Singapore Chapter
May 2014

Foreword by the President,
ISACA® Singapore Chapter

Dear Esteemed ISACA® Singapore Chapter Members,

The years 2013-2014 were marked with significant security incidents and vulnerabilities. Regulatory requirements have significantly increased both in Singapore and internationally. There has never been a more demanding time for our members and certified professionals to deal with these challenges.

Such challenges highlight the importance of ISACA key areas – IT Governance, IT Security, IT Assurance and IT Risk & Control. The Chapter continues to play an important role within the industry to equip members, partner associations and the public with various learning and networking opportunities.

Membership has grown by around 5% compared to the previous year. ISACA Singapore Chapter has 2,125 members as of 30 April. There are 1223 CISA, 389 CISM, 223 CRISC and 77 CGEIT certified professionals in the Chapter. The Chapter has maintained a high momentum of organizing over 3 events per month.

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- Seminars
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Chapter’s financial situation has markedly improved in 2013 and marks as a significant milestone in our Chapter’s history. We have reversed the previous year deficit of S$ 16,754 to a surplus of S$ 103,251. The surplus is equivalent to a 30% increase in overall assets from 2012. Members continue to benefit from generous subsidies in chapter events and have enjoyed two social events in 2013. In view of our favourable position, we have made donations to the IT Governance Institute (ITGI), the research arm of ISACA to the tune of USD 5,000 in 2013 and USD 3,000 in 2014 with chapter board’s approval.

The Chapter has done well in all other areas. There are a few guiding principles including Chapter’s vision & mission and ISACA G22 strategy. In the beginning of this term, 6 key areas have been defined in our 5-year strategy as follows:

1. To become a leading non-profit association to our stakeholders
2. To be a thought leader in IT Governance, IT Security, IT Assurance and IT Risk space
3. To promote extensive industry collaboration including the private, public and academic sectors
4. To provide to our members a strong value offering including education, networking, career advancement and increased recognition
5. To attract and retain dedicated and committed board members with high integrity
6. To develop a team of strong and dedicated secretariat staff and conducive premises for chapter activities

Annual conferences play a critical role in our Chapter’s financial success. The first success was the Asia-Pacific CACS/ISRM 2013. For the first time, we had a record attendance and sponsorship, which contributed to the surplus this year. Subsequently, in April 2014, the Chapter’s board made significant name change to our local annual conference from TACS into GTACS. This exercise include the development of a new logo, new naming and focus areas.

For GTACS 2014, the success was once again repeated this year with 22 speakers organized into 6 keynote sessions and 4 tracks. The achievement this year was hard earned with stiff competition from various security-related conferences around the first two quarters. The conference was supported by 10 supporting associations and 3 media partners which exhibit chapter’s wide-ranging industry partnership.

Many other improvements are internal in nature. The Chapter has instituted a Code of Conduct for Board of Directors for increased chapter governance. The board ended its term in a high performing and united board.

I am pleased to note that the succession planning and talent management efforts have brought us to a smooth transition to the 2014-2015 Board of Directors. There are 3 new board members that is a healthy renewal ratio. The high number of directors who will be staying on will help to provide continuity and ensure that our initial success continue unabated.

Lastly, the chapter received the prestigious K. Wayne Snipes award for the best very large chapter in Asia for the year 2014. The award, established in 1989, recognizes ISACA chapters that meet or exceed service goals by actively supporting local members in the IT audit, security, risk and governance professions. I would like to thank all members who have made this possible.

Sincerely yours,
Leonard Ong, CISA, CISM, CRISC
President
ISACA Singapore Chapter
Leonard Ong  
CISA, CISM, CRISC  
President  
Director, Research  
Director, Government and Regulatory Outreach

Amy Ng  
CISA  
Vice President  
Conference Chair

John Lim  
CISA, CISM, CGEIT  
Honorary Secretary  
Director, Technology

Ferry Haris  
CISA  
Asst. Honorary Secretary  
Young Professional Liaison

Ramiah Marappan  
CISA  
Honorary Treasurer

Tong Seng Chee  
CISA, CISM, CRISC  
Asst. Honorary Treasurer

Robert Koh  
Director, Membership

Mark Ames  
CISA, CISM, CRISC  
Director, Program (Seminars)

Mike Myint  
CISA, CISM  
Director, Program (Workshops)

Phoram Mehta  
CISM, CRISC  
Director, Marketing and Communication  
CISM Certification Committee

Liew Chin Chuan  
Director, Academic Outreach

Leonard Sng  
Director, Industry Outreach
The Chapter has been looking out for technologies that help to improve the level of service to its members. While emails form the bulk of chapter communications to members, we have set up groups in LinkedIn and Facebook. Twitter is now being used to send flash updates on ISACA news and Chapter’s event coverage.

