



ANNUAL REPORT 2015 - 2016

Growth. Influence. Impact.

CIOCAN - an association of Chief Information Officers and IT leaders in Canada.
CIOCAN is the only professional association whose mission is to assist CIO's and
senior IT professionals in their quest for excellence.

This is achieved through focused education, knowledge-sharing and professional networking to expand our
members' network of connections to encourage personal and
professional growth and prosperity for all members.

PRESIDENT'S MESSAGE



This will be CIOCAN's 13th year of operation. We remain very positive about the future of our Association as we anticipate continued growth and increased influence. This past year has seen us take several major strides to build a stronger foundation for the future.

Our mission statement continues to be: "The CIO Association of Canada grows IT leaders, speaks with one voice on issues facing CIOs, and builds a vendor-neutral community for safe exchange of ideas and best practices." Our vision is encapsulated in the phrase: "Growth. Influence. Impact."

Our key focus areas continue to be on Membership Engagement and Membership Growth. We have changed our Board structure and resource allocation to reflect these priorities. This is a journey to build upon our past success and move our Association forward in a more focused and structured manner to help deliver even more value to our membership and to truly become the voice of the CIOs in Canada.

In terms of notable accomplishments from this past year, I would highlight the following:

Strategy – 24 National and Chapter Board members came together this past April 22nd in Toronto to review and update the CIOCAN Strategy. Focus areas of the resulting discussions were Membership, Programs, Partnerships, Governance and Organizational Effectiveness and Finances. We also reviewed a Mentorship pilot project from the Toronto Chapter which was subsequently approved by the National Board for rollout to the overall Association. The results of the planning session are reflected in the plans of the Association for this coming year. As always, there is more work to be done, but we are on course with a clear sense of direction and priorities. Please see page 5 for more on the strategic plan.

Operations – We completed our first fiscal year with having a new part-time Executive Director in place. By all accounts that has been a very big success. Tracy Blyth, CAE has helped us implement a number of changes to improve the governance of the Association and the effectiveness and efficiency of the administration within the past year. As a result, the National Board has approved a two year extension to her contract and also to the Association Management Company contract with ATCL.

In addition to these initiatives, we also replaced our Association Management System and upgraded our website bringing improved service to our members and increasing administration productivity. Both of these initiatives were completed on schedule and under budget. As part of our internal Technology Strategy, we have new investments to make in the coming year to further improve our communications and collaborations capabilities.

Financial – As you will note, we had a successful year financially as compared to budget and as compared to previous years. Part of this success relates to the implementation of our Sponsorship Program which has relieved some of the pressure on membership and event fees. From an overall financial perspective, the Association has never been stronger than it is now.

Membership – We ended the year at 313 members, which is a slight decline from last year. 78 new members joined us this past year, which means that our gross membership addition rate was 24%. However, we also lost 90 members, which translates into a membership attrition rate of 28%. Membership value needs to continue to be an area of focus for the Association.

To gauge how members are feeling about their Association and what can be done better, a **membership survey** was conducted in February with the total number of respondents at 94, or approximately 30% of our membership. We asked a number of questions and received lots of good input. In particular, we wanted to know how likely members are to recommend CIOCAN to their friends and colleagues, otherwise referred to as the Net Promoter Score. What we learned is that 44% would be considered as "Promoters", 44% would be considered as "Passive" and 12% would be considered as "Detractors". This is not a bad result, in fact it is a slight improvement over the previous year, but we have work to do to convert more of our members to be true "Promoters" and thereby help address some of our membership attrition challenge.

The survey also reconfirmed that the #1 reason for members to join CIOCAN is networking, followed by the desire to support the CIO profession and the need for useful and practical information for educational purposes. These are areas of continuing focus for the Association.

Chapters – We started and ended the year with six Chapters across Canada. Vancouver remains our largest Chapter with 102 members. Toronto has remained consistent with 99 members. Edmonton is now at 35 members, Calgary at 26 members and Manitoba at 25 members. Ottawa is our smallest Chapter with 5 members and there are 21 National members who do not belong to any specific Chapter given their geographical location.

In terms of new Chapter locations, we are in preliminary discussions about initiatives in Montreal, Quebec City and Regina. New Chapters do take some time to develop and require us to be able to form a critical mass of CIOs in any given market to have sufficient new members to make it feasible. During this past year, we also welcomed 4 new Chapter Presidents for Edmonton, Ottawa, Manitoba and Vancouver. We expect both Toronto and Calgary to undergo leadership changes in the coming year.

