



ITAC

INFORMATION TECHNOLOGY
ASSOCIATION OF CANADA

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ASSOCIATION CANADIENNE
DE LA TECHNOLOGIE DE L'INFORMATION

2011-2012 Annual Review

ITAC is a community of companies. We collaborate to fulfil a shared vision of a digitally empowered, 21st century Canada served by a robust, competitive information and communications technologies (ICT) industry.

As an industry, our purpose is to deliver products and services to improve the efficiency, productivity and competitiveness of all businesses – large, medium and small – as well as improving the efficiency and service delivery of governments. We also work to deliver efficiency and satisfaction to individual Canadians across the country through advanced telecommunications and IT services.

We do this through continuous improvement and persistent innovation. This process is fueled by the brainpower and energy of nearly 600,000 smart, well-educated and diverse men and women. Together they comprise an immense natural resource for Canada that allows us to stake a clear claim to leadership in the creation of a global digital society. But it is a resource that must be continuously renewed if we are to ensure that this leadership position is maintained.

Realizing this vision of a digitally empowered Canada is a huge task that requires our association to focus on some key objectives such as:

- Improving the uptake and productive use of ICT across the whole Canadian economy.
- Making sure that the ICT industry has a strong talent pool from which to recruit the skilled women and men it needs to fuel its growth today and in the future.
- Ensuring that the public policy environment and regulatory regime in Canada is conducive to the formation of ICT enterprises of all sizes – small, medium, and large – which can compete globally.
- Working to ensure that public sector transformation (including procurement) is conducted in a manner that is fair and positions Government at all levels as model users of ICT.
- Enabling our healthcare system to derive the maximum benefit from the ICT tools available today and tomorrow.

The actual work to achieve these objectives is done by a small army of committed men and women who work in ITAC's committees and forums to address the specific aspects of these objectives. They work shoulder to shoulder with people who they meet as competitors in the marketplace out of a commitment to building a better environment for all participants.

This annual review of ITAC's activities over the past year provides a grass-roots view of our work, our accomplishments, and the tasks that still lay ahead of us from an ITAC committee perspective. It also gives us an opportunity to recognize and salute the work done by the hundreds of volunteers. We hope it will provide encouragement for those concerned about the issues we deal with to become more involved in our work.

Talking about our work, I would like to mention that throughout most of the past 12 months we have benefitted considerably from the leadership of Karna Gupta, the new President and CEO of ITAC. Karna is a highly regarded ICT executive and industry leader who brings tremendous energy and vision to our work at ITAC. He has been particularly key in leading us to the completion of a major project for ITAC: The World Congress on Information Technology (WCIT 2012) which will take place – after years of planning – in Montréal in the fall. The Congress will draw together more than 100 leaders for an exhilarating discussion of the benefits that digital technology will bring to all dimensions of humanity. See you in Montréal on October 22-24.



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President, Canada, CGI Group Inc. and
Chair of ITAC 2011-2012

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SaskTel



David Ticoll
CEO,
Convergent Strategies

* ex-officio

In the short time that I have been a part of the ITAC team, I have been very impressed with the dedication and effort of all the staff and the commitment from our membership.

As a membership organization, we rely on the contributions of our people and volunteers, which allow us to make a significant difference and keep us focused on the three elements of our strategic thrust:

1. Advocating for a strong digital society:

Using the expertise and influence of a robust and innovative technology industry to contribute to the creation of a world-leading digital society in Canada for the benefit of all Canadians. This entails our submission on policy issues and the legislative process.

2. Accelerating technology adoption:

Helping 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. We believe this will increase the competitiveness and products existing across our sectors.

3. Promoting Canadian information and communications technology and industry excellence: Encouraging networking within ITAC membership to help create high-value relationships and business partnerships through business and networking events. We continue to find ways to be the catalyst in showcasing Canadian technology and creating opportunities for a robust B2B exchange.

As with all strategies, the proof is in the results. You will find these highlighted in this year's Annual Review, which sheds light on several areas where ITAC's team has made a significant contribution and achieved a huge change in outcome.

All of this effort is directed towards realizing our vision of a Canada that is truly a world-class leading digital society. We do this to help deliver prosperity to all Canadians and help Canada compete strongly in an increasingly complex and competitive global market. As a team, we will continue to work on this in the coming year.



Karna Gupta
President and CEO, ITAC



A growing thirst for skills and talent

For knowledge-based industries, access to a rich and diverse talent pool is as vital as a sustainable supply of trees is to forestry.

Finding these people is a chronic and growing challenge due to the coming demographic crunch and an increasing labour market imbalance. Our industry currently runs at virtually full employment, and the Information and Communications Technology Council (ICTC) anticipates that we will be dealing with 106,000 unfilled jobs over the next four years.

This has reaffirmed one of ITAC's priorities, namely, to make sure that the ICT industry has a strong talent pool from which to recruit the skilled women and men it needs to fuel growth today and in the future.

