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ITAC Industry Insider

This week we handed out our Ingenious Awards at a gala celebration. We honoured visionary leaders from six organizations across the country that understand the transformative power of ever-evolving ICT tools and how use them to strengthen the economy, improve the productivity of their organizations and enhance the lives of Canadians.

The accomplishments of the 2014 winners offer a glimpse into the power of ICT to solve health care problems, help companies establish leadership positions,

empower government in new ways to protect personal information, and even to give weary travelers a few extra minutes of peace on a trip home.

We dedicate this issue to telling their stories and hope by reading them you to will be inspired to work in innovative ways to solve your customers most pressing problems.

Karna Gupta
President and CEO

Upgraded Trading Engine Gives TMX the Edge

As owner and operator of the Toronto Stock Exchange, TMX Group occupies an important place in the Canadian economy. When it found itself needing to upgrade its trading technology in order to compete with other financial exchanges, the company bet heavily on a major redevelopment of its core service, says Greg Allen, VP of Governance, Architecture and Planning.

The new TMX Quantum XA has dramatically improved the customer trading experience, reducing order entry response times (known in the business as 'latency') by 100 times over the previous generation.

"Trading and investing are all about absorbing information and then reacting to it," says Allen. In addition to its capacity to handle 200,000 messages per second, the service now boasts order entry response times of less than 50 microseconds.

[...More](#)

Global Relay Finds Home in Cloud

A decade and a half ago Canadian entrepreneur Warren Roy recognized that the rise of email was creating ever increasing volumes of electronic records that - just like traditional paper records - needed to be stored and managed.

Well before 'the cloud' became a mainstream term, his company, Vancouver-based Global Relay, was delivering data storage and retrieval solutions to businesses for their email, text messaging and social media applications.

Alberta's Web-Based Organ and Tissue Donation Registry Saves Lives

Did you know that a single organ or tissue donor can save the lives of up to eight people,

messaging and social media applications.

"We were dedicated to commercializing a simple technology early on to drive revenue and to learn from our customers," says Roy, Global Relay's CEO and Founder. "This allowed us to stay focused on what we thought was a very potent combination of technology and customer service."

Today Global Relay provides archiving services to 18,000 customers in 90 countries, including 22 of the world's leading 25 banks. With 325 employees at five offices around the world, it's one of the fastest growing technology companies in North America. More

N.B. Ramps Up Cyber Security Umbrella

It wasn't long ago that every government department in the Province of New Brunswick was responsible for controlling their own security posture. Predictably, this lack of centralized oversight led to duplication of effort, competing standards, incompatible equipment and - worst of all - a clear appreciation of its greatest points of vulnerability.

while improving the quality of life for 75 others?

Prior to the development of the Alberta Organ and Tissue Donation Registry (AOTDR), however, the number of organ and tissue donors in Alberta had been declining. Donations had plunged from as many as 17 deceased donors per million in 2002, to nine donors per million in 2010 - the lowest rate in the country.

Alberta's low rate of donation also had a cost impact for the Province. A shortage of kidney donors, for example, meant more Albertans required dialysis, at an estimated annual cost of $50,000 per patient.

"There were people awaiting organ transplants who naturally were very passionate about seeing this situation improved," says Susan Anderson, Assistant Deputy Minister and CIO, Health Information Technology and Systems Division. The government responded by creating a web-based service that enabled adults to go online to register their intent to become an organ and/or tissue donor, or alternatively to declare their intent when they renew their driver's licence at a registry agency outlet. More.

St. Mary's General Hospital 'Wait Time' Website Helps Ease Strain

Aside from being sick or injured, waiting in the hospital Emergency Department is just about the most painful experience around. That's why St. Mary's General Hospital (SMGH) of Kitchener recently introduced an Emergency Department wait time clock on its website.

The tool was designed to help patients who don't have timely access to a family doctor, or who may have some discretion about when and where they seek care. "It's such a departure from tradition," says Don Shilton, President of SMGH. "People thought that if you put this information in the hands of patients, they might make the right the wrong decisions, or it would invite criticism."

