



# FY2023 Internal Audit Annual Report



**Katie Linczer, CIA, CPA, CRMA**

December 7, 2023



# FY2023 Internal Audit Annual Report

The Internal Audit Annual Report provides information on the audit plan, assurance, consulting, and advisory projects completed, and other Internal Audit activities in fiscal year 2023. It meets the annual reporting requirement of the Texas Internal Auditing Act (Texas Government Code, Chapter 2102.009 and Texas Government Code, Sections 2102.015 and 2102.0091).

This report follows the State Auditor's Office reporting guidelines and includes the following:

- I. Compliance With Texas Government Code, Section 2102.015: Posting the Internal Audit Plan, Internal Audit Annual Report, and Other Audit Information on Internet Website
- II. Internal Audit Plan for Fiscal Year 2023
- III. Consulting and Nonaudit Services Completed
- IV. External Quality Assurance Review (Peer Review)
- V. Internal Audit Plan for Fiscal Year 2024
- VI. External Audit Services Procured in Fiscal Year 2023
- VII. Reporting Suspected Fraud and Abuse



# Questions



# **Internal Audit Annual Report**

## **Fiscal Year 2023**

**November 2023**



Teacher Retirement System of Texas  
1000 Red River Street, Austin, Texas 78701-2698

# TEACHER RETIREMENT SYSTEM OF TEXAS

## **BOARD AUDIT, COMPLIANCE & ETHICS COMMITTEE**

**(As of October 1, 2023)**

Robert H. Walls, Jr, Chair  
Brittney Allred  
Michael Ball  
Nanette Sissney  
Elvis Williams

## **BOARD MEMBERS**

**(As of October 1, 2023)**

Jarvis V. Hollingsworth, Chair  
Nanette Sissney, Vice Chair  
Brittney Allred  
Michael Ball  
David Corpus  
John Elliott  
James D. Nance  
Robert H. Walls  
Elvis Williams

## **EXECUTIVE DIRECTOR**

Brian Guthrie

## **INTERNAL AUDIT DEPARTMENT**

**(As of October 1, 2023)**

Amanda Jenami, CPA, CISA, CIA, CIDA, CFSA, CFE, CRMA, CGAP, CCSA, Chief Audit Executive  
Jonathan O'Reilly, Business Intelligence Director  
Stephen Randall, CISA, IT Audit Director  
Julie Toler, CFA, CFP®, CIA, CRMA, Investment Audit Director  
Tammie Wells, CIA, CFE, Director – Operations Audit Director  
Brian Browder, CISSP, Senior IT Auditor  
Teklehaimanot Dersseh, Senior Business Intelligence Analyst  
Syed Israr, Senior Investment Auditor  
Olga Jerman, Senior Business Intelligence Analyst  
Katie Linczer, CPA, CIA, CRMA, Senior Investment Auditor  
Sharon Riley, Senior Business Intelligence Analyst  
Cui Rye, CPA, Senior Internal Auditor  
Falguni Sampat, CQPA, Internal Auditor  
Nathan Ward, Senior Investment Auditor  
Rebecca Warnick, CIA, Audit Project Manager  
Lisa Wei, CISSP, CISA, CISM, CSSLP, CHFI, GCFE, EnCE, Senior Cybersecurity Auditor  
Karen Marino, Internal Audit Executive Assistant



**Brian K. Guthrie**  
*Executive Director*

800.223.8778  
512.542.6400  
[www.trs.texas.gov](http://www.trs.texas.gov)

1000 Red River Street  
Austin, Texas 78701

**Amanda Jenami,**  
CIA, CISA, CPA, CFE  
*Chief Audit Executive*

November 1, 2023

Honorable Greg Abbott, Governor  
Members of the Legislative Budget Board  
Ms. Lisa R. Collier, CPA, State Auditor  
Mr. Jarvis V. Hollingsworth, Chair, TRS Board of Trustees  
Mr. Robert H. Walls, Jr., Chair, TRS Board Audit, Compliance, and Ethics Committee  
Members of the Board of Trustees, Teacher Retirement System of Texas  
Mr. Brian Guthrie, Executive Director, TRS

Attached is the annual report of the Internal Audit department of the Teacher Retirement System of Texas (TRS). This report provides information on the audit plan, assurance, consulting, and advisory projects completed, and other Internal Audit activities. It also meets the annual reporting requirements of the Texas Internal Auditing Act (Texas Government Code, Chapter 2102.009 and Texas Government Code, Sections 2102.015 and 2102.0091). This report includes the following State Auditor's Office reporting guidelines:

- I. Compliance with Texas Government Code, Section 2102.015: Posting the Internal Audit Plan and Internal Audit Annual Report on Internet website
- II. Internal Audit Plan for Fiscal Year 2023
- III. Consulting Services and Non-audit Services Completed
- IV. External Quality Assurance Review (Peer Review)
- V. Internal Audit Plan for Fiscal Year 2024
- VI. External Audit Services Procured in Fiscal Year 2023
- VII. Reporting Suspected Fraud and Abuse

The work performed by TRS Internal Audit contributes toward accountability, integrity, and good management practices within TRS operations. Fiscal year 2023 projects contributed to the improvement of risk management, control, and governance processes. Internal Audit (and those engaged by Internal Audit) issued 11 assurance reports, followed up and reported quarterly on the status of outstanding audit recommendations, and performed advisory services in various areas including TEAM (TRS Enterprise Application Modernization) Program initiatives.

For further information about the contents of this report or to request copies of Internal Audit reports, please contact Amanda Jenami at (512) 542-6124.

Sincerely,

Amanda Jenami, CPA, CIA, CISA, CIDA, CHIAP, CFE, CRMA, CGAP, CCSA  
Chief Audit Executive

**TEACHER RETIREMENT  
SYSTEM OF TEXAS  
INTERNAL AUDIT ANNUAL  
REPORT  
FISCAL YEAR 2023**

**November 2023**



I. Compliance with Texas Government Code, Section 2102.015:  
Posting the Internal Audit Plan, Internal Audit Annual  
Report, and Other Audit Information on Agency Internet  
Website

**I. Compliance with Texas Government Code, Section 2102.015: Posting the Internal Audit Plan, Internal Audit Annual Report, and Other Audit information on Internet Website**

Texas Government Code, Section 2102.015 requires state agencies and institutions of higher education, as defined in the statute, to post agency internal audit plans and internal audit annual reports on the agency's internet website within 30 days of approval. The statute also requires entities to update the posting on the Internet to include a.) a detailed summary of the weaknesses, deficiencies, wrongdoings, or other concerns raised by the audit plan or annual report and b.) a summary of the actions taken to address concerns, if any, that are raised by the audit plan or annual report.

TRS Internal Audit follows the following procedures to ensure compliance with the requirements of Texas Government Code, Section 2102.015:

- ▶ The **TRS Annual Internal Audit Plan** is approved each fiscal year by the TRS Board of Trustees as recommended by the TRS Audit, Compliance and Ethics Committee. The annual audit plan, as approved by the TRS Board of Trustees, is provided to the TRS website coordinators and posted on the TRS website within 30 days of approval.
- ▶ The **TRS Internal Audit Annual Report** is prepared annually by Internal Audit staff in accordance with the Texas State Auditor's Office guidelines by the deadline i.e., November 1 of each year. This report is submitted to the Governor's Office, the Legislative Budget Board, the State Auditor's Office and the TRS Board of Trustees by November 1 of each year. The annual report is presented to the TRS Audit, Compliance and Ethics Committee at its December meeting, and provided to the TRS Website coordinators to post to the TRS website within 30 days of the meeting.
- ▶ **Summaries of the weaknesses, concerns, and actions taken to address concerns** in the audit plan or annual report are provided by Internal Audit in the quarterly TRS Audit, Compliance and Ethics Committee materials. The committee materials provide audit reports completed during each quarter, quarterly status reports of management action on outstanding audit recommendations, and the status of the current fiscal year audit plan. The individual audit reports provide the results, recommendations, and management actions planned to address the audit recommendations. The TRS Audit, Compliance and Ethics Committee materials are posted to the TRS website, after dissemination to TRS Board of Trustees, and prior to the scheduled Board meeting.