PRESIDENT'S MESSAGE (continued)

Partnerships - We continue to foster and develop great relationships with third parties that help to enhance membership value and to extend the reach of the Association. The Partnership Committee has been very active evaluating existing partners and new relationships that continually come forward for consideration. In particular, our key relationships are very strong and mutually beneficial with: IT World Canada for media coverage; Information Technology Association of Canada (ITAC) for the Ingenious Awards and CIO of the Year Award; Information and Communications Technology Council (ICTC) for IT Talent forecast and planning; International Data Corporation (IDC) for industry research and analysis; and Evanta for major CIO events in the Toronto, Calgary, Vancouver and Montreal markets.

At the same time, we continue to actively leverage our partnership with the European CIO organization (EuroCIO) by sharing information and best practices on various topics of common interest. Preliminary discussions are in progress on forming a relationship with a similar CIO organization based out of India.

Professional Development – Our Vancouver Chapter continues to lead the way with developing and offering a co-sponsored CIO Leadership Program between CIOCAN and Simon Fraser University which provides one year of membership at the Associate level to all course participants. Now entering its 8th consecutive year with more attendees from across Canada, this program has helped enhance the career of many aspiring or new CIOs. Registration for this year's program is now complete with the course to begin by the end of September. Building on the success of this program, we are in partnership with Ryerson University for the launch of a new executive development program for established CIOs that would lead to a Professional Masters Diploma, or PMD, for the graduates. We know that this program is the first of its kind for CIOs in Canada with the planned first intake of students in the Fall of 2017. We are very excited about this opportunity, so stay tuned for further details.

At the other end of the career spectrum, to help ensure the flow of talent for the future, we have been actively working with ITAC to support Business Technology Management program development for secondary school and university students.

Programs – Between the Chapters and National, over 60 events were successfully executed throughout the year. These events range in size and formality from the ever popular “Beers with Peers” to national webinars to larger marquee events such as the “IT Agenda and the Shrinking Economy” for our Edmonton Chapter. Of course, our signature event is the CIO Peer Forum which this past year was held in Toronto with the theme of: “Rise To The ChallengeSomeone Will”. The event was well attended and was also well covered in the IT media. Attendees found the conference to be of excellent value. Preparations are already well underway for our April 2017 CIO Peer Forum in Edmonton with a theme of: “Digital Leaders: Creating the Digital Business”. We do hope as many of our members as possible will join us in Edmonton. It promises to be another great event with significant value for the CIO participants.

Marketing and Communications – We continue to work on improving our ability to deliver our key messages both internally and externally. Our CIOCAN members are now more sought after spokespersons for the profession, as presenters, panelists and media interviewees. News releases, blog posts and tweets have all been very active, and we are very pleased to see our members contributing by sparking and engaging in conversations on many issues affecting the CIO profession and the IT industry. We see great opportunity to do more in this area and this will be one of our focuses for the coming year.

This success of CIOCAN can be attributed to one thing... the generous contributions of more than 50 volunteer board members at both the National and Chapter levels. These individuals donate their time, their energy, and their passion to something they strongly believe in: helping their fellow CIOs with day-to-day challenges in their organizations and playing a role building the future of the CIO profession in Canada. Thank you to all of our board members for your dedication and commitment!

CIOCAN is excited to welcome Humza Teherany to now take the reins as the new National President effective with the completion of this AGM. Humza is the Chief Innovation Officer for Compass Group Canada and is also the Chief Executive Officer of Compass Digital Labs. He has served on the Toronto Chapter Board for a couple of years and has just completed his first year on the National Board of Directors as the National Vice-President.

I have also had the pleasure of working with Humza in the private sector and know that he will do a great job for us bringing new energy, fresh ideas, passion and commitment to the role. As per our Board Policies, I am happy to remain on the National Board and serve as Past-President with specific duties to carry out including leading the President's Council and the Nominating Committee. In addition, I will do everything possible to support Humza to help ensure the continued success of our Association.

I would like to thank those National Board members who are stepping down from the National Board after providing great service to the Association, namely Dave Codack, Alex Buhler and Nigel Fortlage. In addition, I want to recognize the great work of Tracy Blyth, CAE, Alison Toscano and our CIOCAN National Office staff for all of our collective benefit.