We encourage all members to utilize these social media platforms and our website to obtain information regarding our events. Through social media, we also hope to engage members in meaningful discussions on topics pertaining to ISACA’s areas of interests.

To support and increase discussions and collaborations among members, ISACA has launched the Knowledge Centre in ISACA’s website (www.isaca.org). In it, members can identify over 100 topics that pertain to their interests. In these topics, one can learn from the discussions there and also network with other members with similar interests.

Privacy @ ISACA SG

At ISACA® Singapore Chapter, we value your privacy.

As we increase the number of activities, we see a need to increase the frequency of emails sent to our members. In some cases, reminders are sent to members to avoid any disappointment due to missed dates. We appreciate members’ understanding when they do receive more emails as a result.

There is an unsubscribe option if you wish to stop receiving these emails. In this case, do note that you will be removed from all correspondences from ISACA Singapore Chapter. We apologize that due to the administrative overheads involved, we are unable to cater to individual selection of emails.

In any case, we have heard your feedback and we are currently on the lookout for technological solutions that will allow us to be more selective in our email blasts.
2014 was a year when ISACA Singapore Chapter created a new logo for its annual conference. Governance, Technology Audit, Control and Security (GTACS) is a new name for our annual conference that has been held for a number of years in Singapore, previously known as TACS. The renaming of the conference was intended to reflect the inclusion of IT Governance as a key emerging area of interest.

In Oct 2013, Singapore unveiled a $130 million plan to enhance the nation’s cybersecurity firepower in the face of a rising tide of global attacks. According to research company Ponemon Institute, the average annualized cost of cybercrime incurred per organization in 2013 worldwide was US $11.56 million ($14.3 million), a 26 per cent jump over the previous year, 2012. As a developed country, Singapore is amongst the top 10 countries that are frequently targeted by cyber-attacks.

Bolstering cybersecurity research was a major recommendation made by the high-level Research, Innovation and Enterprise Council chaired by Prime Minister Lee Hsien Loong. The cybersecurity programme will be jointly funded by the National Research Foundation, the Ministry of Defence, Ministry of Home Affairs and the National Security Coordinating Secretariat.

In line with the cybersecurity programme, ISACA Singapore has organized GTACS 2014 to share key thought leadership ideas around 4 themes, namely Governance, Security, Assurance and Risk, Control & Compliance. Graced by the Managing Director of Infocomm Development Authority of Singapore, Ms Jacqueline Poh, the conference saw a total of 226 attendees with 8% overseas participants coming from 7 countries worldwide.

The conference was held from 21 - 24 Apr 2014, at The Marina Sands Expo, Melati Ballroom. The conference incorporated an exhibition which had a total of 14 exhibitors; it occupied an area of 120 sqm in Orchid Ballroom. The event was supported by 10 supporting organisations and 3 media partners namely ACFE Singapore, AISP, ASIS Singapore Chapter, CSA Singapore Chapter, DRI Singapore, IIA Singapore, (ISC)² Singapore Chapter, itSMF Singapore Chapter, IASA, ISF, CISO Magazine, Asia Pacific Security Magazine and Questex Media.
The attendee profiles are as follows:

<table>
<thead>
<tr>
<th>Designation</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Manager</td>
<td>26%</td>
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<tr>
<td>Director</td>
<td>23%</td>
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<tr>
<td>Specialist &amp; Strategist</td>
<td>2%</td>
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<tr>
<td>Scholar &amp; Lecturer</td>
<td>1%</td>
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<tr>
<td>Consultant</td>
<td>5%</td>
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<tr>
<td>Analyst &amp; Auditor</td>
<td>8%</td>
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<tr>
<td>Vice President</td>
<td>9%</td>
</tr>
<tr>
<td>Head of Departments</td>
<td>4%</td>
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<tr>
<td>Coordinator &amp; Sales</td>
<td>3%</td>
</tr>
<tr>
<td>Secretary &amp; Treasury</td>
<td>1%</td>
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If you have attended GTACS 2014, we thank you for your support. If you have missed the opportunity, do look out for the next conference in 2015 where we endeavor to deliver another fruitful learning and networking experience from the sharing of knowledge and information at the conference!
We started off the year with a special session featuring Mr Loh Yong Chy, Deputy Director, Communications, Outreach & International with the Singapore Personal Data Protection (PDPC). Mr Loh provided an overview of the key principles, scope and rules of the PDPA, which affect all private organisations that collect personal data.

