

Annual Review 2018-2019



# A BOLD & MEANINGFUL APPROACH

to Canada's Digital Economy



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# Canada's ICT Sector

Canada's ICT industries are home to over  
**39,000**  
companies

More than  
**42%**  
of Canadian jobs are likely to be affected by automation by 2036

More data has been created in the past  
**2 years** than in the previous history of the entire human race

**623,000**  
ICT workers in Canada (2017)

ICT workers earn salaries that are  
**50%** higher than the overall average across the economy

In 2017, the sector's GDP was

**\$83.5 billion**

In 2017 the digital economy produced

**\$207.7 billion**

of goods and services

By 2025, the world will produce  
**163 ZB**  
of data a year

By 2020, it's estimated that **1.7 MB** of new information will be created every second for every human being on the planet

In 2018, Canada ranked  
**22nd**  
among the world's 50 most innovative countries



**ITAC Chair**  
**Kevin Peesker**  
*President, Microsoft  
Canada*

# Message from the Chair

## ITAC National Board of Directors

Read a news feed, engage in social media, consider how each of us interacts with the world around us and it is clear technology's omnipresent march is on an unprecedented pace. Machine learning, automation, artificial intelligence (AI), cloud-computing, and data analytics are re-shaping the way we live and work – resulting in a significant digital transformation to the world as we know it. Public and private sector organizations across every industry are feeling the impact of innovative competitors, disruptive technologies, shifting regulatory frameworks and cybersecurity threats. The systemic impacts and benefits of the information technology industry are now intricately intertwined with the strategic planning and execution imperatives of every forward-thinking organization. ITAC's role as an advisor to government and within the Canadian economy has never been more essential.

Engagement across multiple critical thought leader platforms is the value accelerator for ITAC members and Canada. Over the past year, ITAC has made significant headway through collaborative efforts with all levels of government to provide insight and recommendations as a thought leader regarding their transformation and modernization – in a way that supports innovation and protects Canada's citizens.

Across our economy, AI is emerging as one of industry's most disruptive forces. Recently, ITAC launched the *AI Pathways Initiative* – and is conducting research for a report that looks at expanding AI and Machine Learning skills and talent capabilities in Canada. Lot's more to come on this issue!

Cybersecurity is a critical issue for every Canadian and a key area of focus for ITAC. Until recently, our country was devoid of a national strategy to support cybersecurity workforce development, and Canada still does not have the workforce needed to address current and emerging cybersecurity challenges. There are currently 5 million cyber security open

*We as an industry – through our national tech association – have an opportunity to make bold and meaningful changes that will lead to a stronger national economy, a more skilled and diverse workforce, a safer environment for the exchange of data and a better healthcare system.*

roles in the United States alone. Importing talent and skills will be challenging; we must build expertise in Canada. ITAC's Cyber Forums and Industry Roundtables provide an opportunity to connect with government officials on ways to partner to work towards improving Canada's cyber defences.

Skills, skills, skills. We require an aligned sense of urgency to invest in Canada's digital workforce to ensure that Canadian tech talent can compete on a global scale. Our country's talent pool is not yet fully prepared to take advantage of opportunities that are available today, and we must be better at mobilizing and integrating new and emerging knowledge into education programs. ITAC's talent and diversity and inclusion programming is working on ways to address these issues through partnerships with government, industry and academia.

We as an industry – through our national tech association – have an opportunity to make bold and meaningful changes that will lead to a stronger national economy, a more skilled and diverse workforce, a safer environment for the exchange of data and a better healthcare system. Expediting success requires collaboration across industry, government and academia. We need each constituent group to step up, get engaged – when it comes to the potential of leveraging technology and communications, it's our opportunity to lose!



**ITAC President & CEO**  
**Angela Mondou**

# Message From ITAC President And CEO

Twenty-five years ago, I joined the tech sector, looking for excitement, challenge and great career opportunities around the globe. A couple of decades later, it hasn't let me down. I remember my 6-year-old son complaining because I 'was always on that BlackBerry' back in 2001. I knew things were changing fast, but who could have predicted how significantly Smart Phones, apps, the Cloud and the Internet of Things would truly transform our lives.

We are now in the 4th industrial revolution; an era of breakthroughs in emerging tech, robotics, artificial intelligence (AI), cyber, unmanned aerial and autonomous vehicles. As digital technologies become more prevalent in healthcare or with smart cities, so do the myriad opportunities before us. Klaus Schwab, Founder and Executive Chairman of the World Economic Forum said it best: *"We stand on the brink of technological revolution that will fundamentally alter the way we live, work, and relate to one another. Its scale, scope and complexity, the transformation will be unlike anything humankind has experienced before."* I couldn't agree more.

The unprecedented access to data, combined with the capabilities of AI is mind-blowing, however we are all just starting to understand the impact. We must ensure that we balance opportunity and innovation with caution. Cybersecurity is a perfect example. The impact of cyber crime on Canadian companies was an average of US\$9.25 million in 2018<sup>1</sup> alone. ITAC continues to drive the awareness and need for a cyber strategy that must be delivered through multi-sector collaboration.

ITAC continues to lead the nexus of industry-public sector partnerships. These partnerships will help ensure Canada remains a driving force in technology. Over the past year, ITAC continued to advocate for a favourable policy and legislative environment for ICT organizations across Canada and was able to participate in the development of Canada's

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1. <https://www.newswire.ca/news-releases/cybercrime-costs-canadian-companies-more-than-us-9m-last-year-according-to-report-from-accenture-and-ponemon-institute-854718196.html>

*With our diverse membership of large multi-nationals and tech scale-ups, we have the unique capability to develop strategic ecosystems. ITAC programming will look at connecting the dots to create tangible business growth partnerships between the scale-up and major enterprises that will help drive competition and economic advantage.*

recently released Digital Charter, influencing principles focused on privacy and security of data. Private-public sector partnering also includes a proposal for the establishment of a national Gov-tech Accelerator in Ottawa, and a proposal that will help the federal government to modernize, digitally transform and migrate to the Cloud while leveraging Canadian technology (taking a Commercial First approach).

ITAC remains a strong advocate for investment in skills development, calling for a near doubling of highly qualified professional ICT workforce, to expand it from 550,000 in 2018 to 750,000 by 2025. ITAC also projects accelerating demand for mid-skilled technicians – currently 300,000 strong – in the coming years. Watch out as the ITAC talent team plays a significant role in Cyber and AI digital skills development this year, with the launch of the Cybersecurity Talent Development Alliance comprised of some national heavy weights as partners!

Going forward, ITAC will increase its focus on SMEs and scale-ups. Canada generally does well when it comes to investing in tech companies at the start-up stage; but our scale-ups require that same focus. With our diverse membership of large multi-nationals and tech scale-ups, we have the unique capability to develop strategic ecosystems. ITAC programming will look at connecting the dots to create tangible business growth partnerships between the scale-up and major enterprises that will help drive competition and economic advantage.

I look forward to engaging with all of you this year as we endeavour to put Canada on the map as the go-to country for tech!





# ABOUT ITAC

*There is simply no other industry that innovates and impacts society – its people, business and operations – more than technology. Technology has the power to shape and re-shape society on an ongoing basis, and directly impacts modern day approaches to healthcare, education, business and communications.*

## About ITAC

For more than 60 years, the Information Technology Association of Canada (ITAC) has served as the leading voice for Canada's information, communications and technology (ICT) industry, championing the development of a robust, competitive and sustainable digital economy in Canada.