To address this, ITAC's Talent Committee works closely with such organizations as the Canadian Coalition for Tomorrow's ICT Skills (CCICT) and the ICTC to help fortify Canada's talent pool. CCICT has made significant advances in changing the way our industry communicates the impact and relevance of ICT careers to young Canadians who are making educational and career decisions. It has significantly improved the way a number of post-secondary institutions design and deliver curriculum that lead to careers in our field. And ICTC provides labour market intelligence and programs that support the building of a stronger, more skilled workforce.

ITAC also works closely with key federal and provincial government departments such as Human Resources and Skills Development Canada (HRSDC), and Citizenship and Immigration (CIC) to encourage policies that address our community's need for talent.

In 2012, the federal government expressed a strong commitment to a faster, more flexible economic immigration system. This has produced reforms in the government handling of labour market opinions and the treatment of entrepreneurial immigrants that will continue to benefit our industry.



“The long-term success of ICT is based on driving innovation and the lifeblood of innovation is talented people. We therefore have significant opportunities around diversity and, in particular, gender diversity in our industry to be more innovative in bringing more of these talented people on board in a way that tackles the diversity challenge head-on.”

Lloyd Bryant

Vice President and General Manager, Printing and Personal Systems, Hewlett-Packard Canada, Chair of the ITAC Diversity Advisory Group



“The ITAC HR Forum gives HR professionals unique knowledge sharing and networking opportunities, as well as invaluable insight into HR best practices across our industry.”

Bruce Markowitz

*Human Resources Practice Leader, Unisys Canada Inc.
and Co-Chair of the ITAC HR Forum*

As part of talent and skill development, ITAC is committed to improving the engagement of women in the ICT industry—the ITAC Board passed a motion in support of this in June 2011.

Women in ICT have constituted 25 per cent of the workforce for the past decade. ITAC has determined that concertedly taking action to move that to 30 per cent will enrich the ICT labour pool and provide a greater talent depth.

The ITAC Board’s own experience in changing its composition to over 30 per cent female in the space of two years provided the impetus to tackle the daunting task of improving the industry ratio. A large number of committed men and women in our community have taken on this task by breaking the problem into four parts:

- Women in the “pipeline”—in appropriate post-secondary education disciplines,
- Women in management,
- Women on boards, and
- Women entrepreneurs.

By setting measurable objectives and persistently reporting results, ITAC’s Diversity Advisory Group is confident that they can change the face of our industry by maintaining a valuable disclosure on all aspects of diversity.

Given the importance of human capital to the ICT sector, ITAC strives to provide excellent support and professional development opportunities for HR professionals in the ICT industry through its HR Forum.

This forum is comprised of HR professionals who come together to share and discuss information and best practices in a confidential and open group environment. The forum manages a compensation survey for ITAC members and provides strategic-level recommendations and timely feedback to our third party survey provider. The forum also hosts external subject matter experts to speak to the group on the latest trends and hot topics—it is however not a venue to promote one’s goods or services.

In short, the HR Forum is an environment which supports and develops ICT HR professionals for the challenges of the 21st century workplace.

“The HR Forum provides a venue for us to network with, and learn from, our peers in the industry. With the pace of change that we all experience every day, being connected and having access to timely, relevant information is critical.”

Sheryl Helsdon-Baker

*HR Senior Director, Oracle Corporation Canada Inc.
and Co-Chair of the ITAC HR Forum*

Helping government become model ICT users

Fundamental to getting successful outcomes for our members and industry is our government advocacy and relationship-building work.

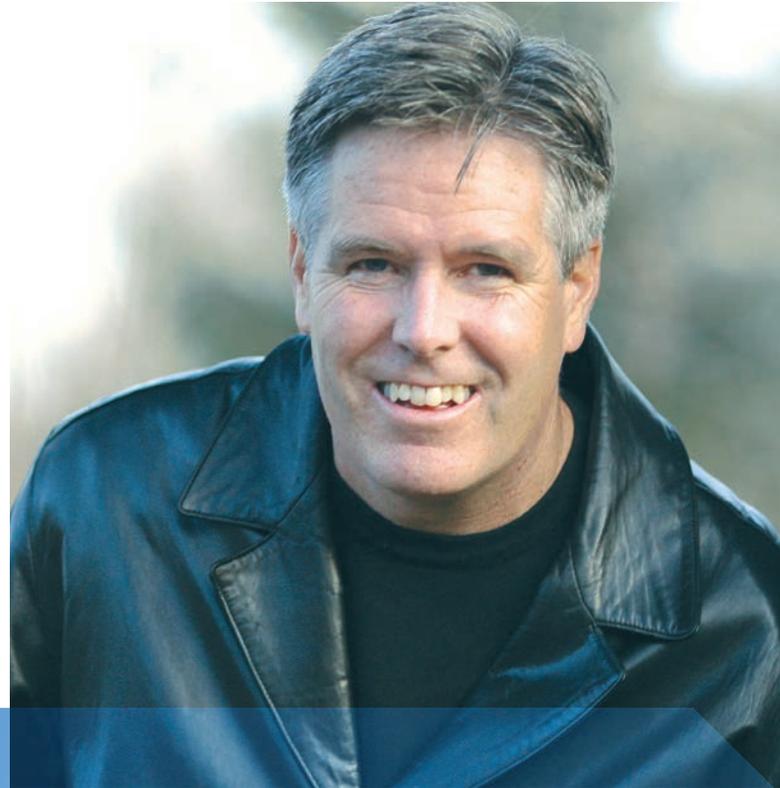
ITAC meets with key ministers, their staff, elected and appointed officials, and senior civil servants to deliver your messages.