In February, Ferry Haris, our Chapter Assistant Secretary and member of ISACA’s international Young Professionals Subcommittee welcomed ISACA and (ISC)2 members to our joint careers and professional development night.

For March, Albert Pichlmaier, Senior Manager of the Certification Body under the Singapore Common Criteria Evaluation and Certification Scheme (SCCS) briefed us on the changes and challenges in Common Criteria Certification – the only ‘real’ system security certification.

Our joint seminar in May with the Disaster Recovery Institute (DRI) of Singapore explores the challenges of being “Online All The Time” with an expert panel of

The following table highlights the seminars for 2013-2014:

<table>
<thead>
<tr>
<th>Month</th>
<th>Topic</th>
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<tbody>
<tr>
<td>Jun 2013</td>
<td>Physical Security and Information Security</td>
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<tr>
<td>Jul 2013</td>
<td>Custom Defense: In the Age of Inevitable Breach</td>
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<tr>
<td>Aug 2013</td>
<td>(CAATS): The Force Multiplier in the Battle Against Risk</td>
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<tr>
<td>Sep 2013</td>
<td>IT Risk Culture and Audit</td>
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<td>Oct 2013</td>
<td>The New MAS TRM Guidelines and Notice</td>
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<tr>
<td>Nov 2013</td>
<td>Personal Data Protection in Singapore</td>
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<tr>
<td>Dec 2013</td>
<td>Cultural issues impacting security within Asia</td>
</tr>
<tr>
<td>Jan 2014</td>
<td>Personal Data Protection Act (PDPA)</td>
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<tr>
<td>Feb 2014</td>
<td>ISACA – (ISC) 2 Careers Seminar</td>
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<tr>
<td>Mar 2014</td>
<td>The Common Criteria</td>
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</tbody>
</table>
Upcoming Workshops
2014 Training Calendar

June
- COBIT 5 Foundation & Information Security
  16-18 June 2014
- COBIT 5 Assessor Certification
  19-20 June 2014
- COBIT 5 Implementer Certification
  22-24 June 2014

July
- SAP: Audit, Security & Controls Workshop
  16-18 July 2014

August
- CISA Review Weekend Course
  2,9,16,23,30 August 2014
- CISM Review Weekend Course
  2,9,16,23,30 August 2014
- SAP: SoD Rules Masterclass
  21-22 August 2014

September
- SAP: Audit, Security & Controls
  17-19 Sep 2014
- COBIT 5 Foundation & Information Security
  17-19 Sep 2014

ISACA Singapore Chapter has consistently provided our members with valuable workshops and training since its inception in 1983. We began this year with new workshop topics such as Forensics Accounting and Financial Investigation as well as Using Data Analytics to Detect Irregularities and Fraud, conducted by our Past President and expert in Financial Audit and Accounting, Mr. Larry Lam.

We are also in the midst of designing a valuable training program for our members and we are going to call it "The Learning Festival". We also noticed that the cost of training and workshops were constantly going up year by year -- affordable issue should be our members’ benefit as ISACA Singapore Chapter. Currently our members enjoy preferential rates and discount rates from S$100-200 if register early for a workshop. Still, some questions linger through our minds: "What if some of our members are funding the trainings and workshops themselves?", "What if I want to attend the workshops but they are during the weekdays and I wish they do this on the weekends?"

We have also conducted Members' survey on our ISACA® Certifications and thus, we will be considering to offer weekend classes for the certifications. Our members also enjoy affiliated member-price discounted rates for the trainings conducted by our affiliated Professional Associations.

For more details, please visit our ISACA Singapore Chapter website at http://www.isaca.org.sg. For enquiries on the trainings and programs, please contact us at program.workshop@isaca.org.sg.
Singapore chapter maintains lead with highest number of student chapter outside of United States (as of Dec 2013). The current student groups established are in Nanyang Polytechnic, Singapore Polytechnic and Temasek Polytechnic.