PRESIDENT'S MESSAGE (continued)

The CIO profession is one of the most critical in business and industry today. CIOs have responsibility to drive the digital transformation agenda through innovation, productivity and competitiveness for their respective organizations. At the CIO Association of Canada, we not only provide our members with an exchange forum for best digital leadership strategies and practices to enhance business results, we are also developing a strong voice to ensure that CIOs are represented at key industry and government decision tables. In other words: **Growth. Influence. Impact.**

I have been proud to work alongside such a talented group of executives dedicated to the cause of moving our profession forward. As a call to action for all of our members, I ask each of you to actively join us in this journey and to encourage your CIO friends and colleagues to also become members. It is well worth it. Thank you.

Sincerely,



Gary Davenport
CIOCAN President, 2011-2016

Financial Report

To comply with CIOCAN financial policy, CIOCAN financial statements underwent a financial review by an independent accountant. CIOCAN recorded a net excess of revenues over expenditures of \$43,718.00 for the 2015-16 fiscal year ended June 30, 2016. The overall financial situation of the Association is strong due to the combined net assets of \$282,031 as of the end of June 2016.

In 2015 – 2016 some key initiatives have been executed on and therefore require to be noted:

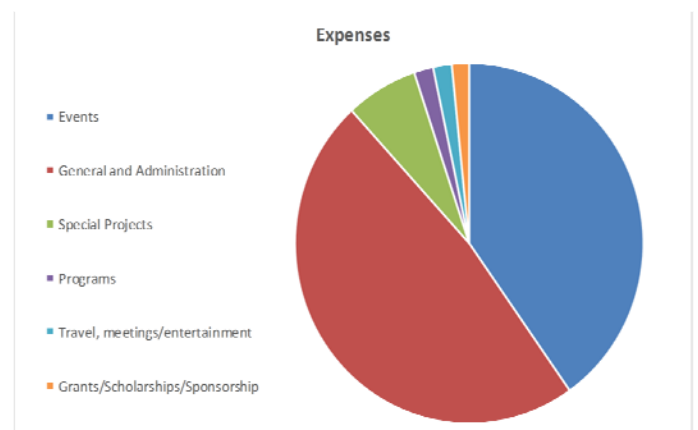
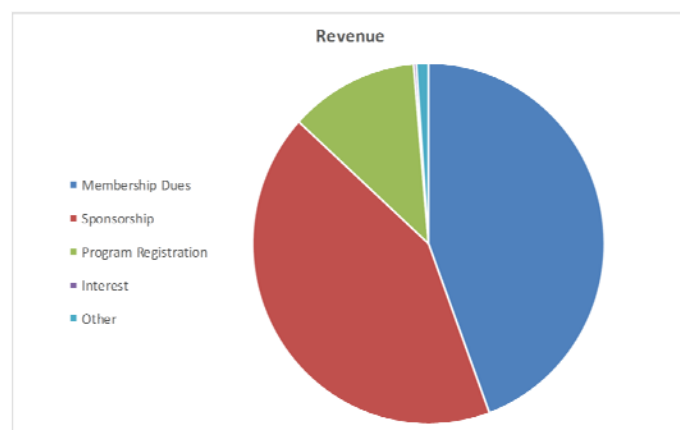
- To ensure optimal Chapter board resource allocation, the Chapter Treasurers' role has been removed and the treasurer resources will be allocated strategically to other portfolios.
- The trial sponsorship program has been deemed successful and will be incorporated on an ongoing basis.
- Closer management of expenses, which have contributed to the positive net cash flow.
- Monthly financials are monitored monthly by the CIOCAN Board of Directors, thereby, providing visibility of the financial status and ensuring quick turnaround, if decisions are required to be made to maintain the financial health of the Association.
- Continue to refine allocation in the chart of accounts to provide clarity, hence the variances in a few line items within the Income statement between 2014-15 and 2015-16 fiscal.

The Association's revenue in 2015-16 grew by \$24,826 from 2014-15 fiscal year.

Operating expenses continue to be well managed and in 2015-16 were decreased by \$21,726 from 2014-15 fiscal year. This also contributed to the overall favourable financial outcome.

Respectfully submitted,

Rita Lizare-Tippe
Treasurer



CIOCAN Strategic Plan - 2016-2018

In the Fall 2015, the CIOCAN Board of Directors began work on a strategic plan. Using the information from the February 2015 membership satisfaction survey, the April 2015 focus group deliberations, as well as interviews with 11 national board members, a strategic plan was created. As typical with most professional associations, member retention, membership growth and member engagement are top priorities. The April 2016 Strategic Planning retreat as well as the 2016 Membership Satisfaction Survey provided additional information that ensured CIOCAN is on the right path.