This year Karna Gupta presented the views of ITAC members to standing committees of the House of Commons on issues ranging from SMEs to electronic commerce. ITAC met with several federal and provincial ministers to highlight our work in tax and finance, budget, skills and talent issues, trade and economic development issues, healthcare, and government transformation. We have succeeded, through these meetings, in building a good relationship with key stakeholders in government.

These relationships support ITAC's mission to help government become a model user of ICT by promoting better use of ICT by government and public services, like healthcare. We do this by showing how ICT innovation can help government achieve world-leading performance and outcomes for Canadians. The keyword here is innovation, which also happens to be the keyword the ITAC Board Committee on Government Transformation uses for its work.

During the past year, this committee focused on offering and providing government with best practices and leading thinking on how other jurisdictions handle issues and are innovative. A good example here is the recent Cloud Symposium co-chaired by Corinne Charette, CIO for the Government of Canada, and David MacDonald, Chair, ITAC Board of Governors and Chair of the Board Government Transformation Committee. Over 40 CIOs and some 40 ITAC members together with Shared Services Canada (SSC) leadership participated in a day-long

review of Cloud technology and its potential. The dialogue was useful and revolved around the exciting possibilities that arise where innovation happens. We will continue to offer advisory help to government, either directly or via our members, as this is part of our commitment to delivering high value to our government partners on an ongoing basis.



“The Canadian federal government is in an opportune position with the formation of the “Shared Services Organization.” They can now take substantial costs out while improving service by employing innovative technologies like virtualization and Cloud. This will also improve the opportunity for our country to be the best place in the world to develop global technologies.”

David MacDonald

*President and CEO, Softchoice Corporation,
 Chair, ITAC Board of Governors and Chair of the ITAC Board's
 Government Transformation Committee*

Putting the pro in procurement

The past year has been successful for ITAC in terms of its procurement-related work, thanks to the efforts of Louis Savoie,

Regional Vice-President at Bell Canada and past chair of the Federal Public Sector Business Committee (PSBC). Key achievements include: Telecom Council work on CNS4, removing many issues identified by our industry from the Software Licensing Supply Arrangement (SLSA), and the extensive work on the Cloud Symposium and complex procurement.

Ken Cochrane, former CIO for the Government of Canada, Partner, KPMG and new chair of the PSBC, together with Debbie Robertson, VP Federal Government at HP and vice chair of the PSBC, are actively working on our strategic plan for the coming year. This plan includes engaging Shared Services Canada (SSC) and working to elevate discussions so that government can benefit from consultation before they decide which path they will take. We believe strongly that government needs to be engaged early to benefit from the private sector experience and innovation.

As this is a new way of working, ITAC is developing its new relationship with SSC leadership where trust is the crucial factor. To help make government an efficient buyer and model user of technology, ITAC is responding to the higher goal of changing the way shared departmental services are acquired and provided. Our members are certainly up to that task and we look forward to continued and exciting work with government within an environment where future problems rather than only current ones are discussed.



“We want to continue our successes through active and proactive engagement with Government. This year ITAC is focused on working to deliver best practices and thought leadership to Shared Services Canada as it deals with new ways to provide enterprise services.”

Ken Cochrane

Partner, KPMG and new Chair of the Federal Public Sector Business Committee

Public sector business in Ontario

The Ontario Public Sector Business Committee (OPSBC) has become the trusted voice for our industry in Ontario,

focusing on providing value to the Ontario Public Service (OPS) as well as our current and prospective members. Earlier this year Craig Sisson of Microsoft stepped down as OPSBC Chair and Lisa Carroll, Director, Consulting Services, Public Sector at CGI, took the helm.

Since then, Lisa has provided solid leadership and guidance to the committee to ensure that we maintain our position and that the priorities we address in Ontario are closely aligned with those of the national association. Highlights of the year include:

- Strengthening our relationship with the Ministry of Government Services through ongoing engagement with senior leaders within the department. Working closely with David Nicholl, Corporate Chief Information and Information Technology Officer for the Province of Ontario, we hosted several successful CCIO briefings, where he and other CIOs from various Ontario government clusters gave detailed presentations on the ICT strategies in their areas to ITAC members.
- Enabling our ITAC membership to be addressed and given a detailed briefing on IT Source as well as procurement improvements (due in part to ITAC consultation) by the Chief Information Officer, Enterprise Services.
- Continuing to update the SME web portal for the ITAC website with valuable information for SMEs. This portal addresses six areas: Strengthened SME advocacy; Building your business; Addressing barriers to SME growth; Access to SME focused peer networks; ITAC's SME resources and applicable government resources for SMEs.



