



AGA Guam Chapter
General Membership Meeting Agenda
Wednesday, August 28, 2019 at 12:00p.m.
Hilton Resort & Spa Koko Room

Debbie Ngata
President
Pilar Pangelinan
President- Elect
Frances Danieli, MBA, CB, CGFM
Immediate Past President
Shannon Bartonico, CFE
Treasurer
Fierce Catoc, CPA
Treasurer-Elect
Llewelyn Terlaje, CGFM, CGAP, CFE
Secretary

Attendance Count: Members:29; Non-members: 7

- I. Meeting was called to order at 12:06pm by Debbie Ngata, President.
- II. Approval of minutes for July 2019 was tabled
- III. Treasurer's report was tabled
- IV. President's report – Maripaz Perez, Director of the Certification Committee presented the CGFM Scholarship to Clariza Roque, noting she was the first recipient for Program Year 2019-2020. A check in the amount of \$320 was presented to her, noting Clariza passed her exam and received her certification in July 2019. Maripaz also noted that for any members or other individuals interested in pursuing their CGFM, the committee will be holding a Coffee Klatch in two weeks to discuss tips on how to pass and on information on the Scholarship available from the Chapter.

Other announcements were skipped to get through the presentation for CPE.

- V. Debbie introduced the August speakers for the meeting, who presented on *Digital Transformation through RPA* (refer to the attached bios, which were read)

Keith Elliot led the presentation and introduced the team that joined him and Richard from Ernst & Young, as well as James from GPA.

He gave background on what RPA (robotics process automation) is and provided examples of how it works in an office setting. He explained what it isn't and what it is and how it would help in improving the efficiency of standardized, repetitive tasks. He explained that RPA is a software that mimics human interaction that lives on our desktops – another application.

RPAs run on existing programs, can work 24/7, and will not deviate from how it was programmed. RPA considerations – if you have multiple systems, then RPA can do the role of copying/pasting information from one system to another; verifications of information from systems; compliance documents can be automated, etc.

RPA is not intended to replace your workforce, but rather to allow your employees to perform more meaningful tasks while the mundane, repetitive tasks can be programs through RPAs.

A video was shared of what RPAs is/does.

The implementation of RPAs was explained, noting that there will be some investment in the beginning in terms of purchasing the software and getting it programmed, as well as training the employees to use it. But in the long run, the payoff of the RPAs is considered worth it.



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Case studies of how RPA can be used was explained, from the HR functions to uses in the accounting and finance divisions. A specific example was made related to how accounting employees could benefit from using RPAs to process data, which can be time consuming. If this was automated, then the accountants can use that time to perform more analytical duties and perform detailed analyses rather than spending time on data input.

Keith mentioned how EY can provide RPA services and how it has global connections to provide the expertise in helping an organization implement RPAs.

Steps to implement – begins with project planning, understanding the processes and identify the target areas to define. A cost-benefit analysis is made and then it is designed specifically for the entity. A demo is made and shown to the entity for the organization’s stakeholders, including its IT department, to review and use.

Guam Power Authority was noted as a reference client – noting the meter change RPA project. Keith explained the project that was taken by GPA to implement RPA. The process flowed from the registration of smart meters all the way through the identification and replacement of faulty meters. A video of how the process/RPA works was shown based on an actual process. Richard explained the video as it went through the screens. It was noted that the information being processed was all using the RPA (no human was making the entries). It was also noted how logs are generated so there will always be a trail of what was processed.

Some questions asked included – How much is the typical cost of implementation? Would it be on a per license basis and would support be able to be provided in-house or would an entity need to seek support from the software vendor. Richard noted that EY doesn’t sell the actual license but can provide support in determining which vendor to seek out. He gave an example of how GPA went about going through its process but could not specifically comment on the actual costs.

Debbie thanked the Keith and Richard and presented them with shirts/pens as an appreciation for their time.

- VI. President’s report was resumed noting the following:
- a. John Phillips Award – Debbie noted that nominations will be due by September 13, 2019, the applications/press release will be sent out soon. A brief explanation on what the award is about was provided, noting it is intended to give recognition for those that have made an impact in the government.
 - b. Community Service – Debbie thanked those that assisted with the Bus Stop Blitz on August 10, 2019, including Taling Taitano, Lou Perez and Justin Castro from GDOE, Jason Katigbak (IP&E), Grace Edrosa from DOA and Debbie. The next community service will be the Coastal Clean-up, which will be held on September 21, 2019. The location will be at Pago Bay and will be a joint effort with GCC.



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- c. August Member Anniversaries were acknowledged, noting these members were also listed in the email reminder for the meeting.

Debbie also acknowledged the membership and thanked members for coming to the meeting, especially since this month is a busy month for the government. Additionally, new faces were acknowledged, noting member Ryan Adams from Virginia, Coast Guard and new member – See Leung, who was a student member. Garry Yeoh and Lawrence Alcairo were also acknowledged and thanked for joining us as new faces. Jojo Guevera, our membership director, was pointed out and we encouraged those who are not members to join. We also noted the national membership recruitment program and advised members to ensure that any new member that they encourage to join include them as a referring person as we will provide incentives. It was noted that the Chapter, through its membership director has a goal to increase membership.

