



# Insurance Internal Audit Group

## Venue

Deloitte, 2 New Street Square,  
London EC4A 3TR

## Programme Outline

09:30	Registration, coffee and networking
09:50	A warm welcome from the iiag Chair
10:00	Cyber practitioner's views on appropriate responses
10:45	Common Findings from EQAs
11:30	Coffee and networking
12:00	Next generation internal audit analytics through process mining
12:45	GPDG Update and Survey
12:55	Open Forum and Chair's Summary
13:00	Lunch and networking

## Speaker profiles

### Matt Copelin, CIO, WR Berkley

Matt is an experienced Chief Information Officer and a 20+ year veteran of the Financial Services industry. He has worked in the Consulting, Investment and Retail Banking, Logistics and Insurance industries and has held both UK and International roles.

After starting his career as a desktop support analyst, Matt moved to project and programme management and from there to IT Management. As CIO for WR Berkley he was responsible for 14 companies within the organisation, \$1.2bn of premium, 20 diverse locations and accountable for rolling out International Insurance across the organisation.

### Pippa Oakley Senior Manager - Deloitte

Pippa is a Senior Manager in Deloitte's Insurance Internal Audit team. Her primary focus is Lloyd's and London Market, and she has significant experience across the insurance industry, having worked in insurance since 2005. At Deloitte, she currently manages a number of co-source insurance internal audit arrangements, as well as managing external quality assessments (EQA) of Insurance Internal Audit functions. Pippa also reviews the majority of the insurance EQA reports as the subject matter expert.

### Jamie Lee – Director – Deloitte

Jamie is a Director in Deloitte's London Insurance Internal Audit team with a focus on Lloyd's and London Markets. Having led co-source and advisory Internal Audit engagements as well as taken the role of a Head of Audit for a FTSE50 company, Jamie has experience in reporting to senior stakeholders on commercial and operational issues. Jamie leads the IA Advisory solutions on Benchmarking and IA Tools at Deloitte. Her team on IA Blueprint has developed standard reports on EQA benchmarking and services the global EQAs that Deloitte perform.

### Justin Pang – Managing Director – Protiviti

Justin is a Managing Director, based in Protiviti's London office and leads Protiviti's Process Mining capabilities in the UK. He brings over 17 years of experience in leading Internal Controls and Assurance Programmes across all three lines of defence for firms in the financial services industry. This includes leading Next-Gen Internal Audit engagements, leading controls transformation programmes, and advising clients on how to enhance their control environment leveraging technology

### Alex Psarras – Associate Director - Protiviti

Alex is an Associate Director in Internal Audit and Financial Advisory at Protiviti's Leeds office. He works closely with FTSE100 clients to align Internal Audit and GRC functions with their objectives, helping them bridge the gap between risk, data, and technology. Alex is an expert in implementing Data Mining, Visualisation, Machine Learning, Process Mining and Robotic Process Automation solutions.

## Programme- Friday 10 March 2023

### Cyber practitioner's views on appropriate responses Matt Copelin – CIO - WR Berkley

A cyber-attack happens every 39 seconds. In this presentation Matt will discuss the current level of fear and uncertainty around these attacks and the costs and impact involved. He will delve into what the different types of attack are, explain how they work and what we can do to mitigate them. Matt will also spend some time discussing what Audit and Compliance can do to help stop these attacks in an organisation. The presentation will conclude with a review of examples of the outcomes for companies who sustained an attack and will end with lessons learned to ensure delegates are better prepared in the future.

### Common Findings from EQAs (External Quality Assessments)

Pippa Oakley – Senior Manager – Deloitte  
Jamie Lee – Director - Deloitte

An enlightening presentation on the most common findings coming out of Deloitte's most recent External Quality Assessments (EQAs) of internal audit functions against the IIA Standards and the FS Code and peer group. Many of you will be undergoing an EQA in the near future and should benefit from the insights in this presentation, which will also include some tips and practical considerations for you to consider before having an EQA.

Benchmarking is a key part of EQA reporting. Deloitte will also share some industry averages from their benchmarking analysis for key operational metrics from IA budget allocation to delivery timescales of Internal Audit functions. Insights into these benchmarking results allow an organisation to compare their performance against peers across industry or against other like metrics.

### Next Generation Internal Audit Analytics through Process Mining

Justin Pang – Managing Director- Protiviti  
Alex Psarras – Associate Director – Protiviti

During this session, Justin Pang and Alex Psarras will showcase how Internal Audit functions can embed process mining and advanced analytics across the entire lifecycle of an audit. They will introduce the basics of process mining and how audit teams can gain rapid insights into process performance and identify areas for improvement. They will highlight best practices in using process mining and data analytics to drive effective and efficient internal audit.

## Dates for your diary in 2023:

- Friday 9 June
- Friday 8 September
- Friday 8 December

Thank you all for your continued support and feedback – a short questionnaire will be circulated to all attendees post event. Please take a few minutes to complete and return it to us as your comments and opinions help to plan and determine future events.

## Any queries about the iiag and its activities please contact the iiag committee members via [administrator@iiag.org.uk](mailto:administrator@iiag.org.uk)

- Fraser White, Chair
- Andrew Gascoyne, Secretary
- Andrew Keogan, Financial Oversight
- Graham Ayre, Committee Member
- Eleanor Beswick, Committee Member
- Sia Bush, Committee Member
- Lesley Farmer, Committee Member
- Adrian Herbert, Committee Member
- Luke Patterson, Committee Member
- Julie Woodward, Committee Member