is preferred.

Comerica operates a multi-platform environment, including Novell Netware, Microsoft Windows 95/NT, IBM AIX and OS/390, HP-UNIX, Sun Solaris, Unisys, and Tandem. Comerica offers a competitive salary and comprehensive benefits package that includes 401(k), incentive and tuition reimbursement plans. **Resumes can be submitted to Sylvia Carter-Smith, Senior Human Resource Representative, P.O. Box 75000, Mail Code 3119, Detroit, MI 48275-3119, or via e-mail sylvia_d_carter-smith@comerica.com.**

Fortune 100 process company in the Midwest

Title: Director, Information Systems - Business Processes & Financial Analysis

Job Function:

The Director, Information Systems (IS Director) for the Business Processes & Financial Analysis Department (BPFA) is responsible for planning, performing, and supervising Business Reviews of information systems, including planning, oversight, and internal control assessment for the entire organization/enterprise.

Essential Duties and Responsibilities:

As responsible for Business Reviews of information systems, the IS Director position presents the following non all-inclusive duties and responsibilities:

- On-site IS Business Reviews, These activities include assisting in the development and implementation of policies, procedures, and controls associated with conducting risk-focused reviews of the organization/enterprise systems. The IS Director determines staffing requirements for the review, including necessary analytical/review skills, staffing level, and composition of the review team. The Director assists in identifying the objectives for the review, identifies Business Reviews standards, and prepares an annual business review plan.
- Field work supervision, including assignment of responsibilities and formulation of work plans to assure timely and effective completion of reviews. The IS Director reviews workpapers, the review report of the reviews, and presents observations, recommendations, and conclusions to the Operating Companies (OCs) management.
- Networking responsibilities. The IS Director develops and maintains contacts with professional associations, industry associations, government regulatory agencies, and private sector firms to enhance competency and to ensure effectiveness of information systems reviews.
- Project Assistance. Participation on the design and development of projects aimed to monitor the condition and performance of the OCs information systems and technology risk management. The Director participates in technical analyses, including periodic reports and special studies on the financial and technological condition and performance of the OCs information systems and technology operations.

Additionally, the IS Director identifies trends and developments in the information systems and technology affecting the OCs information systems technology strategic directions.

Reporting Relationships:

This position reports to the Director In-Charge, Business Processes & Financial Analysis.

Job Corner Continued:

Director, Information Systems - Business Processes & Financial Analysis

Supervisor For:

This position will supervise the IS Team of Business Processes & Financial Analysis, which consists of 2 managers and 3-6 Senior Associates and Associates, In addition, the Director manages on-going co-sourcing relationship and supervises co-sourcing staff as engaged.

Up to 40% travel to outside locations (US domestic and international). Assignments may change with little advance notice. The Business Processes & Financial Analysis department deals with sensitive company information. This position involves working directly with middle and upper management throughout the Company, from Corporate offices to remote food processing and related plants/facilities. Requires outstanding interpersonal skills to secure cooperation without direct authority. A service attitude/orientation is important. Excellent written and oral communication skills are important. Must exercise critical independent judgment and make decisions based on rational analysis of data. Must seek out and probe for necessary information at times. Attention to risks/exposures **and controls are important.**

Qualifications:

- BSCS or equivalent (MS/MBA preferred).
- Certified Information Systems Auditor (CISA) certification and/or related employment experience.
- Combined 10+ years of Finance and IS management experience.
- Strong recruiting and retention experience.

Knowledge, Skills and Abilities Required:

The IS Director is required to possess a solid IS background accompanied by strong managerial and leadership skills:

- Significant and progressively more responsible experience in information systems auditing, consulting, preferably applied to the operations of and food industries. The IS Director must demonstrate knowledge of complex and sophisticated information systems.
- Leadership experience, including the planning, organizing, and control of reviews and special projects. The Director should demonstrate the ability to scope, plan, and administer projects of significant complexity and diversity pertaining to information systems. Skills should include ability to plan, organize, assign, and monitor work of subordinate staff.
- Strong communications and interpersonal skills. The ability to communicate clearly and concisely in oral, written, and presentation formats is essential to develop and maintain an understanding of the information systems and results of our Business Reviews among all interested parties. Well-developed interpersonal skills together with strong coaching and mentoring skills are necessary to interact effectively with enterprise executives, as well as BP&FA staff, supervisors, and subordinate staff, including contract employees.

Send resume to:

Nick Kondratick

President

nk2k.com

president@nk2k.com

1999–00 Western Michigan Chapter Officers & Board of Directors

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2000/2001 Western Michigan Chapter Officers & Board of Directors

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— *THE FINE PRINT* —

Control Bits and Audit Bytes is a publication of the Western Michigan Chapter of the *Information Systems Audit and Control Association (ISACA)*. The purpose of this publication is to disseminate useful and timely information on automated systems control and security issues to Chapter members and selected practitioners of computer systems audit and security. Articles, submissions, and advertisements are the responsibility of the submitter, and do not reflect the opinions, beliefs, or practices of the Western Michigan Chapter.

Materials submitted for publication in *Control Bits and Audit Bytes* must be received by the Newsletter Editor no later than the submission deadline published in the newsletter. If no submission deadline is published, the default deadline is approximately three weeks prior to the next scheduled meeting of the Western Michigan Chapter of the *Information Systems Audit and Control Association*.

The deadline for submissions for the next Newsletter is Monday, July 17 , 2000!