Some of the ISACA student group activities include:

1) **TP ISACA Day 2013.** 24 October 2013. Temasek Polytechnic
2) **BlackOpsCTF.** 11-29 November 2013. Nanyang Polytechnic.

The chapter awards 2 (two) book prize for each IHL to recognize top students in modules related to ISACA key areas. In 2013, there are 5 students who have been awarded through this program.

Exploration of new initiatives with universities and other institutions are still ongoing with new academic advocates being added. Future efforts may include incorporating ISACA model curricula.
Our Chapter continues to establish and maintain partnership with like-minded associations. Please join me in welcoming our new partners as follows:

1) IASA
Established in 2002, IASA is an international non-profit business association dedicated to the advancement and sharing of issues related to software architecture in the enterprise, product, education and government sectors. IASA membership consists of approximately 70,000 members located in over 50 countries.

2) Information Security Forum
Founded in 1989, The Information Security Forum (ISF) is an independent, not-for-profit organisation with a Membership comprising many of the world’s leading organisations featured on the Fortune 500 and Forbes 2000 lists.

3) Questex Media
The company produces a broad range of conferences, trade shows and events that complement its market-leading print and digital media. Some of familiar name would include EnterpriselInnovation, Asia Cloud Forum, eGovInnovation, ComputerWorld

With wide partnership, ISACA membership allows our members to access partners’ events with preferential member’s rate. 10 associations and 3 media partner supported chapter’s annual conference GTACS 2014.

There were two joint-events hosted with our partners and another scheduled this month as follows:

1) Joint ISACA Singapore & IIA Singapore Lunar New Year dinner. 02/2014.
2) Joint ISACA Singapore & (ISC)² Singapore evening seminar and networking dinner. 02/2014
3) Joint ISACA Singapore & DRI Singapore evening seminar and networking dinner. 05/2014.

Raising awareness and recognition of ISACA in Singapore is a key priority. The Chapter organized two events targeting senior executives in both public and private sectors. The first event was held in August 2013 titled CIO Expert Presentation featuring Dr. Erik Guldentops on Enterprise Governance of IT. The second event was hosted jointly with Oracle titled Oracle Executive Summit featuring Mary Ann Davidson.
A few months ago, a colleague fell prey to a phishing scam. The malicious email, deemed from a local bank, had appeared so legitimate that she did not think twice about providing her bank account details – only to discover later, and rather painfully, that that had been a phishing email. By then it was too late, her account had been compromised and monies withdrawn.

Ironically, our institution had just launched our first IT Security Awareness Program and never has our security messages resonated so well to this colleague of ours. Her only regret was that she had not paid much attention to all the security awareness messages till after the incident.

Don’t wait till it is too late

Phishing is one of the more popular methods applied by hackers. The malicious phishing emails typically contains contents that would appear most legitimate to the recipient.

According to a recent study by KnowBe4, about 16 percent of 291,000 people tested are prone to clicking on links in bogus phishing. The company who conducted the study even suggested punishing careless employees to reduce security breaches. They claimed that by holding employees accountable for the security breaches, the percentage of victims of phishing attacks fell to just over 1 percent.

Today, Singapore Management University, like all other organisations, face increasing challenges in addressing the rising number of security threats. The volume of spam, phishing and malicious attacks traversing over the institution’s email system has increased substantially over the years. On average, SMU receives about 130,000 emails a day of which 91,000 are blocked as spams or phishing attacks by our anti-spam systems. Despite the filtering, a large number of spams and phishing emails managed to get pass our anti-spam systems undetected and ended up in our users’ mailboxes.

In a targeted attack, it takes only one successful infiltration to cause enough harm and damage.

While punishing careless employees or users is not advocated, the institution attempts to change users’ behaviours through its IT Security Awareness Program (ITSAP) that was launched on 1 Nov 2013. The aim of the ITSAP was to build a security-aware culture among the SMU community; to educate users on recognising and escalating events and enhancing security defence through loss prevention.

What was done so far?