- d. A reminder on the minimum requirements for the PDT raffle was noted, including the community service requirements and that starting this meeting, attendance will be counted as 8 out of 10 meeting will be required to qualify.
- e. Open floor – nothing was noted.
- f. Lunch raffle was done, the winning ticket was #810615. The winner is Esper from UOG.
- g. Next meeting will be Wednesday, September 25, 2109 in this same room.
- h. Debbie noted that motions to adjourn the meeting will be taken and as people leave, the AGA video will be shown. The meeting was motioned to adjourn at 1:18pm, first by Lauren Montinola, seconded by Jason Katigbak.
- i. The AGA video was shown.

Official Minutes prepared by: Debbie Ngata
AGA – Guam Chapter President



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Keith Elliott, CPA



Contact information

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B.S., Loyola Marymount University
(Summa Cum Laude)
Major: Accounting

Certified Public Accountant (CPA),
administered by the National Association of
State Boards of Accountancy (NASBA)

Professional Background

Keith is a senior technology risk consultant in EY Guam's Advisory practice, specializing in both financial and non-financial (risk-based) audits and business performance improvement initiatives. Keith has supported a government power & utilities agency in the initiation and development of their automation journey – successfully implementing robotics process automation (RPA) in their Customer Service function to perform meter exchanges with improved speed, accuracy, and efficiency. He has also supported clients in both Guam and Singapore to deliver numerous performance improvement and strategy-based business initiatives such as improving timeliness of the financial statement closing process, establishing standardized operating procedures, and developing online digital competency self-assessment tools for cloud computing and cybersecurity in line with Singapore's smart nation initiative. Additionally, he has performed financial audits for government, telecommunication, hospitality, and manufacturing / construction clients as well as conducted internal audit and SOC attestation services for banking institutions and an investment trust, respectively.

Major Clients Served

- Guam Power Authority (Security Consulting, RPA)
- ASC Trust LLC (SOC I Type II)
- Sanford Technology Group (SOC I Type II Readiness)
- Docomo Pacific (Process Innovation)
- Infocomm Media Development Authority - IMDA (Tech Consulting)
- Australia New Zealand Bank (Compliance Review)
- Guam International Airport Authority (Financial Audit)
- GTA Teleguam (Financial Audit)
- TNN Guam, Inc. dba Hotel Nikko Guam (Financial Audit)
- Bank of Guam (Compliance Review)

Experience

- Robotics Process Automation (Process Innovation)
- SOC I Type II Attestation
- SOC I Type II Readiness Assessment
- Financial Audit
- Corporate Security Policies and Processes Establishment
- Business Impact Analysis & Physical Security Review
- Development of Online Digital Capability Tools (Strategy)
- Internal Audit and Compliance Review

Kunn Richard Ryu, CISA, EnCE



Contact information

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B.S, University of Tennessee
Logistics & Transportation

Certified Information Systems
Auditor (CISA), administered by Information
Systems Audit and Control Association
(ISACA)

EnCase Certified Examiner
(EnCE), administered by Guidance Software
(computer and digital forensic software)

Professional Background

Richard has over 14 years of IT audit, security and process innovation experience. Richard has an extensive background in the establishment of Security and IT management policies and procedures and the performance of both IT internal audits and forensic analyses. Prior to EY, Richard worked as an deputy general manager of Internal Audit/Security Audit at Doosan Heavy Industry and was an Information Risk Management (IRM) manager with KPMG Korea where he performed numerous IT audit engagements and trained more than 600 auditors on the IT audit framework.

Major Clients Served

- Pacific Telecom, Inc (IT Audit, NSA Compliance Review)
- Guam Power Authority (Security Consulting, RPA)
- Docomo Pacific (Process Innovation)
- GTA (IT Audit)
- Citibank (IT Audit, SOX Attestation)
- Royal Bank of Scotland (IT Audit, Internal Audit)
- Standard Chartered Bank (IT Audit)
- Trade Development Bank of Mongolia (IT Audit, Business Process Review)
- HSBC Fund Service (IT Audit)
- General Motors (SOX Attestation IT Audit)
- Toyota Motor Manufacturing America (Process Innovation)
- Kia Motors (IT Audit)
- Posco (IT Audit)
- Hyundai Steel (IT Audit)
- Korea Aerospace Industries (IFRS IT)
- Costco (IT Audit)
- Toyota Motor Sales (SOX Establishment)
- Korea Airport Service (SOX Establishment)

Experience

- Robotics Process Automation Project – Management
- ERP Implementation – Functionality Design, Post Implementation Review, Control Assessment, and Project Management
- NSA (Network Security Agreement) Project –Management & Network Security Vulnerability Assessment – Management
- ISO26001 Preparation and Certification Project
- Security Monitoring & Early Warning System design & Implementation
- Corporate IT & Security Policies and Processes Establishment
- Internal audit and Digital Forensic
- Business Process Innovations and TPS Continuous Improvement (Toyota Production System)