II. Internal Audit Plan for Fiscal Year 2023

**Fiscal Year 2023 Audit Plan Status  
As of October 2023**

Title (Project Number)	Type	Status	Report Date
<b>Executive</b>			
Follow-up Review of HUB Program (23-402)	<b>Audit</b>	Complete	September 2023
Follow-up Review of IT Contract Oversight (23- 402)	<b>Audit</b>	Complete	September 2023
Special Requests and Emerging Issues	<b>Advisory or Consultancy</b>	Complete	n/a
Meetings Participation	<b>Advisory or Consultancy</b>	Complete	n/a
<b>Finance and Staff Services</b>			
Annual Comprehensive Financial Report (ACFR) Testing of Annuity Payments	<b>Audit</b>	Complete	November 2022
<b>TEAM Program</b>			
TEAM Testing and Reconciliation; Committee Meeting Attendance	<b>Advisory</b>	Complete	n/a
TEAM Independent Program Assessment (IPA) Vendor Support	<b>Advisory</b>	Complete	n/a
<b>Pension Benefits and Employer Audits</b>			
Reporting Employer Processes (23-102)	<b>Audit</b>	Complete	July 2023
Employer Data Analysis and Testing	<b>Consultancy</b>	Complete	n/a
<b>Health Care</b>			
Review of Eligibility (23- 201)	<b>Audit</b>	Complete	April 2023
Healthcare Claims Data Analysis	<b>Audit</b>	Complete	n/a
Healthcare Claims Data Analysis	<b>Audit</b>	Complete	n/a
Healthcare Claims Data Analysis	<b>Audit</b>	Complete	n/a
HILOB Data Analysis	<b>Advisory</b>	Complete	n/a

Teacher Retirement System of Texas  
 Internal Audit Annual Report for Fiscal Year 2023

Title	Type	Status	Report Date
<b>Investment Management</b>			
Review of Private Equity Portfolio Operations (23-301)	<b>Audit</b>	Complete	April 2023
Review of External Public Markets Global Equity Portfolio Operations (23-302)	<b>Audit</b>	Complete	July 2023
Review of Investment Trading Operations (23-303)	<b>Audit</b>	Reporting	n/a
Investment Committees Attendance	<b>Advisory</b>	Complete	n/a
<b>Information Technology</b>			
Audit of Information Systems Inventory and Data Classification (23-501)	<b>Audit</b>	Complete	December 2022
Audit of Malware Protection and Ransomware Readiness (23-502)	<b>Audit</b>	Complete	April 2023
Audit of MyTRS (23-503)	<b>Audit</b>	Complete	September 2023
Review of Cyber Controls (23-504)	<b>Audit</b>	Complete	September 2023
IT Risk Assessment	<b>Advisory</b>	Complete	n/a
Disaster Recovery; Security Risk Assessment Review	<b>Advisory</b>	Complete	n/a
<b>Internal Audit Activities</b>			
Internal Audit Annual Report – FY2022	<b>Administrative</b>	Complete	October 2022
Internal Audit Annual Quality Assurance Review	<b>Administrative</b>	Reporting	n/a
Data Analysis Process Buildout	<b>Administrative</b>	Ongoing	n/a
Staff Training Initiative	<b>Administrative</b>	Ongoing	n/a
Quarterly Audit Recommendations Follow-up	<b>Administrative</b>	Complete	September 2022; December 2022; April 2023; and July 2023.

### Revisions to Fiscal Year 2023 Audit Plan

There were minor changes to the FY 2023 Audit Plan, the details of which are briefly discussed in the table below. The Revised Audit Plan was approved by the Board at its April 2023 meeting.

Project	Change	Reason
<b>Technology</b>		
Audit of the Cybersecurity Incident Response Program	Deferred to FY 2024	Deferred to allow management six to nine months to develop and implement an action plan following a recent tabletop exercise.
Audit of MyTRS	Added to FY 2023	Brought forward an audit that had been planned for FY 2024.
<b>Pension Benefits and Reporting Employers</b>		
Reporting Employer Testing	Cancelled	Internal Audit no longer had the resources to perform the audit. In addition, management had downgraded the ERM risk for this area.

Audit results are included in formal audit reports that are presented by Internal Audit staff at the quarterly TRS Audit, Compliance, and Ethics (ACE) Committee meetings and included in the ACE Committee materials.

**III. Consulting Services and Non-audit Services Completed**

**III. Consulting Services and Non-Audit Service Completed**

During fiscal year 2023, Internal Audit conducted the following consulting (non-audit services) projects.

**1. Employer Data Analysis and Testing**

Objective: Gather and use full payroll data to risk assess reporting entities for audit, to identify noncompliance with TRS Laws and Rules, and identify errors in system edit checks and missing data. Specifically,

- Identify missing regular payroll records for members who worked in TRS eligible positions and not terminated with single employment in accordance with TRUST system rules
- Identify and test TRS membership eligibility, termination process, and ORP eligibility and data accuracy

Internal Audit also performed various advisory services, as listed in section II.