The strategic plan set out to identify, prioritize and measure the initiatives CIOCAN will plan, design and execute to support our growth in membership, retention of members and improved ROI. It is a plan that will rely heavily on the continued commitment and participation of the National and Chapter board members, as well as other volunteers, to be executed in collaboration with the CIOCAN staff team.

The five cornerstones of our strategic direction over the next few years are as follows: 1) Membership Retention, Growth & Value; 2) Governance & Organizational Effectiveness; 3) Program and Content (including Networking); 4) Partnerships and 5) Voice of the CIO.

Membership Retention, Growth & Value - It is all about membership: membership growth, membership retention, membership value, membership engagement

- Create new member welcome program including email, phone call and face to face welcome
- Create outreach initiative around first year members
- Better understand why members do not renew membership
- Ensure the list of member benefits provides members with a high level of ROI
- Develop a marketing strategy to sell CIOCAN membership
- Expand our reach to CIO's utilizing appropriate sectors (verticals) and positioning CIOCAN as THE cross-vertical association
- Add new Chapters in targeted communities

Governance & Organizational Effectiveness - Ensure the CIOCAN governance structure is operating at a best practice level

- Ensure reporting structures (board, committees, chapters, Presidents' Council, ED, Staff) serve CIOCAN well
- Committee structure review to ensure optimum volunteer engagement
- Update & Enhance National Volunteer Management Program
- Update Board roles, responsibilities & empowerment, including an updated Responsible Accountable Consulted Informed (RACI) document
- Review and consider incentive for CIOCAN Board members in recognition of their volunteer contributions
- Review & enhance member fee model
- Establish a plan to attract Associate level members
- Review & revise criteria for membership
- Review the model of fee distribution (membership fees, Peer Forum, etc.) ensuring optimum performance

Program and Content - Deliver an engaging program with rich content and excellent networking opportunities

- CIOCAN is delivering excellent content and thought leadership across all platforms
- Increase relevancy of programs & education
- Building links amongst National & Chapter Programs
- Increase event attendance
- Increase Peer Forum attendance
- Ensure that CIOCAN Chapter and National calendar of events are mutually complementary
- Enhance networking opportunities

Partnerships/Sponsorship/Academic Partnerships - Ensure all partnerships (including academic) are aligned with CIOCAN strategy and benefits the members

- Review existing partnership (including academic partnerships) catalogue to assess alignment with strategy
- Draft process re partnership engagement and disengagement
- Disengage partnerships that are no longer aligned with strategy
- Engage with partners that are best aligned with strategy
- Ensure CIOCAN Sponsorship Program bolsters fiscal resources & enhances quality/content of programs

Voice of the CIO - CIOCAN is recognized as the leading authority on CIO's in the country

- Continue the provision of excellent content and thought leadership across all platforms
- Ensure that partners continue to recognize the value of member's input on studies that impact the CIO community
- Promote CIOCAN Board members being profiled in the media.

2016 Membership Survey Report

An online survey was distributed to approximately 300 CIOCAN members during the Winter of 2016. The results presented in this report are based on 94 respondents. This represents an acceptable response rate of 31%.

The survey results are presented in the following summary of results. Whenever possible, we have compared total results from this year with last year's results.

This year we are seeing increases in several key measures. Specifically, we note a small increase in the percentage who agree "absolutely" that their membership represents good value. There is also evidence to suggest increased participation in events. And finally, we see a small increase in the Net Promoter Score (32% up from 29% in 2015).