Our role as a trusted and authoritative voice has expanded significantly over the years, as technology plays a more significant and important role in all sectors of our economy. That's why ITAC prides itself on its efforts around shaping public policy that supports the growth of talent and access to ICT professionals with diverse experience and backgrounds, better reflecting Canada's population.

ITAC's members are leaders in the Canadian market and advocate for a strong digital society for the benefit of all Canadians. They help guide us in our submissions on policy issues and the legislative process; help to accelerate innovative ICT adoption in all dimensions of the Canadian economy (government, healthcare, enterprise and SME businesses in all sectors) to demonstrate world-class excellence in the use of technology; and create high-value relationships and business partnerships with industry, academic and government leaders through business and networking events. Membership is open to all companies and organizations in Canada.

## Mission

As the trusted and authoritative voice of the ICT industry, ITAC's mission is to promote and enhance the significant contribution that digital technology can make to Canada's economic prosperity. To do this we are focused on the growth of an innovation ecosystem that:

- Improves productivity through the robust adoption of technology
- Drives innovation and competitiveness in the technology sector
- Improves the talent pool, skills and diversity of the technology sector
- Modernizes the public sector in its use of information technology



# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



*ITAC's members are leaders in the Canadian market and advocate for a strong digital society for the benefit of all Canadians.*

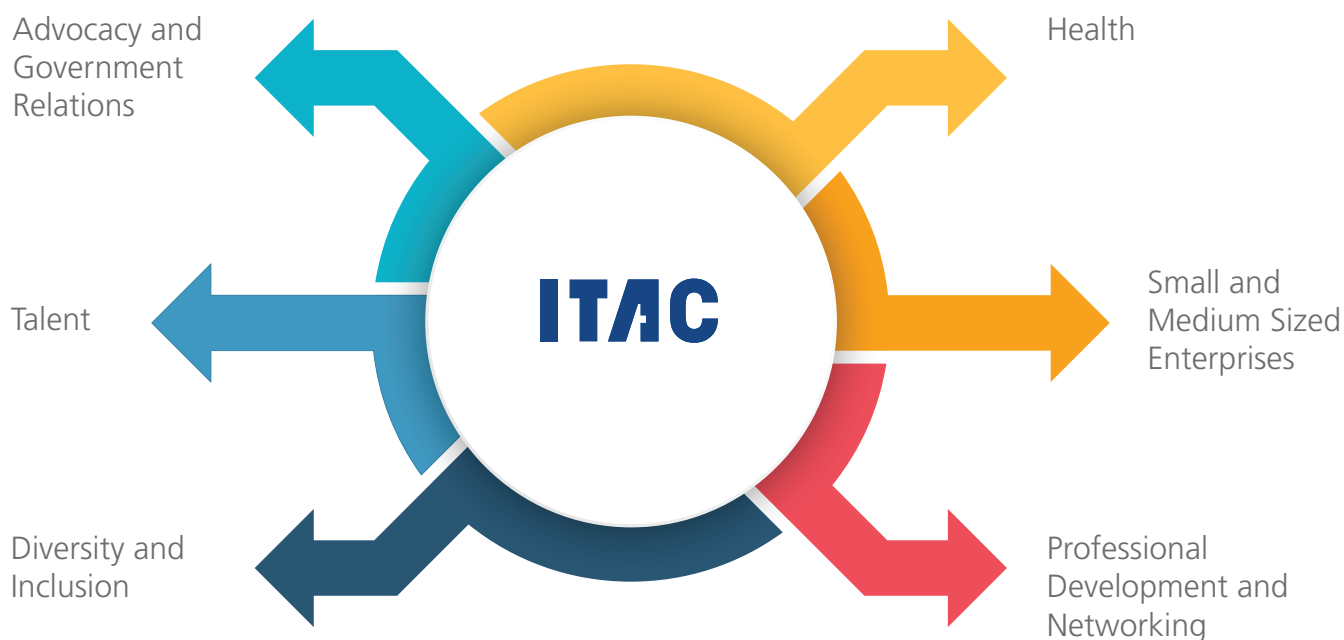
## Vision

A Canada that has achieved a true world-class, leading digital society that continues to deliver prosperity and competitiveness for the country in a global market.

## Core Focus Areas

As a leading advocate for a successful, innovative and growing digital economy and industry, ITAC is passionate about improving policy, and focusing attention on productivity and work with private and public organizations to stimulate dialogue on our future as a country. We do this by focusing on the following six key areas:

### ITAC's Core Focus Areas



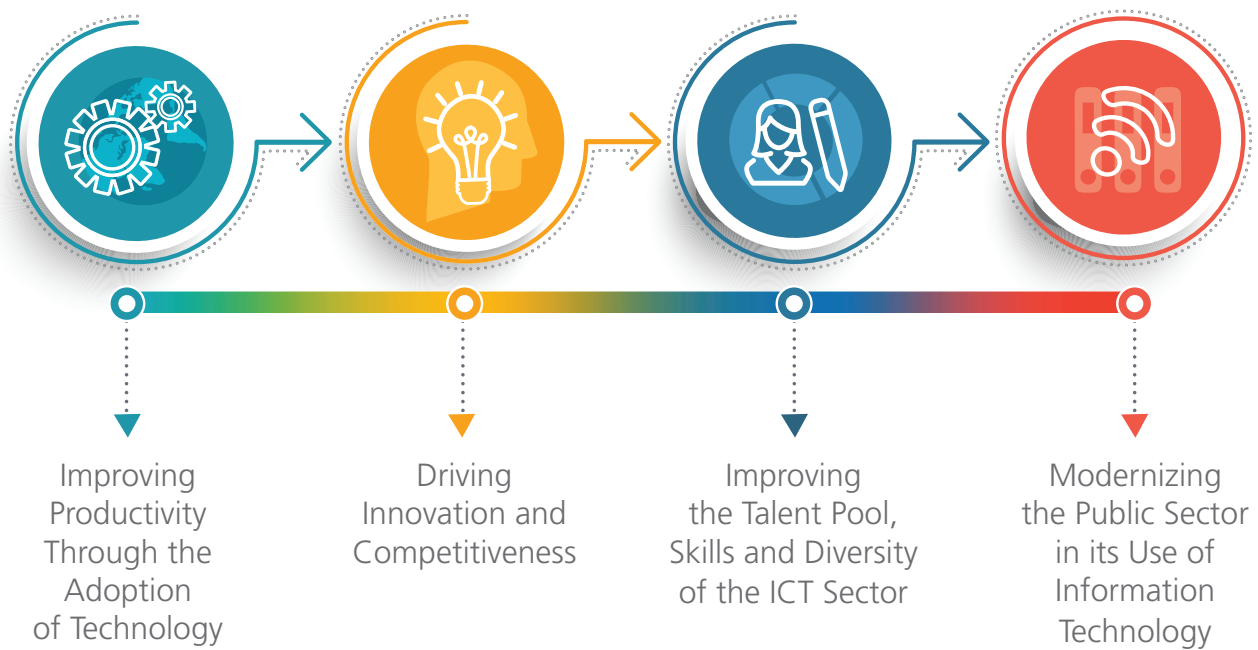


*The success of  
Canada's ICT  
industry is at the  
core of what we do.*

## Strategic Priorities

The success of Canada's ICT industry is at the core of what we do. Our goal is to build the Association as a strong, sought-after and representative voice for our members, and a collaborative leader on emerging issues. As a national industry association, ITAC delivers relevant and effective services, while being responsive and accountable to our members needs. To achieve this, ITAC focuses on four key priorities:

### ITAC's Strategic Priorities



# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



*Our view is that Canada's laws should promote and enable leadership in development and use of advanced technology. We want to ensure the establishment of efficient and cost-effective measures that protect privacy and instill confidence in the e-economy.*

## Improving Productivity Through the Adoption of Technology

Enhancing productivity and the capacity to innovate is of paramount importance in today's increasingly digital world. We are committed to helping our members boost their digital adoption rates by:

- Promoting supportive policies;
- Creating opportunities to share best practices; and
- Showcasing the productivity benefits through national programs like the *ITAC Ingenious Awards*.