Thereby the Cyber Security Awareness Team (CSAT) that was placed in charge of the ITSAP underwent a series of security awareness activities such as:

- Engaging students and representative groups as security ambassadors;
- Creating security collaterals such as Cybersecurity Awareness website and posters and post cards for dissemination;
- Emailing regular security messages in the form of cartoons and short clips to the community;
- Holding topical security talks during lunch time, which incidentally proved to be popular; and
- Conducting “raids” on security breaches in common areas and identified offices

Future forward – user behavioural traits to influence

It has been a good 5 months into our awareness program and results proved to be encouraging although weaknesses exist and will remain. Our initial analyses are:
ISACA Certification
Top Scorers

CISA September 2013
1st Anushkha Roshan Premachandra
2nd Ji Weiwei
3rd Say Hong Tan

CISA December 2013
1st Christopher Ray Davis
2nd Gui De Tan, Karthikayini Pragasam, Junjie Shao
3rd Felicia Ming Li Ong

CISM September 2013
1st Lum Weng Hong
2nd Andreas Michael Neubert
3rd Lye Quek Siong

CISM December 2013
1st Li Jinzhu, Yiwei Chen
2nd Lui Wai Tat Melvin, Teo Jin Kiat Eugene
3rd Parminder Singh Bhatti

CGEIT September 2013
1st Teng Kok Lee, Vivek Mathivanan
2nd Evelyn Stier
3rd Fam Woon Fong

CGEIT December 2013
1st Yueh Han John Lim
2nd Abhijit Vijay Vekhande
3rd Shihchieh Liang

CRISC September 2013
1st Rafal Morawski
2nd Mark Joseph Miranda Pacat
3rd Seetharaman Swaminathan

CRISC December 2013
1st Sim Kok Leong
2nd Sheebha Wasa
3rd Rajanikanth Janakan, Toh Boon Tion Sunny

Congratulations to all ours top scorers and successful candidates!
Member article cont…..

1. Users either have little or no awareness of security or have the mentality that “no harm will happen to me” – not until it hits them (as in the case of my colleague) and they learn the hard way.

2. Do not tend to read things that are sent to them or do not want to be bothered or have other more important things on their minds – this trait is most evident in faculty and students.

3. The belief that they have “immunity” from prosecution or “cannot be” caught.

After 5 months of active promotion in IT Security Awareness, our users have become more security aware as evidenced more have stepped forth in reporting security incidents and sharing their close encounters with malefactors in the hope that the rest of the community could be informed and take relevant precautions.

Uphill task but it must be done

Educating users and making them more security aware is more than an uphill task. But with the increasing security threats and proliferation of BYOD and smart devices in schools and organisations, it becomes a necessary task. It is often said that in the security implementation chain, people are the weakest link. Technology, policies and processes can only do that much in putting up a defence perimeter. Security breaches can happen if human activities lead to the opening of the doors.

If Education fails, what’s next?

In an educational institution, where our users are also our customers, there is no next. And hence the imagery of playing a broken record, we make our users part of the institution’s security posture by cultivating open communications, information dissemination and we repeat the security awareness activities till behaviours get changed.

Post script

For my colleague, fortunately for her, it’s all’s well that ends well and the bank made good her losses. However, happy endings are often rarity than norm. The losses, often reputational loss, to the organisation during a security breach, cut deep into trust and beliefs of the stakeholders and are sometimes irreparable.
“I’M RECOGNIZED FOR MY CERTIFICATION.
I’M VALUED FOR WHAT I DO WITH IT.”

— KETAN DHOLAKIA, CISM, CRISC
MANAGING PARTNER, MACLEAR
CHICAGO, ILLINOIS, USA
ISACA MEMBER SINCE 2007

Getting an ISACA® certification doesn’t just say you’re well read or well connected. It announces that you have the expertise and insight to speak with authority. The credibility that it adds lets you create value for your enterprise. Your certification is more than a credential, it’s a platform that can elevate your career.

Register at www.isaca.org/register14

UNCOMING EXAM DATES:

<table>
<thead>
<tr>
<th>Date</th>
<th>Early Registration Deadline</th>
<th>Final Registration Deadline</th>
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<tbody>
<tr>
<td>14 June 2014</td>
<td>12 February 2014</td>
<td>11 April 2014</td>
</tr>
<tr>
<td>6 September 2014</td>
<td>11 June 2014</td>
<td>21 July 2014</td>
</tr>
<tr>
<td>13 December 2014</td>
<td>20 August 2014</td>
<td>24 October 2014</td>
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Register early to save US $50 — www.isaca.org/register14

INFLUENCE MORE