IV. External Quality Assurance Review (Peer Review)

Report on the External Quality Assurance Review of the  
Teacher Retirement System of Texas

Internal Audit Department

June 2022



Performed by

Stephen R Hillerman, CIA, CRMA, CIGA  
Chief Audit Executive  
New York State Office of the State Comptroller

Carim Cervantes, CIA, CFE, CIGA  
Internal Audit Supervisor  
New York State Office of the State Comptroller

Performed in Accordance with the State Agency Internal Audit Forum  
Peer Review Policies and Procedures

Teacher Retirement System of Texas Internal Audit Department  
External Quality Assurance Review - June 2022

**Overall Opinion**

Based on the information received and evaluated during this external quality assurance review, it is our opinion that the Teacher Retirement System of Texas (TRS), Internal Audit Department receives a rating of "**Pass/Generally Conforms**" and is in compliance with the Institute of Internal Auditors (IIA) *International Professional Practices Framework* and Code of Ethics, the United States Government Accountability Office (GAO) *Government Auditing Standards*, and the Texas Internal Auditing Act (Texas Government Code, Chapter 2102). This opinion, which is the highest of the three possible ratings, means that policies, procedures, and practices are in place to implement the standards and requirements necessary for ensuring the independence, objectivity, and proficiency of the internal audit function.

We found that the Internal Audit Department is independent, objective, and able to render impartial and unbiased judgments on the audit work performed. The staff members are qualified, proficient, and knowledgeable in the areas they audit. Individual audit projects are planned using risk assessment techniques; audit conclusions are supported in the working papers; and findings and recommendations are communicated clearly and concisely.

The Internal Audit Department is well managed internally. In addition, the Department has effective relationships with the Board and is well respected and supported by management. Surveys and interviews conducted during the quality assurance review indicate that management considers Internal Audit a useful part of the overall agency operations and finds that the audit process and report recommendations add value and help improve the agency's operations.

The Internal Audit Department has reviewed the results of the peer review team's work and has accepted them to be an accurate representation of the Department's operations.

**Acknowledgements**

We appreciate the courtesy and cooperation extended to us by the Chief Audit Executive, Internal Audit staff, the Board Chair, the Chair of the Audit, Compliance and Ethics Committee, the Executive Director, and the executive managers who participated in the interview process. We would also like to thank each person who completed surveys for the quality assurance review. The feedback from the surveys and the interviews provided valuable information regarding the operations of the Internal Audit Department and its relationship with management.



Stephen R Hillerman, CIA, CRMA, CIGA  
Chief Audit Executive  
New York State Office of the State Comptroller  
Peer Review Team Leader



Carim Cervantes, CIA, CFE, CIGA  
Internal Audit Supervisor  
New York State Office of the State Comptroller  
Peer Review Team Member

V. Internal Audit Plan for Fiscal Year 2024

## Risk Assessment

Risk assessment is a systematic process for assessing and integrating professional judgments about probable adverse conditions and events. The projects included in the FY2024 plan were primarily identified through a risk assessment process in collaboration with trustees, members of the TRS executive team, and staff. The process included a review of the latest Enterprise Risk Management (ERM) reports for the Risk Oversight Committee’s perception of key areas of risk. TRS’ auditable activities include organizational units, programs and agency-wide processes, each of which was risk-ranked using specific elements including relative size of the unit, potential impact on operations, regulatory compliance, public interest, work complexity, audit history, and other factors deemed relevant by Internal Audit and Executive Management.

Benefit Testing serves as a reserve project. It will be performed if the hours put aside for contingencies (i.e., fraud, waste and abuse investigations and special projects) are not fully expended.

The specific scope of each audit in the plan will be determined once the audit team has completed its audit planning process.