## Driving Innovation and Competitiveness

ITAC is dedicated to helping drive innovation and competitiveness, and to growing the number of ICT companies in Canada. A key strategy for ensuring that Canadian ICT companies are strong and competitive is ensuring that the tax regime in Canada supports innovation and growth. ITAC advocates strenuously for fiscal measures that support research and development, robust capital markets, competitive personal and corporate taxes, and the appropriate retail tax measures.

## Improving the Talent Pool, Skills and Diversity of the ICT Sector

ITAC works with industry, academia and government to increase the number of engineering, mathematics, and science (STEM) graduates to grow the talent pool. We also need to ensure there is greater diversity across and within the ICT sector.

## Modernizing the Public Sector in its Use of Information Technology

The Federal government and other levels of government are going through an enormous transformation in terms of ICT. We actively work with Canada's government leaders to strengthen and modernize the public sector through the use of technology, such as offering greater availability of government services on mobile devices, stronger growth in government investment in ICT in healthcare to help deliver a better, more efficient user experience, and react more quickly to change – helping to strengthen Canada's competitive advantage and meet the needs of its citizens.



# BUSINESS OVERVIEW

*Thought leadership efforts are undertaken to improve innovation and competitiveness by being a leader on emerging issues and facilitated solutions associated with Canada's digital transformation.*

## Thought Leadership

Lead and shape the future of the ICT sector

ITAC has long advocated for a coordinated approach to data governance. In June 2018, ITAC released its *National Data Strategy* outlining key recommendations and policy changes. After numerous consultations the Ministry of Innovation, Science and Economic Development Canada (ISED) announced in May 2019 a long-awaited national Digital Charter and data strategy “*What We Heard*” report, which included many of ITAC’s recommendations for change. We will continue to engage the Government as components of the Charter unfold, specifically around privacy and data regulation.

In May, ISED released a new stream of the Strategic Innovation Fund, *National Ecosystems*, which provides a new approach to supporting large-scale, national innovation ecosystems through high-impact collaborations across Canada. The objective is to foster collaboration between SMEs, incubators/accelerators, academic and research institutions, and large corporations, to accelerate commercialization in areas with demonstrated Canadian advantage. This is in alignment with the ITAC Government Innovation Hub Proposal @Bayview Yards.

ITAC had a big win around the proposed federal tax changes. We put forward five requests, and within weeks, Finance Canada met many of them, including Accelerating Capital Costs Allowances to spur ICT investments.

ITAC presented to the Standing Committee on Government Operations and Estimates to discuss the engagement of SMEs within federal procurement. ITAC supported the socio-economic goals of the Government with respect to SMEs, Indigenous peoples, minority and women-owned businesses, leveraging procurement across a geographically diverse group of companies.



# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



ITAC Cyber Forum: Cyber Ukraine



ITAC Smart Cities Technologies Summit: Panel Discussion

## HIGHLIGHT

Through ITAC, the ICT industry is calling for the evolution of a strong modern economy built upon the widespread use of ICTs to expand innovative capacity and to drive stronger productivity across all sectors of the Canadian economy.

## HIGHLIGHT

Governments and business professionals are increasingly realizing the importance of attracting the best talent from around the world makes Canada more competitive. ITAC provided recommendations to the Federal Government regarding the Copyright Act, seeking a new exception be added.

ITAC responded to the Broadcasting and Telecommunications Legislative Review Panel's report on the Review of the Canadian Communications Legislative Framework. Through ITAC, the ICT industry is calling for the evolution of a strong modern economy built upon the widespread use of ICTs to expand innovative capacity and to drive stronger productivity across all sectors of the Canadian economy.

ITAC appeared before the Commons Standing Committee on Industry, Science and Technology on the Copyright Review. The presentation addressed how the Copyright Review will fit into the bigger picture of the digital economy in Canada and ways copyright rules and regulations need to be updated to take into account the growing Artificial Intelligence industry in Canada.

ITAC worked with the Information Technology Industry Council (ITI) to develop a submission concerning Bill C-81, *the Accessible Canada Act: An Act to Ensure a Barrier-free Canada*, currently working its way through the Senate. The Submission highlighted the considerable opportunities that tech creates for accessibility and stressed the need to ensure Canadian standards are aligned with global standards to ensure interoperability.

ITAC engaged the Ontario PC Caucus on a proposed "Right to Repair" Private Members Bill. There was broad agreement between industry associations and we were pleased to see the Bill defeated.

ITAC was also involved in several other key consultations with government, including: Retail Payments Regulation, Canada's Anti-Spam Legislation, NAFTA, Data Breach Notification, Privacy Guidelines, the Smart City Challenge, and the Federal Cyber Strategy.



ITAC Cyber Forum: Cyber Ukraine



Hill Day Reception at the Senate of Canada. Joeanne Thomson, CEO, Thinking Big Inc., Kevin Peesker, President of Microsoft Canada (ITAC Board Chair) and Fred Boulanger, President Macadamian Technologies (Past Chair, ITAC Board)

## HIGHLIGHT

In 2017, the digital economy produced \$207.7 billion of goods and services, an increase of 6.4% from the previous year.

# Government Relations and Policy

Advocate a favourable policy and legislative environment for ICT organizations across Canada that supports innovation and fuels the growth of Canada's technology industry

## Transforming and Modernizing the Federal Government

ITAC is committed to helping the Government of Canada digitally transform, modernize and migrate to the Cloud. ITAC has developed a four-pronged strategic approach that is individually and collectively focused on bringing real and impactful change:

1. Establishment of a National Govtech Citizen Accelerator @ Bayview Yards. Helps Canadian innovators and entrepreneurs capitalize on a \$3.5 trillion global public sector technology market opportunity; and facilitate the development and adoption of new digital innovations and solutions across the public service.
2. Development of a Commercial First Approach. A proposal to help government to modernize, digitally transform and migrate to Cloud.
3. Strategy to help Government migrate to the Cloud: Leverages existing security controls and accreditations that have driven innovation and delivered improved policy outcomes, enhanced efficiencies, higher levels of service, greater agility, security, and improved levels of trust with citizens and business.
4. A plan to help Re-Skill and Up-Skill the Federal Workforce. Approach would enable federal IT workers to update skills to leverage new technologies to deliver digital services. Combined with Commercial First, this approach would shift focus from building technology in-house, to applying the newest technology tools.

# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



ITAC meets with Bank of Canada Governor Stephen Poloz and his team to discuss digital transformation, the need for ICT talent and cyber-securing the environment

*ITAC advocates strenuously for fiscal measures that support research and development, robust capital markets, competitive personal and corporate taxes, and the appropriate retail tax measures.*

## Hill Day

During ITAC's annual *Hill Day*, participants focused on talent and skills development; the digital economy; trade and competitiveness; and digital government. ITAC had meetings with more than 30 senior government officials.

## Federal Budget

Proposals to support Canada's ICT sector in the 2019 Federal Budget were mixed. While encouraged by the focus on skills development, diversity and advancements to enhance critical infrastructure, the announcement was limited, and didn't address integral investments required around innovation and modernization, which would increase Canada's competitiveness on a global scale.

## Procurement

Over the past few years, ITAC has partnered with government to modernize their IT procurement processes, and contracting terms and conditions; and to better engage the ICT community earlier in the procurement process. A few key activities around procurement include:

- Standing before the Committee on Government Operations and Estimates to discuss the engagement of SMEs within federal procurement;
- A one-day conference on Agile in Government; and
- Engagement on outcomes of 21st Century Procurement and on modernizing corporate references.

## Cybersecurity

In June 2018, Public Safety Canada announced a new Canadian Cyber Security Strategy, including a consolidation of federal cyber operations – an important step forward for Canada. ITAC has previously called upon the government to introduce a cyber certification program, especially for SMEs. ISED and the Canadian Cyber Centre are developing a program; ITAC has engaged with officials leading it and will continue to provide industry feedback.





ITAC hosted a series of Cyber Forums, created to enable government and industry to discuss cybersecurity opportunities and challenges: Jason Besner, Director of Threat Assessment, Reporting and Planning at the Canadian Centre for Cyber Security (CCCS)

Executive Briefing: panel discussion with Alex Benay, DM Treasury Board and Government CIO; Marc Brouillard, CTO at Government of Canada; Francis Bilodeau, ADM, Policy & Service, Treasury Board Services; and Teresa D'Andrea, Director, GC Digital Exchange, Treasury Board Services with moderator Lisa Carroll (ITAC 2nd Vice Chair and Diversity Council Co-Chair)

## HIGHLIGHT

In November 2018, ITAC hosted its first Industry Roundtable with senior leaders from the Canadian Cyber Security Centre. The meeting was held in Ottawa at the Communications Security Establishment (CSE) with executives from a wide range of ITAC's membership.

The need for greater focus on cyber was a catalyst for our inaugural *ITAC Cyber Technology Summit*, a one-day event that gathered leaders from the Canadian cyber technology industry to learn more about Canada's Cyber Technology Strategy and the establishment of the National Cyber Centre.

ITAC hosted a series of Cyber Forums, created to enable government and industry to discuss cybersecurity opportunities and challenges. This year's events included: A Workshop by ISED on the Development of Canadian SME Cyber Standards; a national Threat Assessment Briefing by the Canadian Cyber Security Centre; and Export Opportunities in Ukraine for Canadian Cyber Companies.

ITAC also hosted its first Industry Roundtable with senior leaders from the Canadian Cyber Security Centre. The Roundtable addressed ways industry and government can partner and collaborate, government adoption of cyber innovations, cybersecurity standards, and education.

ITAC, with the City of Brampton, hosted the *ITAC Smart Cities Technologies Summit*, a full-day event. Participants included leaders from the Canadian ICT sector, as well as government representatives, including: provincial CIOs, Canadian Municipalities, Infrastructure Canada and top city business development executives.

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Luisa Andrews, VP IT Services, Toronto Community Housing at the ITAC Broader Public Sector CIO Event



WSIB guest, Giuli Pegelo, WSIB, Michael Di Verdi, Telus and Karen Franklin, Rogers Communications at an ITAC ON Public Sector Business Committee + Fireside Chat

*ITAC plans on a number of engagements with both political and senior official levels of the Ontario government to discuss both improvements to digital government and changes to procurement. There is significant appetite at the political level to move quickly on these efforts.*

## Ontario

ITAC was invited to participate to the launch of the Government of Ontario's Data Strategy, led by Government and Consumer Services. ITAC submitted into the online survey, the first round of consultations, and has met with the Premier's Office. The Strategy will involve policies focused on how government, Ontario citizens and industry are using data.

The Association continues to offer its popular and highly-attended *Ontario Broader Public Sector CIO Breakfast Series*. The goal of each event is to discuss how the IT vendor community can better support government business and cultivate more effective citizen-centred service delivery. The benefits for the over 100 members who attend each ITAC event and its member community are extensive, providing an opportunity for vendors to establish contacts with government and industry leaders whom they might not otherwise meet.

ITAC also offers its long-running, intimate and well-received Fireside Chat series (member-only sessions). This year, ITAC hosted: Karim Ramji, CIO, Kinark Child & Family Services; Guili Pegolo, VP IT Operations, WSIB; Michael Eubanks, CIO, LCBO; Paula Kwan, Civic Innovation Officer, City of Toronto. These events follow Ontario Public Sector Business Committee meetings.

*"ITAC plays an important role in bringing together the public and private sector entities in Canada to help us all become better. It is not about 'selling'; it is about 'shaping' through open dialogue. Those of us in the private sector can gain insight into the strategies and complexities our colleagues in the public sector face and help us think about how we can truly best come together to solve those challenges. These exchanges also offer our public sector colleagues insight into the latest commercial practices and approaches that can help shape their strategies and approaches. ITAC helps advance the entire technology industry in Canada, making us more competitive and attractive globally; it makes us all stronger."*

– Tracey Laurence, Vice President, Information Technology, Rogers Communications.



*As the voice of the digital health industry in Canada, ITAC Health provides thought leadership on how we can improve the health of Canadians while building a robust and dynamic digital health industry that can compete on a global scale.*

## ITAC Health

Provide members with access to public and private sector leaders, and information and collaborative opportunities

Across Canada, there is an effort to renew our legacy hospital systems and build upon the health information infrastructure that has been developed over the past four decades. A major enabler for change is support to the thousands of small Canadian companies developing innovative health solutions that disrupt the status quo, while improving the health and well-being of Canadians.

ITAC Health members believe that it is imperative to advocate for the development of a well-governed and planned Canadian Digital Health Agenda that will improve patient outcomes and further enhance the efficiencies of Canada's healthcare services.

In October 2018, the ITAC Health Advocacy Committee published a white paper titled, *Accelerating the Adoption of Digital Health Technologies in Canada*, that supports the Committee's mandate by explaining that there is an opportunity and need for a more strategic approach for the acceleration and adoption of emerging digital health technologies in Canada. The Paper highlights the importance and benefits of these emerging technologies to the progression of our digital health system. It also forms the foundation for ITAC Health's messaging to government and the broader health sector across Canada.