“This has been an excellent year for promoting our industry, building stronger relationships, and becoming an even more trusted link between government and our members.”

Lisa Carroll

Director, Consulting Services, Public Sector at CGI and Chair of the Ontario Public Sector Business Committee

- Holding a successful series of consultations with Ministry of Economic Development and Innovation (MEDI), Service Ontario and Industry Canada to continue to offer feedback on ONE-Source for Business portal and the Ontario Business Program Guide. Going forward ITAC will continue with its semi-annual consultations as well as strike an Advisory Working Group to meet bi-monthly.
- Ongoing consultation with MEDI to continue engagement in the following areas:
 - Implementation phase of the ICT Sector Strategy
 - ICT Innovation Agenda
 - Collaboration with MEDI to support SME exports and trade
 - Continued collaboration on Open for Business initiative and the identification of its future industry priorities

We have continued to commit a great deal of energy to enhancing our industry's profile within the Ontario government this year. This is already paying dividends as we are now increasingly viewed as a valued and trusted conduit of information and collaboration between our industry and government.

Moreover, our activities are reinforcing this view. For example, the CCIO briefings and the eHealth Ontario updates we frequently host continue to be immensely popular. The frequency with which these events sell out attests to their value both to industry and to the government officials who attend and lead presentations. We believe that this kind of engagement will continue to grow in the future.



Representation on taxation

Among the many factors that contribute to market competitiveness of ICT products and services is the tax regime under which they are created.

Business taxes can encourage or inhibit ICT investment and research and development (R&D). And the tax system can be used to deliver incentives for specific types of business behaviour including R&D and investment in new technology.

ITAC's Tax and Finance Committee collaborates to present a clear and united point of view to the tax policy makers about measures that encourage the growth of a strong knowledge-based economy. For example, we have been active in recent years in the movement to reduce corporate taxes overall and to reform provincial sales tax regimes. We have also advocated measures such as the accelerated capital cost allowances on ICT equipment to encourage businesses throughout Canada to invest in technology.

One of the most important elements in the Canadian tax environment is the Scientific Research and Experimental Development (SR&ED) program which provides direct payments or tax credits to companies performing R&D.

The ICT industry invests in R&D more intensively than any other sector in Canada—we are responsible for 33 per cent of the total national R&D investment in Canada. SR&ED credits are therefore immensely important to many ITAC members and the ICT industry itself. Changes to the SR&ED that were announced in the 2012 federal budget have raised substantial concerns among many R&D performing companies. Communicating these concerns to government was a key part of this committee's work in 2012. We expect this focus to continue throughout the coming year.

Furthermore, because the availability of capital is essential for the formation of robust knowledge-based businesses, the ITAC Tax and Finance Committee also concerns itself with the inhibiting

effects of the relatively weak state of Canadian venture capital markets. This focus has become even more important given that historically, Canada has a smaller pool of venture capital than other countries and, at the moment, what capital we have is currently at a historic low and highly risk-averse.



“Tax policy and finance have a significant impact on the lifeblood of the ICT industry: R&D. Given the recent changes to SR&ED, we will be putting even more emphasis on raising the concerns of our members regarding both issues.”

Karen Atkinson

Partner, Business Tax Services at Ernst & Young and Chair of the Tax and Finance Forum

Developing better healthcare

ITAC believes the Canadian healthcare system must be a world-leading user of ICT to achieve superior patient outcomes and cost-effectiveness.

Our mission is to overcome the chronic under-spend on ICT in a way that leads to the development of a world-leading Canadian health ICT industry.

Because of this, ITAC Health, representing more than 120 Canadian ICT companies that are actively involved in the health sector, promotes the role its members can play in establishing the Canadian healthcare industry as a global leader. ITAC Health serves its members as a collective voice to healthcare professionals, government representatives, researchers, and healthcare consumers. It is a conduit for these stakeholders to leverage the members' ability to facilitate the Canadian healthcare system as a model of excellence for healthcare systems around the world. Through collaboration, ITAC Health and its members work with healthcare stakeholders to improve the health of Canadians and the efficiency of the Canadian healthcare system through the implementation of ICT.

ITAC Health's activities over the past year include:

- Joint sponsorship of the annual Kingbridge Forum with the CMA and with support from the CHA, CPA and CAN in 2011. The forum brings together thought leaders from government, health professional associations, health system managers, industry, consumer groups and academia to consider the impact of information and communications technologies on the management and delivery of healthcare. The theme for 2011 was "Harnessing the power of innovation to improve health outcomes and enhance the patient and provider experience." The game-changing trends explored at the forum included the information technology enabled patient, the mobile healthcare provider, and new delivery models inspired by social networks and cloud computing to understand how they will transform the way in which patients and healthcare providers can work together better.



“Chairing the ITAC Health Board has been a pleasure. I have seen and been motivated by the passionate commitment of the board members to improve the quality of healthcare for Canadians through ICT. We are really making a difference in a way that is inspiring for the Canadian ICT industry and Canadians alike.”