- ◆ This year's sample is made up of a higher percentage of respondents who have been members for 6+ years (24%). Compared to the national average of 24%, we note that in Vancouver, 42% of respondents have been members for 6+ years.
- ◆ Increase this year in the percent (39%) saying "absolutely" their membership represents good value. Results vary by chapter. We see the highest ratings in Calgary, Edmonton and Toronto.
- ◆ When asked "How often do you attend the following CIO Association events? Chapter Speaker Event, Networking Event (e.g. "Beers with Peers" or coffee meeting)" there was an increase in the percentage who say they never miss a meeting. Also a slight decrease in the percentage saying that they never go to a meeting.
- ◆ When asked what might prevent you from attending an event, the answer was consistent with last year, being too busy (81%) is the primary reason given for not attending an event. The time of day has decreased as a reason for not attending a meeting.
- ◆ 50% of the respondents attended The Peer Forum at some point.
- ◆ Travel and cost has increased as a reason for not attending The Peer Forum. Scheduling conflicts are less frequently mentioned.
- ◆ When asked "**What are the top trending CIO topics you would like to see covered in the next 12 months?**" 78% said Innovation and Communication - integration of new technologies and real life success stories; 61% said Business Technology Alignment - adding business value, marketability of the CIO role, cost management; 54% said Security and Mobile - security, digitalization, cloud contracts; 48% said Governance and Board Strategy - interaction with board executives and auditors, CIO's role in the executive suite; and 34% said Mentoring/Succession Planning/HR - leadership, HR issues in IT, employee attraction and retention, talent management.
- ◆ When asked "**What work related issues keep you up at night?**" the list was broad including Security, Privacy, In cloud Environment, Data loss, Encryption, Keeping up with technology, Strategic business issues – digital strategy, strategic planning, application strategy, Enough resources – IT market, Too much innovation, too fast? – keeping up with giant Telco companies, Cloud service changes – costs, tools for measurement, performance and bandwidth requirements, Demand vs. capacity/supply vs. demand, IT Governance, Legacy replacement, Human Resources – staff management, talent stream and development, micromanaging CEO, Prioritization, Maximizing corporate value, The economy, Succession, Project volume and delivery – meeting business needs.
- ◆ When asked "**Which type of event(s)/ content are you more likely to participate in? (multiple mentions)**" 58% said face to face Chapter programs; 19% said webinars; 17% said The Peer Forum and 5% said on-demand digital.
- ◆ 95% of respondents are sufficiently informed about CIOCAN activities and initiatives.
- ◆ 60% regularly read the CIOCAN e-newsletter; 32% occasionally read it.
- ◆ 80% use the calendar of events on the website; 32% use the member directory; 31% use member profiles.
- ◆ When asked "**What social media do you actively use for business purposes?**" 96% use LinkedIn; 32% use Twitter; 6% use What's App
- ◆ 79% of respondents are members of the CIOCAN LinkedIn group.
- ◆ When asked "**What is the most important benefit you receive from being a member of the CIO Association of Canada?**" 90% identified Networking; 56% identified Supporting My Profession; 52% identified education and 17% identified mentoring.
- ◆ When asked "**What is the most important way the Association could increase its value to you as a member?**" our members responded: Networking opportunities (With business executives, not only technology peers; Increase size and quality of membership to improve networking opportunities); Education (Conferences, Relevant , local events and topics – real world experiences, Industry speakers, engaging speakers, Seminars, Sometimes outside of downtown cores (Edmonton and Toronto), Varied times and days of meeting, Topics for IT leadership roles, More Manitoba chapter events, Variety of locations for chapter events; Coaching and Mentorship (Assistance for CIOs/Directors in transition, Be a lobby for CIO, Buddy program); Increased content on Website (Real world IT challenges, More online information, Regular national Webinars, Video conference Chapter events); Keep costs down (Eliminate event fees, Chapter events free to members, Stop charging for peer forum, Provide some free tools to companies (e.g. Info Tech); Nothing/not sure/ CIOCAN does a great job/ too new to comment; More visibility of the role of the CIO in the press; "Use CIOCAN's role as a coordinator of information to get vendors to package the value they can contribute in a way that is relevant for CIOs to consume. Make vendors deliver to the needs of the CIO community, not the other way around."

2015-2016 CIOCAN Board of Directors



Gary Davenport has extensive experience as a senior executive within both the telecommunications and retail sectors and has successfully run large scale IT operations and delivered complex business transformation initiatives. He has served on many CIO councils and NFP Board of Directors and is currently a Board member for the Information and Communications Technology Council (ICTC) and the Information Technology Infrastructure Roundtable (ITIR) for Shared Services Canada. He is also a member of the Program Advisory Committee for the Ted Rogers School of Business at Ryerson University.
Gary was the CIOCAN President from 2011 - 2016 and now moves into the role of Past President.



Dr. Catherine Boivie retired from the position of CEO of Inventure Solutions and Senior Vice-President of IT and Facilities at Vancity Credit Union. She is Executive in Residence, Beedie School of Business, Simon Fraser University. Dr. Boivie is the founding President of CIOCAN. She is on several Boards, including the Insurance Corporation of BC (ICBC), MedicAlert Canada, Commissioner for Complaints for Telecommunications Services (CCTS).
Dr. Boivie leads the International CIO Portfolio for CIOCAN.