In March 2019, ITAC Health conducted a survey of members in support of the development of a strategic plan for 2019 to 2021. The survey found a high level of support for the Association's role as an advocate and facilitator of government relationships (77%) and as a facilitator of networking events (81%). Almost 85 per cent



# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



## HIGHLIGHT

ITAC Health continues to partner with Digital Health Canada, and held the 14th annual *CHIA Awards Gala* in Toronto in June 2019. ITAC Health Executive Director, Elaine Huesing was awarded a Lifetime Achievement Award.

of the membership believes that there is a need for advocating for different health technology solutions in Canada, especially in the areas of AI, virtual care and consumer health. The survey demonstrated a strong consensus on ITAC's go-forward priorities that will be integrated into the plan.

The ITAC Health Interoperability and Standards Committee continues to lead the development of a *Canadian National Interoperability Scorecard* that will compare and evaluate Canada's current state of digital health interoperability, jurisdiction by jurisdiction. This work is in collaboration with the College for Family Physicians Canada, the Canadian Medical Association and the School of Health Information Sciences at the University of Victoria; and builds upon the position paper on Canadian Healthcare Interoperability Standards published by ITAC in 2016. The Committee led a panel on interoperability standards at the *National e-Health Conference* in Toronto in May 2019 to provide an update for the community and advance the dialogue on this important subject.

Delivering valuable educational eHealth update sessions, webinars and topic-specific workshops across Canada remains an important focus for ITAC Health. ITAC Health members also publish articles in the industry journal HIM&CC, the official journal of ITAC Health and Digital Health Canada, identifying current issues and solutions in the eHealth sector.

The annual ITAC Health *Canadian Reception @ HIMSS*, hosted by ITAC Health and HIMSS North America, was held in Orlando in February of this year, attracting more than 600 attendees.



*ITAC has called for a near doubling of the growth rate of the highly qualified professional ICT workforce, from 550,000 in 2018 to 750,000 by 2025. ITAC also projects accelerating demand for mid-skilled technicians and related professionals – currently 300,000 strong – in the coming years.*

## ITAC Talent

Improve the talent pool, skills and diversity to ensure Canada has the skills and talent for growth in the digital economy

ITAC, in partnership with Ryerson University's Diversity Institute, was selected to expand the ADaPT Skills Training Program with new pathways into digital roles for graduates with non-STEM backgrounds, and for internationally-educated professionals and high-potential workers without traditional credentials. Funded through the Future Skills Centre, the project will deploy and assess aptitude testing, online learning and competency testing tools, coupled with community-based training for entry-level digital roles.

In May 2019, ITAC launched the Cybersecurity Talent Alliance (CTA) to address the skills gap in Canada related to cybersecurity. This is part of a three-year grant from Employment Social Development Canada (ESDC). This collaborative network will provide a partner ecosystem for cybersecurity education, training and workforce development. The Alliance will coordinate with government, academia, and industry partners to build on existing programs, facilitating change and innovation, and to bring leadership and vision to increase the number of skilled cybersecurity professionals in both the public and private sectors.

As part of the initiative, ITAC partnered with CyberNB to create a cybersecurity skills framework focused on accelerated learning and skills development, national occupational standards, and certification and program accreditation. Workforce development tools for Canadian employers and students looking for cyber professionals and training will also be created. The partnership was formed following the award of a three-year ESDC Sectoral Initiatives Program Grant to ITAC.

# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



ITAC placed over 300 students across Canada this year, as part of the Government of Canada's Student Work Placement Program



2018 Business Technology Management (BTM) TalentMash. To date, over 6,000 BTM students have participated

## HIGHLIGHT

### ITAC Career Ready Program – 2018 Placement Distribution across Canada

- **\$1,532,762.51** wage subsidy payments allocated
- **81** Employers
- **279** placements
- **67** (24%) Females
- **37** (13%) First time placements
- **17** (6%) Recent Immigrants
- **7** (2.5%) Persons with disabilities

This year, ITAC launched the *AI Pathways* Initiative to demystify AI and to increase interest and understanding of AI for students in secondary and post-secondary institutions. We want students and business to get excited about how AI is innovating almost every aspect of our lives. The initiative will include the development of an info-hub and tools, innovation challenge competitions for students, and conferences that will address talent, the work force and capacity-building.

ITAC is also creating a research and policy report that looks at expanding AI and Machine Learning skills and talent capabilities. Funded by the ESDC, the Report will look at the current state in Canada, and what will be required going forward.

ITAC had another successful year as a partner in the Government of Canada's *Student Work Placement Program* (SWPP). ITAC placed over 300 students across Canada this year. ITAC members are given advanced access to apply for subsidies of up to \$7,000 per student. The program also focuses on increasing diversity in tech roles via the ITAC *Career Ready Program*. ITAC also was one of 20 signatories to the Business Council of Canada Business Higher Education Roundtable (BHER) pre-budget submission, requesting the creation of a national work-integrated learning (WIL) strategy.

ITAC hosts seven *BTM Talent Mash* events each year, as well as a National Student Competition. ITAC members can participate as sponsors, presenters and can network with students at career fairs. BTM has impacted thousands of graduates and is currently offered at 30 post-secondary institutions across Canada. To date, over 6,000 BTM students have participated, and there are 12 accredited institutions.





*As a champion of diversity and inclusiveness, ITAC is committed to encouraging the growth and development of women in technology through research, special events and keeping the issue central in public policy.*

## Diversity and Inclusion:

Develop and recommend measures and initiatives to raise awareness and increase diversity for members, partners and other stakeholders

ITAC encourages the growth and development of women in tech through research, events and keeping the issue central in public policy. ITAC initiated the Diversity Advisory Committee due to the overwhelming evidence that gender diversity has significant impact on organisations' performance and profitability. The Committee, led by Co-Chairs Lisa Carroll and Mary Whittle, has over 60 members focused on four areas: Talent in the Pipeline, Women Entrepreneurs, Women on Boards, and Women in Leadership.

A high-profile diversity initiative is the creation of a *Women on Boards Registry*. The Committee set out to identify women believed to have strong credentials and organized two extremely well-received *Board Discovery Day* sessions to educate women on board governance. These were held during joint ITAC and Women in Technology Communications (WTC), partnership events in Western Canada in 2018. ITAC collaborated with CGI and Microsoft and received funding from the Government of Canada through the Canada-Alberta Job Fund for both events.

- In Calgary we hosted: A Women in Leadership event; an Invitational Roundtable; and a *Board Discovery Day*. More than 200 people participated.
- In Edmonton, we offered a one-day *Women in Leadership in Tech* event. Key topics included: Why the world needs more women leaders; best practices in gender diversity; mentorship and career sponsorship – getting ready for the C-suite; women on boards; pathways to leadership; and strategies to close the gender gap. There were more than 100 attendees.



# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



*Women in Leadership Speaker Series event: Lisa Carroll, Senior Vice-President of CGI and Co-chair of ITAC's Gender Diversity Forum; Angela Brown, President and CEO of Moneris Solutions and ITAC Board Vice Chair; Denise Shortt, Vice President, Industry Development, Diversity and Inclusion; Joanne Stanley, Executive Director, Women in Communications and Technology*



*Denise Shortt, Vice President, Industry Development, Diversity and Inclusion; Tracey Johnson, Government of Alberta; former Alberta Minister of Labour and Immigration, Christina Gray, and Joanne Stanley, Executive Director WCT*

## HIGHLIGHT

Diversity is directly linked to enterprise success. Research has clearly shown that groups with greater diversity outperform heterogeneous ones.