Michael Green

President & CEO, North America Region, AGFA Healthcare Inc. and Chair of ITAC Health

- Providing guidance to the health industry in its pursuit and maintenance of standards and certification by preparing an FAQ on state-of-art health ICT standardization and certification in Canada.
- Enabling networking opportunities between industry representatives and key stakeholders. For example, information sessions on strategies and tactics have been conducted throughout the past year with key jurisdictional decision-makers in various healthcare jurisdictions across Canada.
- Proactive engagement with provincial, national and international committees (eHealth Ontario, Infoway, Standards Collaborative, ISO TC215, etc.) that are developing and promoting standards.
- Active engagement in the writing of the ISO TC215 standards (eHealth software safety).
- Working towards fair, transparent and streamlined procurement processes in order to reduce costs. To this end, the ITAC Health Membership and Development Committee has developed “the value algorithm” for measuring the costs

of all procurement processes. The Committee is collaborating with the Federal Public Sector Business Committee to develop a national strategy for promoting more effective and efficient government procurement practices.

Lastly, we are also pleased to congratulate the 2011 winners of the annual Canadian Health Informatics Awards. They are acknowledged at www.healthinformaticsawards.ca.



Microsystems, macro effects

ITAC, through its Strategic Microelectronics Council (SMC), works to support a vibrant electronics industry in Canada – from devices through to systems.

Canada has many innovative companies operating in the supply chain to develop and manufacture advanced technology devices and systems. This Canadian community brings a very collegial perspective to SMC events.

From coast to coast, companies operating in Canada ranging from major global enterprises to promising start-ups are competing successfully in a very challenging, fast paced global market place. So, this year, ITAC is rebranding the Strategic Microelectronics Council to the Strategic Microsystems Council to better express its objective to encompass semiconductors, hybrid assembly and packaging, embedded software and an exciting, growing field in which Canada is a world leader—microelectronic-mechanical systems (MEMS).

ITAC's SMC will continue to meet regularly to exchange best practices across all aspects of its members' business needs. For instance, previous Best Practice Forums have been held in Montréal, Ottawa and Toronto on topics as diverse as "The Future of Microelectronics in Canada," "Industry/ University Collaborations," "Best Practices in Project Management," and "MicroQ-C2MI."

On October 11, 2012, we will host the 18th Annual Executive Forum on Microsystems which will focus this year on embedded software. This conference is prepared in collaboration with the Canadian Microsystems Corporation and brings executives from industry—both at home and abroad—together to discuss business and technical issues, network and celebrate distinguished contributors to the field through our awards presentation.



“Rebranding the Strategic Microelectronics Council to the Strategic Microsystems Council is a natural step to address the larger Canadian semiconductor ecosystem. It will allow us to serve a broader set of member companies with Canadian operations and common interests by sharing best practices, strategies and information among our members.”

Ken Wagner

Principal Engineer / Vice-President Engineering, PMC-Sierra, Inc. and the Chairman of the Strategic Microsystems Council (SMC)

Driving big opportunities with small and medium enterprises

ITAC believes that the small and medium enterprise (SME) community is one with big growth opportunities. It is a core area of ITAC's focus as 65 per cent of our members are SMEs.

Consequently, it is committed to serving this community through a variety of channels including facilitating events that bring our SME leaders together with peers as well as key governmental officials, such as our “Export Development Forums” and our “Doing Business with Government as an SME.” We also create opportunities for our SMEs to interact and engage with our larger members, like our “Doing Business with ...” events which feature our larger members presenting their partnership and supply chain strategies.

For our SME members, access is vital. Through our partnerships with other ICT associations, we enable these members to access SME peer networks, ITAC's Canadian offices, and the Global Business Centres of the World Information Technology and Services Alliance (WITSA) located all around the world. This is particularly useful for SME leaders who travel often and require somewhere friendly and free to set up a workspace.

With respect to our work on developing and strengthening our SME community this year, we continue to make progress and have identified SME growth and advocacy as an even more critical area of focus for next year and beyond. ITAC secured IRAP funding to deliver on projects that will address SME barriers to growth in the areas of digital commerce and health IT in Ontario and nationally.

In terms of best practices, the series entitled, “Growing SMEs in Canada's Digital Commerce Sector: Best Practice Forums” resulted in four best practice forums in Ottawa, Vancouver and Toronto. The forums were very well received by our membership and resulted in a Best Practices industry report.

ITAC also developed a strategic partnership with the York Technology Alliance (YTA). This allows ITAC membership full access to the YTA's 11 unique peer to peer monthly meetings, monthly topical issues, luncheons and workshops specifically targeted to provide the growth-oriented tech company with essential shortcuts to success.

The establishment of clear goals and objectives for an ICT Strategy for Ontario is one of the key pillars within ITAC Ontario's overall mandate. It is also a key focal point in our relationship with the Ontario public sector and ICT SMEs in Ontario. Our continued progress on the “Open For Business” program is already facilitating collaboration with government on this topic. For example, ITAC continues to encourage the Ministry of Economic Development and Innovation (MEDI) officials to draw on MEDI's ICT cluster strategy common elements, and expand this initiative into a complete Ontario ICT Strategy aligned with the Federal Digital Economy Strategy. We are now looking forward to the opportunity to work with MEDI to help implement the ICT Strategy.

