

1. Name of Volunteer Opportunity: Workshop or Onsite Conference Volunteer (North America CACS)

2. Description of opportunity:

ISACA's conference volunteer program enables individuals interested in earning CPE and participating in all educational, networking, and social activities at North America CACS to register at the lowest possible rate. For a few hours of service, ISACA appreciates volunteers' support to ensure smooth conference operations and facilitate an incredible attendee experience.

3. Anticipated outcomes:

Volunteers typically serve as session monitors, registration assistants, or wayfinders and are representatives of ISACA, working closely with ISACA staff and other volunteers, conference attendees, and speakers.

Half day shifts are filled on a first-come, first-served basis. Workshop volunteers must sign up for the duration of the workshop (two days pre-conference or one day post-conference.) ISACA offers the following roles throughout the conference.

Pre-Event Set-Up

Help ISACA staff onsite prepare the materials that each conference attendee will receive when they come to the registration counter.

- Help unpack materials
- Place items into sponsor bags
- Prepare attendee name badges

Registration Desk

Greet conference attendees at the registration counter and help provide their conference materials to them. This role is a frontline position and a warm, friendly personality is needed.

- Print attendee's name badge
- Provide attendee's their onsite materials (program guide, attendee bag, etc.)
- Assist in answering attendee inquiries

Way Finder

Provide directions within the conference venue hotel and help attendees find their way. While attendees make their way through the conference hallways, guide them to their desired destination(s).

- Provide answers to the most common directional questions asked such as registration desk, exhibit hall, general session room, concurrent session rooms, lunch, receptions.
- You will also serve as a back-up for other volunteer roles (such as session room monitor or registration desk), in case of a last-minute cancellation.

Session Monitor

- Help speaker(s) with presentation set up and hand out any relevant materials to the attendees
- Make sure that all attendees scan into the session they are attending
- Usher attendees to available seating within the session room
- If all seats have been filled within the session room, please alert the volunteer lead (or ISACA staff) immediately to determine if additional seating accommodations within the room can be made
- Make general announcements and reminders to session attendees

- Complete the Room Monitor Sheet during the session and return it to an ISACA staff member at the registration desk
- Monitor room environment (i.e. room temperature, cleanliness, etc.) and inform ISACA staff of any issues, attendee complaints or feedback

Pre- and Post-Workshop Room Monitor

Volunteers must serve both full days of the workshop (either Saturday-Sunday or Wednesday-Thursday). Assist ISACA staff and session presenter(s) with assorted duties.

- Help speaker(s) with presentation set up and hand out any relevant materials to the attendees
- Make sure that all attendees scan into the session they are attending
- Usher attendees to available seating within the session room
- If all seats have been filled within the session room, please alert ISACA staff immediately to determine if additional seating accommodations within the room can be made
- Make general announcements and reminders to session attendees
- Complete the Room Monitor Sheet during the session and return it to an ISACA staff member at the registration desk
- Monitor room environment (i.e. room temperature, cleanliness, etc.) and inform ISACA staff of any issues, attendee complaints or feedback

4. Term: Anticipated start date: 28 April 2018

Anticipated end date: 3 May 2018

5. Estimated time commitment: Conference volunteer: 4-6 hours per shift. Workshop volunteer: 16 hours (pre-conference workshop) or 8 hours (post-conference workshop).

6. Volunteer Criteria/Composition needed:

- Commitment to serve the role selected. Please identify a replacement if you must cancel less than 72 hours before the conference.
- Pleasant, positive demeanor as a representative of ISACA.
- Flexibility to effectively adjust to unexpected circumstances.

7. Volunteer benefits:

Volunteers are entitled to the following benefits depending on their role. Any volunteer who does not complete a full shift or cancels will be invoiced for the full registration amount.

- Conference volunteer:
 - US\$1250 discount on conference registration
 - Earn up to 18 CPE hours for continuing education attending the conference.
- Workshop volunteer:
 - Complimentary registration for the workshop during which the volunteer serves.
 - Earn up to 14 CPE hours for continuing education for attending the pre-conference workshops OR 7 CPE hours for continuing education for attending the post-conference workshops.
 - US\$1250 discount on conference registration
 - Earn up to 18 CPE hours for continuing education for attending the conference.

8. Staff facilitator: Robyn Franko, Conference Coordinator, rfranko@isaca.org

9. Work to be done via: At NA CACS: Chicago Hilton Hotel, Chicago, Illinois, USA. A mandatory orientation will be organized in conjunction with the NA CACS Welcome Reception on Sunday, 29 April (time to be determined.)

10. Number of volunteers: ~70 shifts to be filled. Sign up is first-come, first-served.

11. Prior to the beginning of the term, all volunteers must sign ISACA's Participation Agreement addressing four basic areas:

- The obligation to maintain confidentiality, for example when access to confidential information pertaining to ISACA, its activities or its constituents is provided in support of the work of the volunteer group.
- Copyright ownership, for example when the volunteer group contributes to the creation of original material.
- Disclosure of potential conflicts of interests, to ensure that the actions of volunteers are in the organization's best interest.
- The voluntary nature of participation in ISACA activities.

12. Delegated and Reserved Authorities. A working group cannot:

- Alter its terms of reference.
- Operate outside an approved annual budget; unbudgeted expenditures must be coordinated with staff leads for appropriate approval before the expenditure is committed.
- Fill its own vacancies, create/populate volunteer groups.
- Legally bind the organization.

ISACA's Philosophy on Volunteer Engagement:

ISACA encourages the active participation of our dedicated professional community in relevant, compelling and innovative activities at both the regional and international levels. With appreciation for the talent, expertise and experience each person contributes, volunteers and staff work collaboratively to fulfill ISACA's purpose and promise, while benefitting from incredible experiences and accomplishments that instill confidence in our professional and personal growth.