## HIGHLIGHT

Diversity is more than just gender; ITAC is also focused on ways to help get stronger representation of the ICT industry's diverse customer base and of Canada's potential tech talent pool. This means being inclusive of perspectives, experiences and ways of thinking.

With ITAC's support, Ryerson University was awarded the Government of Canada's Future Skills Centre (FSC) in February 2019. FSC will be tasked with disseminating \$365 million in funding over the next six years. ITAC is uniquely poised to play a key role at the Centre and help support the Centre's mandate.

- Due to rapidly shifting digital skills needs, a disconnect exists between the skills of post-secondary graduates and the technical skills required by employers. Innovative approaches are needed to better define the digital competencies needed to fill this talent gap. The Future Skills Centre will invest \$1.24M in a two-year skills badging project led by ITAC, which explores new approaches to defining digital competencies and creating new pathway opportunities into digital roles for non-STEM graduates, internationally-educated professionals, and high potential workers without traditional credentials.
- ITAC Vice President, Industry Development, Diversity and Inclusion, Denise Shortt was named an interim member of the Future Skills Centre Advisory Board. ITAC National Board Director Jeremy Auger (Chief Strategy Officer and Co-Founder of D2L) was appointed to the Future Skills Council. ITAC Talent Special Advisor David Ticoll has also been appointed to the Council in his capacity as Chair of the National Stakeholder Advisory Panel of the Labour Market Information Council.

ITAC was a supporting partner of Ryerson University's Diversity Institute's consortium bid for the Government of Canada's Women Entrepreneurs Knowledge Hub funding (WEKH) to create a more inclusive and supportive environment and grow women's entrepreneurship in Canada.

ITAC was also named a key supporting partner with the Diversity Institute for the *ORF-RE Bridging the Technology Skills Gap* project. This project will examine the ICT skills gap, and the challenges facing women, immigrants, persons with disabilities, and Indigenous people in the ICT sector, to develop innovative policies, practices, and technologies, and to expand the talent pool and advance inclusion.



*ITAC has had a long-standing commitment to supporting entrepreneurs, particularly in their quest to conduct business globally as well as to scale and grow their businesses.*

## Trade Missions:

Part of ITAC's commitment to encouraging the development of international business development strategies, the exploration of new markets among ICT companies and opportunities for members to build relationships and scale business

In the past, ITAC has conducted missions to the UAE and India encouraging over 30 ICT companies to explore opportunities in these markets. In 2018, ITAC conducted two trade missions – one to Dublin, Ireland and the other to Lisbon, Portugal.

### Women-led Tech Trade Mission

ITAC has had a long-standing commitment to supporting female entrepreneurs, particularly in their quest to conduct business globally as well as to scale and grow their businesses. ITAC supported a women-led mission to Dublin, Ireland, June 18-22, 2018. Participants were able to attend the *2018 Inspirefest Dublin* event, as part of the mission. Only female CEOs or Co-CEOs qualified. ITAC received financial support from Global Affairs Canada's Global Opportunities for Associations (GOA) program. Nine participants met with leaders in the European ICT ecosystem.

*"We had a solid program and gained valuable insights into the market opportunities. I personally made important connections that I believe will prove to be invaluable as I work to expand into this market and the rest of the EU...The leadership of ITAC to offer this trade mission is so vital to the increased success of women-led companies and I thank you for your support of this initiative and hope you will continue to offer this substantive programming going forward."*

– Janice McDonald, CEO of The Beacon Agency, This Space Works founder.

# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



Women-led tech trade mission: Participants with His Excellency Kevin Michael Vickers, Ambassador of Canada to Ireland



European Trade Mission: Participants with Toronto Mayor, John Tory

*The 2018 Web Summit was held in Lisbon, Portugal in November 2018. Each year, Web Summit welcomes over 70,000 people annually and attracts the best of speakers and industry leaders from across the globe.*

## European Tech Trade Mission

The 2018 Web Summit was held in Lisbon, Portugal in November. Each year, Web Summit welcomes over 70,000 people annually and attracts the best of speakers and industry leaders from across the globe. ITAC was pleased to participate through a trade mission, which invited 10 Canadian companies who had an interest to grow their businesses and gain access to market, capital and talent. As part of the Summit, Canadian companies joined forces to help put Canada on the map for cutting-edge technology around cyber, AI and web management. ITAC received financial support from Global Affairs Canada's GOA program.

*"Attending Web Summit was a very positive relationship-building experience that helped strengthen existing ties with founders, investors, partners, and mentors from Canada. As part of the Canadian delegation, I found that the experience was extremely conducive to building and strengthening existing relationships with individuals I haven't connected with in a while or only briefly met in the past. As a result, I have had a number of follow-up meetings since attending and have future meetings planned. I also had the great pleasure of meeting new people, including founders, investors, and other key people in the ecosystem."*

– Alanna Stone, CMO, Flipd.

## What's Next?

With continued interest for similar missions, ITAC is pleased to announce that we will again work with Global Affairs Canada (Now CanExport - Associations) throughout 2019 to offer new missions, including an ITAC Health Mission to HIMSS Health 2.0 in Europe (Finland) in June, an ITAC Cybertech Trade Mission to Europe (Germany) in October, and an ITAC Women-Led Tech Trade Mission to Europe (Portugal) in November.





Student responses to "What are some core competencies?" and "What is AI?" at the 2018 Xplore STEM Conference



2018 ITAC CanadianCIO of the Year Award winners: Mark Saunders, Chief Information Officer, Sun Life (Private Sector), and Tara Mulrooney, Chief Technology Officer, Alberta Energy Regulator (Public Sector)



Winners in the 25th Anniversary "IT Challenge" ITAC Golf Tournament

*ITAC events provide an opportunity for members to hear from industry thought leaders on key areas of interest to the ICT sector, including many of our priority areas such as cybersecurity, health, talent, procurement and more.*

## Events

A key mandate for ITAC is to create and support industry events that deliver education, networking and development of partnerships within the industry and with government at both the provincial and federal level.

### ITAC's Marquee Events

#### ITAC Ingenious Awards and CanadianCIO of the Year Award programs

The annual *ITAC Ingenious Awards* program was created in 2011 as a way to showcase the amazing outcomes of Canadians who work in business, government, not-for-profit and other public sector organizations that have helped to build a stronger Canadian economy through the innovative use of technology. Winners of the *CanadianCIO of the Year Award* are also recognized during the annual gala. Presented in partnership with the CanadianCIO Magazine and the CIO Association of Canada, the Award recognizes outstanding CIOs who have demonstrated superlative business and technological vision, and a capacity to drive enterprise transformation and deliver shareholder or stakeholder value.

#### ITAC Annual "IT Challenge" Golf Tournament

2018 marked the 25th Anniversary of the ITAC "IT Challenge" Golf Tournament. The gorgeous Bayview Golf Club & Country Club was a welcoming and amenable host for participants.

#### Xplore STEM Conference

The Xplore STEM Youth Conference is Canada's largest student organized conference promoting careers in Science, Technology, Math and Engineering (STEM). The conference brought together over 1,200 high school students from across the Greater Toronto Area last November to explore STEM programs and careers to help clarify their plans for the future.