Dean Burgess is the Principal Owner of DKMC Consulting Inc, an Executive Coaching, Leadership Development and IT Transformation Consulting company. Dean works with teams and individuals in a variety of industries, including Technology, Retail, Commercial Real Estate, Financial and Non-Profit organizations.
Dean led the Strategic Direction Portfolio and now leads the Mentoring Program Portfolio for CIOCAN.



Kelvin Cantafio is an Executive Partner at Gartner, based in the Toronto office. He works closely with Gartner Executive Programs clients, providing executive-level advice, guidance, counsel, direction and assistance to support the CIO role and helping members to use Gartner resources to succeed in their organizations.
Kelvin leads the Partnership Portfolio for CIOCAN.



Andrew Dillane's management experience in business and technology has focused on client-centered technology solutions. Andrew is a Past President for the CIO Association of Canada and serves on the Program Advisory Council for Ryerson University's Information Technology Management (ITM) degree programs.
Andrew leads the Marketing and Communications Portfolio for CIOCAN.



Mussawar Choudhry is the Director of Information Technology for Panago Pizza Inc. where he is responsible for leading the IT organization in developing and delivering technology solutions that drive business and revenue growth and help improve customer satisfaction. **Mussawar co-leads the Program and Content Portfolio for CIOCAN.**



Michael Gladstone is Director, Information Systems & Technology at Condrain Group. He is an experienced senior IT leader with 20 years of diverse executive leadership, middle management and practitioner experience in IT. Michael's experience includes both for-profit and not-for-profit organizations, across numerous industry verticals. Within IT, Michael's experience includes both the Applications and Infrastructure sides of the shop. Combining his Computer Science and MBA degrees, Michael keeps organizations focused on leveraging technology to not only support business objectives, but to drive them – using new technology to develop and sell new products and services.
Michael leads the Technology Portfolio for CIOCAN.



Rita Lazar-Tippe is the CIO at Environmental Monitoring and Science Division (EMSD) which is responsible for monitoring, evaluating and reporting on key air, water, land and biodiversity indicators. Rita is responsible for the overall IT strategy and operational management at EMSD. Her intuitive business sense and her multifaceted IT approach allows her to drive best practice data management and data services initiatives forward to best meet the needs of the organization.
Rita is the Treasurer for CIOCAN.



Ian G. McLeod is the CIO for Douglas College in British Columbia. Ian is a seasoned IT management professional with over 35 years of experience managing and directing a wide range of application and infrastructure environments. He has extensive, specialized knowledge and experience in the education sector, both post-secondary and K-12. Ian has participated in numerous advisory and consulting roles, and has presented at a number of recent conferences.
Ian leads the Membership Portfolio for CIOCAN.



Kirk Serjeantson is the Chief Information Officer for the Dicom Transportation Group. With over nineteen years of experience in information technology and eleven of those years in a senior leadership role, Kirk has gained significant experience developing high performing teams and executing on large technical projects.
Kirk co-leads the Program and Content Portfolio for CIOCAN.

2015-2016 CIOCAN Board of Directors (continued)



Humza Teherany is Chief Innovation Officer at Compass Group Canada where he is responsible for technology, innovation, and consumer experience strategy across industry verticals such as Retail, Sports and Entertainment, Business and Industry, Healthcare, Education, Oil and Gas among others.
Humza is the Vice-President of CIOCAN and will become the President of the Association on September 13, 2016.



Mary-Anne Van Acker is Past President of the Toronto Chapter and Assistant Head, Technology and Innovation with The Bishop Strachan School (BSS). With 25 years experience in the technology industry as programmer, analyst, manager and senior leader, her passion today lies in the fusion of technology within the continuum of learning.
Mary-Anne leads the Academic Partnership Portfolio for CIOCAN.

2015-2016 CIOCAN Chapter Presidents



Vancouver Chapter - Alex Buhler is the Chief Information Officer of Mountain Equipment Co-op, a Co-operative which was recognized as the greenest and the best multi-channel retailer in Canada for 2012. In June 2016 Alex's term as Vancouver Chapter President ended and he became the Past President of the Vancouver Chapter.