On the contrary, the service has enabled people to make more informed decisions. "We saw that some of the patients who had previously been to the Emergency Department who were in that category of relatively healthy actually decided not to

Recognizing that it had to fix this situation, in 2012 the Government of New Brunswick mandated the development of a Security Event Management Centre (SEMC) under the auspices of its CIO. The SEMC's primary objective is to improve the Government's overall cyber-infrastructure security through the delivery of a uniform, consistent security event management and oversight service.

The SEMC also needed to do this across dozens of different agencies, departments and Crown Corporations, ranging from School Districts and the healthcare system to power companies and the Provincial liqour board.

One of the SEMC's biggest challenges was to develop a positive working relationship among a host of previously independent stakeholders. "This entire effort depends on the trust of the people we're doing it for," says Jamie Rees, Chief Information Security Officer. "If they can't trust us to deliver, then the whole effort falls apart." [More]

Events Worth Attending

ITAC hosts and supports a wide range of industry events each month. Here are three educational and networking opportunities that you might want to consider attending.

Nov. 26 - [Doing Business in India Seminar/Webinar,](Toronto) Toronto **- An opportunity for any company thinking about trade opportunities in one of the world's most populous countries**

Dec. 1 - [CCIO Breakfast,](Toronto) Toronto - A thought

come at all." [More]

Halifax Airport's Self-Service Baggage Saves Travelers Time

Let's face it. With the crowds, enhanced security and unexpected delays, taking an airplane can be a stressful experience.

In the airline industry, it takes a large number of steps between the time a passenger arrives at the airport and the time they assume their seat on the plane. With all those gates to pass through, a long line up at check-in, "is one of the worst things that can happen to you," says, Mike Maxwell, Director of Business Solutions at Halifax International Airport Authority (HIAA).

One of the biggest bottlenecks in the system was a baggage handling system that had reached its operating capacity and an out-dated check-in hall. "The more we could simplify that process, the better the overall experience would be."

Leveraging many of the technologies that they'd already put in place, HIAA created the first fully automated, common use self-service bag-drop solution in North America. Today travellers checking in simply visit a kiosk, enter their booking information and follow the prompts to print their own bag-tag. Then they mosey over to the bag drop, where they need only scan their boarding pass and place their luggage in the self-serve bag drop device. [More]

Charette, Hoffman win inaugural CanadianCIO of the Year

Corinne Charette, the federal government's Chief Information Officer, and Brenda Hoffman, TMX Group's Chief Information Officer, were recognized by their peers and the information and communications technology industry for their achievements as the country's top CIO's.
"CIO's are often the unsung heroes of the boardroom. They do extraordinary work that drives innovation and support the bottom line, but they rarely find their way into the spotlight," says Karna Gupta, President the CEO of the Information Technology Association of Canada (ITAC) "The two winners in this inaugural competition have

provoking CIO panel featuring David Nicholl and four of Ontario's influential IT leaders

Dec. 2 - [Third National Summit on Data Analytics for Healthcare](#). **ITAC members are entitled to a 20 per cent discount**

Dec. 3 -
[Women: Cultivating innovation for Business Success](#) -
Learn from other women who are living Innovation.

Dec 3 [GTEC Summit Series: Simplifying IT to Drive Better Business Outcomes](#) **The first in a series of a new complimentary half-day program where invited thought leaders share their experiences around the advanced technologies and solutions that are driving ICT initiatives forward in the public sector.**

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earned the respect of their colleagues and the industry."

Public Sector Winner:
As the Chief Information Officer of the Government of Canada, Corinne Charette works in the national spotlight. A collaborative and visionary trailblazer, she is responsible for leading policy development and enablement, management oversight and community capacity development for all of the government's technology and information management needs. Since her appointment in May 2009 she has led the organization through a period of tremendous flux, working through government transformation pressures, reduced budgets and workplace volatility.

Private Sector Winner:
As TMX Group's Chief Information Officer, Brenda Hoffman leads a team of 500 professionals who build and operate the technology for Canada's leading marketplaces and provide a range of capital markets services. Ms. Hoffman has overseen the design, development and delivery of TMX application products and services, including TMX Group's new proprietary platform TMX Quantum XA, the fastest trading engine in the world. This achievement has helped to place TMX in the forefront of the highly competitive business of electronic exchanges.

Do you have a a story you would like to see featured in the ITAC Insider? Send me an [email](#) and we'll work together to share it with the ICT community.

Steve
Communications Director
ITAC