*As we look back on ITAC's year, we are encouraged the level of engagement shown by our members across the sector:*

**57**  
**Events**

**5,802**  
Event attendees  
(including non-members)

**6,663**  
Individual  
members  
receive our  
communications

**1,228**  
Attendees  
(various committee  
and board meetings)

**52**  
Meetings held  
by committees

## *Key ITAC 2018 Events Across Canada*

- *HR Forums*
- *ITAC Executive Briefings*
- *HSNC- Innovation Procurement toolkit and Training Approach*
- *Federal CIO Breakfasts*
- *ITAC-WCT Women in Leadership Speaker Series*
- *ITAC-IDC events*
- *ITAC Marketing & Sales Think Tanks*
- *ITAC Cybersecurity Technology Summit*
- *Canadian health Informatics Award (CHIA) gala*
- *ITAC Broader Public Sector CIO Event*
- *ITAC Member Orientation Webinar*
- *Canada's Health MC ISO/TC215 – Opportunities for Awareness & Partnership*
- *ITAC Cyber Security Forum Series*
- *ITAC Smart Cities Summit*
- *ITAC Saskatchewan Cybersecurity Forum*
- *ITAC Post-Budget Member Call and Webinar*
- *Canadian Reception @HIMMS 2019 and HIMMS 2018*
- *The NAFTA Negotiations: The Noise and the Reality*



*Our Federal Public Sector Business Committee brings together senior corporate business leaders whose companies focus on sales to government. The committee meets monthly to monitor, assess and advise on procurement policies and practices.*

# Committees, Working Groups and Forums

ITAC's committees and working groups play an important role in connecting ITAC members with strategic partner organizations and federal and regional government officials and policy makers. Participants also help direct the activities of the Association through key events and initiatives.

Benefits of participation:

- Contribute and help grow the industry and your company
- Keep current with industry trends, challenges or opportunities
- Share and gain best practices
- Continue your professional development
- Network with your peers
- Connect with industry leaders, government officials and top educators

## ITAC Committees, Councils and Working Groups

### **Cyber Security Leadership Committee**

Responsible for steering the Cyber Security Forum's overall direction including policy, activities and direction.

### **Public Sector Business Committees (PSBC)**

ITAC has two Public Sector Business Committees: Federal and Ontario (details about the Ontario PSBC is located under the "Ontario" section).

Brings together senior corporate business leaders whose companies focus on sales to government, to monitor, assess and advise on procurement policies and practices. Government officials are regular participants of the meetings. Responsible for reviewing issues and presenting recommendations to government.

# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



## HIGHLIGHT

In 2018, 52 meetings were held by committees (including sub-committees, working groups, and ITAC Boards); and 1,228 individuals attended various committee and board meetings.

### *Public Policy and Advocacy Committee (PPAC)*

Guides ITAC in bringing its advocacy messaging to the Government of Canada regarding issues standing in the way of Canada achieving a digital economy in Canada. Key topics include: data strategies, privacy, tax policies, and legal frameworks.

### *Tax and Finance Leadership Council*

Proposes tax changes which benefit the ICT sector. Suggestions form the basis of ITAC's annual Budget submission to the Federal Government. Members also flag issues and offer their analysis of the current tax climate.

## Ontario

### *Digital Committee*

Promotes modernization, innovation and digital transformation for industry and government

### *Ontario Public Sector Business Committees (PSBC)*

Monitors, assesses and advises on public sector business and government procurement policies and practices in Ontario.

### *Entrepreneurship and Innovation Committee*

Recommends and develops programming to encourage the growth and success of our SME members.

### *Ontario Policy and Advocacy Committee*

Guides ITAC in bringing its advocacy messaging to the Government of Ontario and helps build relationships and engagement with senior political and bureaucratic leaders.





*The Diversity Leadership Council is comprised of four pillars of influence, managed through four sub-committees: ITAC Talent Programming; Women in Leadership Committee; Women on Boards Committee; and Women Entrepreneurs. The Council is committed to moving the dial on diversity issues beyond the gender focus.*

## **ITAC Diversity & Inclusion**

### ***Diversity Leadership Council***

Comprised of four pillars of influence, managed through four sub-committees: ITAC Talent Programming; Women in Leadership Committee; Women on Boards Committee; and Women Entrepreneurs. The Council is committed to moving the dial on diversity issues beyond the gender focus.

### **ITAC Talent**

#### ***BTM Forum Governing Council***

The national entity managing the ITAC Business Technology Management (BTM) activities. Responsible for direction and governing the oversight, effectiveness and efficiency of the Forum.

#### ***BTM Accreditation Council (BTMAC)***

Responsible for managing the accreditation evaluations of BTM programs and rendering decisions based on approved policies and accreditation criteria.

### **ITAC Health**

#### ***ITAC Health Advocacy Committee (HAC)***

Develops research and position papers supporting industry partners as they make their case to various levels of government. Procurement issues are often front and centre.

#### ***ITAC Health Interoperability & Standards Committee (ISC)***

Focused on data health system use. Also provides invaluable guidance to ITAC Health's representatives on various national and international standards committees.

#### ***ITAC Health Membership and Program Development Committee (MPDC)***

Develops relevant educational programming and partnership events to address emerging issues in digital medicine and health.

#### ***ITAC Health Procurement Task Force***

Mandate is to continually streamline the procurement process of healthcare tech-related goods and services in Canada to the benefit of taxpayers, buyers, and for vendors of such goods and services.

# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



*"There are not enough words to describe how amazed and grateful the Association is for the dedication, compassion and generosity of the individuals and organizations who have provided both their personal insight, resources and most importantly, their time."*

– Angela Mondou,  
President and CEO, ITAC

## ITAC Membership

The key benefits of membership include our advocacy, networking and professional development opportunities

### Longstanding ITAC Members:

25 or more years

20-25 years

15 years

CGI

FUJITSU

IBM

IDC  
Analyze the Future

accenture

Bell

CENTENNIAL  
COLLEGE

Deloitte.

IT WORLD CANADA

Microsoft

National Research Council  
MRC-CMRC  
Canada

ORACLE

OSLER Osler, Hoskin  
& Harcourt LLP

pwc

ROGERS™

STIKEMAN ELLIOTT  
STIKEMAN ELLIOTT LLP

T4G Build  
Brilliant  
Together

TELUS  
the future is friendly®



# LEADERSHIP & GOVERNANCE

## ITAC Leadership Team

**Angela Mondou**

*President and CEO*

**Andre Leduc**

*Vice President,  
Government Relations and Policy*

**Gina van Dalen**

*Executive Director, ITAC Talent*

**Elaine Huesing**

*Executive Director, ITAC Health*

**Christine Leonard**

*Director, Events and  
Program Development*

**Carlo Viola**

*Director, Finance*

**Denise Shortt**

*Vice President, Industry Development,  
Diversity and Inclusion*

**Nevin French**

*Vice President, Policy*

**Brendan Seaton**

*President, ITAC Health*

**Mariana Kutin Moraes**

*Director, Membership and  
Business Development*

**Janet Gibson Eichner**

*Director, Communications*

# A BOLD & MEANINGFUL APPROACH TO CANADA'S DIGITAL ECONOMY



## ITAC Boards of Directors

ITAC is governed by a National Board of Directors comprised of elected members, responsible for overseeing the strategic direction of the Association. There are also two other ITAC Boards of Directors – the ITAC Ontario Board of Directors and the ITAC Health Board of Directors.