ITAC held a successful series of consultations with MEDI, Service Ontario and Industry Canada last year to continue to offer feedback on Service Ontario's ONE-Source for Business and the Ontario Business Program. It was agreed then that we will continue semi-annual consultations as well as to strike an advisory working group to meet bi-monthly.

Advancing the digital commerce discussion

Over the last year, we held a number of events under the umbrella of the ITAC Digital Commerce Roundtable Program to enable some of the leading thinkers and entrepreneurs from various centres of digital commerce activity across Canada and North America to meet one another and exchange views. This is part of ITAC's effort to move digital commerce forward in a way that delivers value to our members.

This year's events drew a unique cross-section of our members and ICT thought leaders:

- Tyler Lessard, Chief Marketing Officer, Fixmo (past Vice President, Global Alliances and Developer Relations at Research In Motion)
- Sarah Prevette, Founder and CEO, Sprouter
- Trisha Duryee, Wall Street Journal Digital Network
- Derek Colfer, Business Leader, Global Mobile Product Innovation, Visa Canada
- Darrell MacMullin, Managing Director, PayPal Canada
- Naeem Lakhani, Partner, BNOTIONS
- Bob Moroz, President, RFID Canada
- Richard Philippe, Founder and CEO, Logi-D Inc.
- David Robinson, Vice President—Emerging Business, Rogers Communications

Topics for these events were an interesting and timely mix that ranged from the digital wallet and other innovations in NFC and RFID to cloud computing to building communities for social media customers. Our intention is to continue delivering value to our members and government partners alike by holding more of such sessions in the future.

Improving cyber security

Cyber-crime is a major impediment to Internet freedom and friction-free electronic commerce. It undermines competitiveness, costs jobs, hurts exports and erodes companies' bottom lines.

Canada, ranked number two in terms of quality of life by UNICEF, now also ranks second in the world for hosted phishing sites. According to a recent study conducted by security vendor Websense, Canada rocketed up the chart by 170 per cent in hosted phishing sites over last year. It also found a 239 per cent increase in the number of malicious URLs and a 39 per cent increase in botnet activity in Canada.

ITAC facilitates regular contact and interaction between the ICT industry and government through its Cyber Security Forum which has been around since 2000. Today it is a key venue for industry-government discussion of new and ongoing cyber-security issues and related policies, responses and solutions. One of the issues that ITAC has been addressing through this forum, on behalf of its members, is the Protecting Children from Internet Predators Act (officially titled Bill C-30, originally titled Lawful Access Act). Introduced by the federal government in February this year, this proposed amendment to the Criminal Code of Canada would grant authorities new powers to monitor and track the digital activities of Canadians in real-time, require service providers to log information about their customers and turn it over if requested, and make back-door entrances mandatory allowing remote access of individuals' electronics, each without needing a warrant.

Although this bill now appears to be moribund, ITAC did work to ensure that government hears what our members had to say about it.

Bienvenue à WCIT 2012 !

The World Congress on Information Technology (WCIT) has become the world's leading information technology gathering, featuring prominent speakers, leading thinkers and business leaders from the around the world. In 2008, Canada won the bid to host WCIT 2012. From October 22 to 24, 2012, the world of ICT will be coming to Montréal.

Convened under the theme of ONE Vision For A Global Digital Society, the Congress will feature more than 100 high-profile speakers and attract up to 3,000 delegates from more than 80 countries. WCIT 2012 is seizing the opportunity to work directly with the global ICT industry and its stakeholders to forge ahead on finding digital solutions to the world's most urgent challenges in the areas of healthcare, education, urban living and national competitiveness.

ITAC invites all its members, stakeholders and anyone interested in what the digitally-enabled future holds to join us in Montréal on October 22 to 24.

www.wcit2012.org



WCIT 2012
Montréal, Canada
Fulfilling the Promise of the Digital Age



Members

11th Dimension Consulting Inc.

A Hundred Answers

ABELDent Inc.

ABELSoft Corporation

Accenture Inc.

ACT Canada

Adobe Systems Canada

Advanced Micro Devices

Aerotek ULC

Agfa Healthcare

Aird & Berlis LLP

Alberta ICT Industry Association

Algorithmics Incorporated

Allan Wilson and Associates

Alleyne Inc.

Allscripts

Alphaglobal - IT Inc.

Alphinat Inc.

Aon Hewitt

Apple Canada Inc.

Aprilage Inc.

Arun Malhotra & Associates

Association quebecoise des technologies (AQT/QTA)

Atos Inc.

Autodesk Canada

Autonomy, an HP Company

Avanade Canada Inc.

Avaya Canada

Avigna Systems

B Sharp Technologies, Inc.

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bitHeads inc.

Blake, Cassels & Graydon LLP

Borden Ladner Gervais LLP

Branham Group Inc.