## Internal Audit Plan for Fiscal Year 2024

Department/Program, Project Title	Type	Timing	Budgeted Hours
<b>Executive and Finance</b>			
ACFR Testing of Annuity Payments	Audit	Q1	400
IMD Contract Oversight	Audit	Q3	1,200
Follow-up of Prior Audits	Audit	Q2 – Q3	1,200
Special Requests and Emerging Issues	Advisory	Q1 – Q4	500
Meetings Participation	Advisory	Q1 – Q4	500
<b>TEAM Program</b>			
TEAM Testing and Reconciliation/ Committee Meeting Attendance	Advisory	Q1 – Q4	800
TEAM Independent Program Assessment (IPA) Vendor Support	Advisory	Q1 – Q4	500
<b>Pension Benefits</b>			
Pension Refund Processes	Audit	Q2	1,000
Reporting Employer Data Analysis	Audit	Q1 – Q4	500
Benefit Processing Data Analysis	Audit	Q1 – Q4	500
Benefit Testing	Reserve	Q4	800
Special Requests and Emerging Issues	Advisory	Q1 – Q4	300
<b>Health Care</b>			
Review of Compliance with SB 827 (Insulin Cost-Sharing)	Audit	Q1	1,600

Teacher Retirement System of Texas  
Internal Audit Annual Report for Fiscal Year 2023

<b>Department/Program, Project Title</b>	<b>Type</b>	<b>Timing</b>	<b>Budgeted Hours</b>
Healthcare Claims Data Analysis – Formulary Testing	Advisory	Q1 – Q4	800
Healthcare Claims Data Analysis – Unusual Provider Billing Patterns	Continuous Audit	Q1 – Q4	800
Healthcare Claims Data Analysis – Administrator Contract Compliance, etc.	Continuous Audit	Q1 – Q4	800
Special Requests and Emerging Issues	Advisory	Q1 – Q4	100
<b>Information Technology</b>			
Audit of Vulnerability Remediation and Patch Management	Audit	Q1-Q2	1,600
Audit of the Cybersecurity Incident Response Program	Audit	Q3	1,600
Review of Cyber Controls	Audit	Q4	1,000
Audit of Identity and Access Management	Reserve Audit	Q4	n/a
IT Risk Assessment	Advisory	Q1 – Q4	200
Disaster Recovery; Security Risk Assessment Review	Advisory	Q1 – Q4	100
<b>Investment Management</b>			
Review of Multi-Asset Trade Operations (MATO)	Audit	Q2	1,650
Review of Risk Parity Operations	Audit	Q3	1,460
Review of the Emerging Manager Program	Audit	Q4	800
Review of the Innovation Portfolio Program	Audit	Q4	800
Investment Committee Attendance, etc.	Advisory	Q1 – Q4	700
<b>Internal Audit Department</b>			
Internal Audit Annual Report (FY2023)	Administrative	Q1	100
Quarterly Audit Recommendations Follow-Up	Administrative	Q1 – Q4	300
Data Analysis Process Buildout	Administrative	Q1 – Q4	400
Staff Training Initiative	Administrative	Q1 – Q4	1,200
Audit, Compliance & Ethics Committee Meetings Preparation	Administrative	Q1 – Q4	400
Internal Audit Annual Quality Assurance Review	Administrative	Q4	200
Fiscal Year 2025 Audit Plan	Administrative	Q4	600

**High Risk Areas Not Included in the FY2024 Audit Plan**

The following areas were rated as high, elevated, or caution within TRS’ ERM Stoplight Report but were not included in the FY2024 Audit Plan.

Area	Reason for Exclusion
Records and Information Management (RIM)	RIM was audited in FY2022. Internal Audit to perform follow-up review of RIM around 2026.

**VI. External Audit Services Procured in Fiscal Year 2023**

**External Audit Services Procured in Fiscal Year 2023**

<b>External Audit Services Procured by TRS</b>	<b>Provided by</b>	<b>Report Date</b>
Annual Comprehensive Financial Report (ACFR) – Fiscal Year 2022	State Auditor's Office	11/18/2022
TRS Investment Company (TRICOT) Financial Audit – Fiscal Year 2022	Crowe LLP	10/29/2022

VII. Reporting Suspected Fraud and Abuse

## **Reporting Suspected Fraud and Abuse**

TRS has taken the following actions to implement the fraud detection and reporting requirements of Section 7.09 of the General Appropriations Act and Section 321.022 of the Texas Government Code:

- The TRS Fraud, Waste, and Abuse Policy establishes a fraud, waste, and abuse prevention awareness program that includes employee training and guidelines for reporting suspected fraud, waste, and abuse. Key elements of the policy include definitions, covered acts, reporting procedures of detected or suspected fraud, waste, or abuse, detection and investigation, awareness training, and corrective action.
- The TRS Internet site includes the contact number of the State Auditor's Office Hotline and a link to reporting instructions.
- Links are available on the TRS Intranet for both the State Auditor's Office Hotline and the TRS Internal Fraud and Ethics Hotline.
- Administration of the TRS Internal Fraud and Ethics Hotline is vested with the Chief Compliance Officer since fiscal year 2016.
- In compliance with the reporting requirement of fraud, waste, and abuse, TRS reports all instances of suspected fraud, waste, and abuse to SAO.