### National Board of Directors

The ITAC National Board of Directors sets the Association's strategic direction by establishing policies and goals to guide the chief executive and other leadership, and contributes to its direction, success, and growth.

#### Executive Committee

**Kevin Peesker**  
*Chair*

*President, Microsoft Canada*

**Angela Brown**  
*1st Vice Chair and Treasurer*  
*President and CEO, Moneris Solutions*

**Lisa Carroll**  
*2nd Vice Chair*  
*Senior Vice President, National Capital Region, CGI*

**Frederic Boulanger**  
*Past Chair*  
*President and CEO, Macadamian Technologies*

**Glenn Laverty**  
*Senior Vice President, Strategy Office, Ricoh North America*

**Colin McKay**  
*Head, Public Policy and Government Relations, Google Canada*

**Johanne Senecal**  
*Senior Vice-President, Federal Government and Regulatory Affairs*  
*TELUS Corporation*

**Claudia Thompson**  
*Managing Director Health & Public Service and Managing Director, Inclusion & Diversity, Accenture, Canada*

**Mary Ann Yule**  
*President and CEO, HP Canada*

#### Directors

**Jeremy Auger**  
*Chief Strategy Officer, D2L*

**Xerxes Cooper**  
*General Manager, Global Technology Services, IBM Canada Ltd.*

**Michael Crook**  
*Senior Vice-President, Product Marketing, Altus Group*

**John Dathan**  
*Vice-President and General Manager, Hewlett Packard Enterprise, Canada*

**Vince De Palma**  
*President and CEO, Softchoice Corporation*

**Jon Dermott**  
*Vice President, Central/West Canada*  
*Dell EMC*

**Richard Eyram**  
*Area Vice-President, Canada, Salesforce*

**Susanne Flett**  
*President and Founder, Healthtech Consultants*

**Ed Galasso**  
*Vice-President and General Manager, Tech Data Canada Corporation*

**Eric Gales**  
*Country Manager, Amazon Web Services*

**Denis Gaudreault**  
*Country Manager, Intel Canada, Ltd.*

**Lars Goransson**  
*Managing Director, IDC Canada*

**John A. Hill**  
*Chief Information Officer, Rogers Communications Inc.*

**James Hupp**  
*Vice-President and General Manager, CDW Canada*



## National Board of Directors (coninued)

**Wayne Karpoff**

*President, Willowglen Systems Inc.*

**Jaime Leverton**

*Vice President and General Manager, Canada and Asia Pacific (APAC), Cogeco Peer 1*

**Robert Malcolmson**

*Senior Vice President, Regulatory Affairs and Government Relations, BCE Inc.*

**Jim Muzyka**

*Chief Operating Officer, Bridgeable*

**Lynn Smurthwaite-Murphy**

*President and CEO, StarTech.com*

**Dan Madon**

*Managing Director, Cisco Canada*

**Paul Madore**

*President, Hydro One Telecom*

**Colin McIsaac**

*Executive Director, Lenovo Canada*

**Mario Meroni**

*Area Vice-President, Oracle Canada*

**Soumen Roy**

*Country Head, Tata Consultancy Services*

**Craig Smith**

*Vice-President, Technology and Systems Integration, Fujitsu Canada*

**Andrea Stairs**

*General Manager, eBay Canada and Latin America*

**Luc Villeneuve**

*Country Leader, Canada, Red Hat Canada*

**Irene Zaguskin**

*CIO, Enercare Inc.*

## Ontario Board of Directors

The ITAC Ontario Board of Directors sets the Association's strategic direction by establishing policies and goals to guide the chief executive and other leadership, and helps drive ITAC's digital agenda. Key areas of focus include digital modernization and transformation, including addressing innovation, progressive technologies, service transformation and talent development.

### Executive Committee

**Dave Telka**

*Chair*

*Managing Director, Health & Public Service Practice, Accenture*

**Paul Crow**

*Vice Chair*

*CEO, Symbility Intersect*

**Karen Franklin**

*2nd Vice Chair*

*Senior Lead, Public Sector, Rogers Communications*

**John Breakey**

*Past Chair*

*CEO, Fivel Systems Corporation*

### Directors

**Robert Agostino**

*Vice President, Engineering and Business Development, Hydro One Telecom*

**John Bauer**

*Director, Ontario Public Sector Practice, PricewaterhouseCoopers*

**Ian Davidson**

*Management Consulting Executive Lead, Deloitte LLP*

**Michale Di Verdi**

*Director, Ontario Public Sector, TELUS Corporation*

**Mustafa Ebadi**

*Chief Operating Officer, SOTI*

**Jeremy Erlick**

*Vice-President Sales, Central Region, Compugen*

**Dennis Hofmann**

*Regional Sales Director, Major Public Accounts, Dell Canada*

**Renee Lalonde**

*Vice President Sales & Country Manager, Broadcom*

**Sean Pinney**

*Director, Consulting Services, Ontario Public Sector, CGI*

**Steve Proctor**

*Vice President Marketing and Communications, ITWorld Canada (ITWC)*

**Craig Taylor**

*Client Executive, Channels, Lenovo Canada*

**Graham Watt**

*Director, Ontario Public Sector, Microsoft Canada*

**Regan Watts**

*Government and Regulatory Affairs, IBM Canada*

## ITAC Health Board of Directors

The ITAC Health Board of Directors sets the Association's strategic direction by establishing policies and goals to guide the chief executive and other leadership, and contributes to the direction, success, and growth of ITAC Health, which is working to improve the delivery of healthcare for Canadians.

### Executive Committee

**Susanne Flett**

*Chair*

*President, Healthtech Consultants*

**Dave Thomas**

*Vice Chair*

*Vice-President, TELUS Health*

**Gary Folker**

*Past Chair*

*Senior Vice President, Canada,  
Orion Health*

### Directors

**Charles Aram**

*Lead, Digital Health Practice,  
Deloitte*

**Aaron Berk**

*Partner, Digital Health Advisory,  
KPMG Canada*

**Michael Checkley**

*President and CEO, QHR Technologies*

**Ian Fish**

*Partner and Canadian Healthcare  
Leader, IBM Canada*

**Ron Dunn**

*RelayHealth at McKesson Canada*

**Paula Hucko**

*President, Goldcare*

**Catherine Hunter**

*Director, Consulting, PwC*

**Peter Jones**

*Industry Lead, Canadian Healthcare,  
Microsoft Canada Co., Microsoft  
Canada*

**Glenn Lanteigne**

*CEO, Tectonic Advisory Services Inc.*

**John Lee-Bartlett**

*Allscripts*

**David Mosher**

*Vice President, Sales, Logibec*

**Daniel Penn**

*President and Co-Founder,  
Tickit Health*

**Garth Reid**

*HP Enterprise Services*

**Kyle Schilke**

*AWS Professional Services, Amazon  
Web Services, Healthcare Sales Lead  
Canada*

**Jim Shave**

*President, Cerner Canada*

**John Sinclair**

*President, Novari Health Inc. (Canada)  
and Novari Health Pty Ltd (Australia)*

**Laure Tessier-Delivuk**

*National Commercial Leader, Canada,  
GE Healthcare Digital*



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**ITAC**  
INFORMATION TECHNOLOGY  
ASSOCIATION OF CANADA

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