British Columbia Technology Industry Association (BCTIA)

Business Development Bank of Canada

BusinessOne Corporation

Cadence Design Systems Inc.

Canada-China Business Council

Canada-India Business Council

Canada's Technology Triangle Inc.

Canadian Digital Media Network

Canadian Health Information Management Association

Canadian Healthcare Management Inc.

Canadian Imperial Bank of Commerce

Canadian Light Source

Canadian MedicAlert Foundation

Canadian Pharmacists Association

Canadian Wireless Telecommunications Association

Canadiana.org

CANARIE Inc.

Carefx

CatMedis Healthcare Inc.

CCICT & Convergent Strategies

CDW Canada

Celestica Inc.

Centennial College

Cerner Corporation

Certicom Corp.

CFN Consultants

CGI Group Inc.

ChristieStatDev

Ciena Corporation

Cientis Technologies

CIO Summit

Cisco Systems Canada Co.

Clarkson Group Inc. (The)

CMC Microsystems

Communitech

Compugen Inc.

Computer Sciences Canada Inc.

Contingent Workforce Solutions Inc.

Corporate Microsystems Inc.

CPIC (Canadian Photonic Industry Consortium)

CSA Group

CSI eSecure Inc.

Cybera Inc.

DA-Integrated

DapaSoft Inc.

Dassault Systemes Inc.

Dell Canada

Deloitte & Touche LLP, Enterprise Risk

Deloitte Inc.

Deloitte LLP

Digital Boundary Group

Digital Nova Scotia

Dyna Lync Corp

eBay Canada

Edelman Canada

eHealth Ontario

e-Health Soft Corporation

Elliptic Technologies Inc.

Employment Solution (The)

Enterprise Ireland

Environics Communications Inc.

Ericsson Canada Inc.

Ernst & Young LLP

eSentire, Inc.

ESRI Canada

EWA-Canada Ltd.

Export Development Canada

Facebook Canada

Fresco Microchip Inc.

Fujitsu Canada, Inc.

Fujitsu Consulting (Canada) Inc.

Gandy Associates

Gardiner Roberts LLP

GE Healthcare

GeNUIT Inc.

GoldCare

Google Canada

Grant Thornton LLP, Technology Risk Management

GRCSI (Governance Risk Compliance Security International)

GS1 Canada

GSI Consulting Services Inc.

Hawk Technologies

Health Information Strategies Inc.

Healthtech Consultants

Hewlett-Packard (Canada) Co.

High Performance Computing Virtual Lab (HPCVL)

Hlnext Inc.

HRG Healthcare Resource Group Inc.

htx.ca - The Health Technology Exchange

Humber Institute of Technology and Advanced Learning

IBM Canada Ltd.

ICDL Canada Limited

IDC Canada

IDT Canada

Impact Group

Indo-Canada Chamber of Commerce

Infernotions Technologies Ltd.

InfoClin

Information & Communication Technologies Association of Manitoba (ICTAM)

Information and Communications Technology Council (ICTC)

Infrastructure Ontario

Innovapost

Innovation and Technology Association of P.E.I. (ITAP)

Integrity Canada Inc.

Intel of Canada, Ltd.

Intelliware Development Inc.

Intercast Staffing

Interis Consulting Inc.

Invest Ottawa

IT World Canada

iVedha Inc.

Jamaica Promotions Corporation (JAMPRO)
 KDM Analytics
 Kifinti Solutions Inc.
 Klocwork
 Knowsys Group Ltd
 KPMG, Technology, Media and Telecommunications
 LaserNetworks
 Laurentian University
 Lyngsoe Systems Ltd.
 M.H. Nusbaum & Associates Ltd.
 Macadamian Software Engineering
 Magor Communications
 Maple Leaf Foods Inc.
 Marksal Inc.
 maxIT Healthcare
 McAfee Inc.
 McCarthy Tetrault LLP
 McKesson Information Solutions Canada Ltd.
 McMaster University
 MD Practice Software LP
 Med Access Inc.
 MED2020 Healthcare Software Inc.
 Mediaocean Canada
 MEDITECH
 MGP Information Systems Ltd.
 Micralyne
 MicroQuest Inc.
 Microsoft Canada Co.
 Mihealth Global Systems Inc.
 Miller Thomson LLP
 MISA (Municipal Information Systems Association)
 MODIS
 MTS Allstream Inc.
 National Institutes of Health Informatics (NIHI)
 National Research Council: Institute for Information Technology
 Navantis Inc
 NetApp Canada
 NetDexterity Inc.
 Netscout Systems, Inc.
 NetSweeper Inc.
 New Brunswick Information Technology Council (NBITC)
 Newfoundland and Labrador Association of Technology Industries (NATI)
 NexJ Systems
 Nightingale Informatix Corp.
 Nordicity Group Ltd.
 Northwestel
 Norton Rose Canada
 Nova Marketing Group Inc.
 Nova Scotia Business Inc.
 NucleusLab Information Technologies (Canada) Ltd
 Nulogy Corporation
 Nvision Consulting Ltd.
 Odgers Berndtson
 Online Business Systems