# 2023 YEAR IN REVIEW



INDEPENDENT • OBJECTIVE • ASSURANCE • CONSULTING

## WHO WE ARE:

14 Auditors

3 Business Intelligence Analysts

1 Administrative Professional

## WHAT WE BRING:

HIGHLY CREDENTIALLED PROFESSIONALS:

4 Certified Public Accountants

3 Certified Information Systems Auditors

5 Certified Internal Auditors

2 Certified Fraud Examiners

1 Certified Information Systems Security Professional

1 Chartered Financial Analyst

8 MBAs

2 PhDs

123 123 years total audit experience

81 81 years total data analysis experience

41 41 years total IT experience

46 46 years total investment experience

## DIVERSE BACKGROUNDS:

AUDIT EXPERIENCE

DIVERSE PROBLEM SOLVING SKILLS

WORK EXPERIENCE



WITH  
**BIG FOUR**  
AUDIT FIRMS  
&  
TEXAS STATE  
GOVERNMENT



INCLUDING:  
• AUDIT  
• ACCOUNTING  
• TREASURY  
• INVESTMENT MANAGEMENT  
• TRADING  
• DATA ANALYSIS  
• CYBER SECURITY  
• INFORMATION TECHNOLOGY



AUSTRALIA  
THE UK  
CHINA  
INDIA  
PAKISTAN  
RUSSIA  
USA

## WHAT WE DID IN 2023:

ROBOTICS PROCESS AUTOMATION INITIATIVE



CREATED 3  
ROBOTS FOR RE  
DATA ANALYSIS



CREATED 38 ALGORITHMS  
FOR HEALTH CARE CLAIMS  
DATA ANALYSIS



11 TRS AUDITS



8 ADVISORY PROJECTS



**580**

HOURS of CONTINUING PROFESSIONAL EDUCATION (CPE) COMPLETED

### Q1

- **Amanda Jenami, Syed Israr, Katie Linczer, Nathan Ward & Julie Toler** attended ITCI's Emerging Issues in Investments and Derivatives conference in October.
- **Teklehaimanot Derseh, Syed Israr, Amanda Jenami, Olga Jerman, Julie Toler & Nathan Ward** attended & spoke at APPFA's fall conference in November.
- **Stephen Randall, Falguni Sampat, & Lisa Wei** attended APPFA's fall conference in November.
- **Falguni Sampat** continued to serve on the Outreach, Culture & Engagement (OCE) Council.

### Q2

- **Lisa Wei** was awarded the CISA designation in December.
- **Katie Linczer** was awarded a Certificate of Achievement from the IIA for "Dedicated Contributions to Item Writing" in December.
- **Syed Israr** was awarded the Bushel of Fun award in January.
- **Syed Israr, Katie Linczer & Julie Toler** attended the 2023 TRS IMD Townhall in January.
- **Nathan Ward** spoke on a panel & attended the 2023 TRS IMD Townhall in January.
- **Olga Jerman** completed Machine Learning Leadership and Practice Course in February.

### Q3

- Department hosted **Internal Audit Awareness Week** Open House.
- **Olga Jerman** and **Teklehaimanot Derseh** attended the NHCAA Schemes for Health Care Fraud Investigators & Analysts conference in May.
- Welcomed **Jonathan O'Reilly** as Business Intelligence Director in March.
- **Jonathan O'Reilly** joined the APPFA Best Practices Committee and leads the Data Analytics Subcommittee.
- **Stephen Randall** and **Lisa Wei** attended the DIR's Information Security Forum in April.

### Q4

- **Falguni Sampat** was awarded the Bushel of Fun award in June.
- Welcomed **Tammie Wells** as Operations Audit Director, **Cui Rye** as Senior Internal Auditor & **Rebecca Warnick** as Audit Project Manager.
- **Amanda Jenami, Katie Linczer, Stephen Randall & Julie Toler** attended & spoke at APPFA's spring conference in June.
- **Teklehaimanot Derseh** completed the Post Graduate Program in Artificial Intelligence and Machine Learning – Business Applications in July.
- **Katie Linczer** was awarded the Golden Apple award for 2023 contributions.