Ontario Environment Industry Association
 Ontario Research and Innovation Optical Network (ORION)
 Ontario Telemedicine Network
 OntarioMD
 OnX Enterprise Solutions Inc.
 OpenText Corporation
 Oracle Corporation Canada Inc.
 Orion Health
 Ormed Information Systems Inc.
 Osler Hoskin & Harcourt, LLP
 Osler Systems
 P & P Data System Inc.
 Paradigm Infotech
 PayPal Canada
 PEPID LLC
 PharmaTrust Canada
 Pitney Bowes Software
 PMC-Sierra Ltd.
 Polaris Software Lab Canada Inc.
 Polycom Canada
 PPI Consulting Ltd.
 Practical Resolutions Inc.
 PricewaterhouseCoopers LLP
 ProVision IT Resources Ltd.
 Public Sector Research
 QHR Technologies Inc.
 QuadraMed Corporation
 Red Hat Canada Limited
 Redknee Solutions Inc.
 Research In Motion Ltd.
 RFID Canada
 RIC Centre
 Rogers Business Solutions
 Rogers Cable Communications Inc.
 Rogers Communications Inc.
 Rogers Media Inc.
 Rogers Shared Services
 Rogers Wireless Inc.
 RuggedCom Inc.
 Ryerson University
 Salesforce.com
 Salumatics
 SAP Canada Inc.
 SAS Canada
 Saskatchewan Advanced Technology Association (SATA)
 SaskPower
 SaskTel
 SaskTel International
 Schroeder & Schroeder Inc.
 SecureKey Technologies
 Security Compass
 SecurTek
 Sequentia Environics
 Sherbrooke Innopole
 Sheridan College Institute of Technology and Advanced Learning
 SHI Canada (Software House International)
 SHIFT Energy Inc.
 Sidense Corporation

Sigma Designs Technology Canada Inc.
 SKE Inc.
 SMA
 Smart Thought Technologies
 Softchoice Corporation
 Solutions In Context
 SRA Staffing Solutions
 Star Telecom
 Stikeman Elliott LLP
 Strata Health Solutions
 Studentawards Inc.
 Summerhill Venture Partners
 SyLogix Consulting Inc.
 Symantec (Canada) Corp.
 Symbiotic Group
 T4G Limited
 Tandberg Canada Inc.
 Tbaytel
 Tech Data
 TECH south east
 TechAlliance
 Teledyne DALSA
 TELoIP Inc.
 TELUS
 TELUS Business Solutions
 TELUS Health Solutions
 TELUS Health Transformation Services
 TELUS Mobility Inc.
 TELUS Security Solutions
 Teranet Inc.
 Thinkage Ltd.
 TIBCO Canada Inc.
 TPG Canada
 Trend Micro Canada Technologies Ltd.
 TRILabs
 TwelveDot Inc.
 UBM TechInsights
 Underwriters' Laboratories of Canada
 Unisys Canada Inc.
 University of Ontario Institute of Technology
 University of Ottawa
 University of Waterloo
 Valt.X Technologies Inc.
 ViXS Systems Inc.
 VMWare
 Wavefront Wireless Commercialization Centre
 Websense Inc.
 Weir Group
 Whitenoise Laboratories (Canada) Inc.
 Willowglen Systems Inc.
 Wirehead
 Wolf Medical Systems
 Wulei Inc.
 Xerox Canada Inc.
 Xplornet Communications Inc.
 xwave
 York Technology Alliance
 Yoush Inc.
 zuluMe

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Did you know that the Canadian ICT sector...

Consists mainly of small companies: about 32,700 companies comprise the information and communications technologies (ICT) sector. Only 100 companies employ 500 people or more.

Generates \$162 billion in revenues: ICT sector revenues increased from \$129 to \$162 billion between 2002 and 2010—a 25% increase.

Makes a substantial contribution to the Canadian GDP: the ICT sector contributed \$60.8 billion to Canadian GDP (in 2002 constant dollars) in 2010—accounting for 4.9% of Canadian output, up from 4.2% in 2002.

Is a major source of jobs: employment in the ICT sector increased by 2.7% in 2010 to reach 563,269. In 2010, 3.3% of all Canadian workers were employed by the ICT sector.

Is highly export-oriented: 60% of ICT products manufactured in Canada were exported in 2010. Exports of ICT services grew 23.2% between 2002 and 2010. Software and computer services accounted for almost 69% of total ICT service exports.

Is the largest performer of private sector R&D: after growing from 2002 to 2007, ICT sector R&D has dropped by 15% in the last three years. Despite this, the ICT sector is still the largest performer of R&D, accounting for 33.4% of all the private sector R&D expenditures in Canada.

And has a knowledge-intensive workforce: the ICT sector employment is characterized by a highly educated workforce. In fact, 44.4% of workers had a university degree in 2010, compared to a national average of 25.6%.

...that earns above-average wages: ICT workers earned on average \$67,225 in 2010—52% more than the economy-wide average of \$44,366.

Source: Industry Canada

Contact us at

www.itac.ca or (613) 238-4822 or (905) 602-8345

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