Ottawa Chapter - Cindy Cripps-Prawak is the Executive Director, Innovation, Architecture, and Digital Services with the Canadian Food Inspection Agency (CFIA). She is also the Deputy Chief Information Officer for the agency. Prior to joining CFIA, Cindy served as the CIO of the Public Service Commission of Canada.



Manitoba - Nigel Fortlage is the senior executive in charge of information technology at GHY International, and leads an award winning team of professionals who push the boundaries in all things they do. He enjoys a diverse portfolio of responsibility overseeing all aspects of social media as part of GHY's overall business development strategy and actively participates in business development opportunities. In June 2016 Nigel's term as Manitoba Chapter ended and he became the Past President of the Manitoba Chapter.



Edmonton Chapter - Shaun Guthrie, Director, Information Technology at Go Auto, has the responsibility to lead and inspire a dynamic group of IT professionals that utilize cutting edge technology to advance the organization's innovation and growth strategy.



Toronto Chapter - Steve Heck, Global IT Director at Microsoft Canada, recently expanded his mandate beyond his role as Head of IT. Steve is now focused on building stronger collaboration between his global set of IT peers and the Corporate IT deployment organization. This effort will drive higher business impact with less effort while enabling Microsoft IT to make a stronger contribution to the development of new Microsoft products and user experiences.



Calgary Chapter - Miguel Kanafany is the Senior IT Advisor at Sysco Canada, and President of the Calgary Chapter. Joining the Board in 2013, Miguel brings 18+ years of experience in IT management. He is known for his effective strategic thinking, his strong organizational skills and his experience as a negotiator.



Chapter Board of Directors

Vancouver Chapter

Alex Buhler, Vancouver Chapter President (until June 2016)

CIO, Mountain Equipment Co-Op
Gerry Akkerman, CIO (interim), TransLink
Ian Banks, CIO, Metrie
Hasan Cavusoglu, Associate Professor - Management Information Systems, Sauder School of Business, University of British Columbia
Stephen Lamb, CIO, British Columbia Institute of Technology
Gary Munro, Manager, Client Services and Business Application Services, District of West Vancouver **(became Vancouver Chapter President in June 2016)**
Jories Timmers, Director, Information Technology, Powerex Corp.
John Tolkamp, Director, IT & Continuous Improvement, Norbord Industries
Shari Wallace, CIO, City of Burnaby, IT Department

Toronto Chapter

Steve Heck, Toronto Chapter President

Global IT Director, Microsoft Canada
Kelvin Cantafio, Gartner Executive Programs
David Del Guidice, Global VP of HR Systems Solutions, Scotiabank Canada
Steve Delaney, CIO, MCAP
Grant Ferguson, CIO and Global Director, IKO Industries Ltd.
Antoine Haroun
Arik Kalininsky
Moustafa Naguib, Director, IT Infrastructure, Superior Propane
Carlos Palacio, Chief Information Technology, MARU/VCR&C
Ronald Rodriguez, CIO, Durham Catholic School Board
Sherif Sheta
Humza Teherany, Chief Innovation Officer, Compass Group Canada Ltd.
Mary-Anne Van Acker, Assistant Head, Technology and Innovation, The Bishop Strachan School

Ottawa Chapter

Cindy Cripps-Prawak, Ottawa Chapter President

Executive Director, IMIT, IADS, Canadian Food Inspection Agency
John Arnold, CIO, Optimal Payments

Manitoba Chapter

Nigel Fortlage, Manitoba Chapter President (until June 2016)

Vice President IT & Social Business, GHY International
Stuart Charles, CIO, Workers' Compensation Board of Manitoba
Dani Pokornik, Vice-President, IT (CIO), Western Canada Lottery Corporation **(became Manitoba Chapter President in June 2016)**
Kim Robinson, Vice-President, Payments & Technology Services, Credit Union Central of Manitoba
Kent Smith, Director, Innovation & Technology, Tundra Oil & Gas
Munna Zaman, CIO & Assistant Deputy Minister, Government of Manitoba

Edmonton Chapter

Shaun Guthrie, Edmonton Chapter President

Director, Information Technology, Go Auto
David Booth, CIO, City of Edmonton
Vince Davis, Program Manager, Instructor, Alberta School of Business, University of Alberta
Santiago Gomez, IT Manager, Williams Engineering Canada
Rita Lazar-Tippe, CIO, AEMERA
Freddie Martinez, Manager, Infrastructure Technology, Fountain Tire Ltd.
David Oh, CIO & VP, Innovation & Technology Services, Alberta Gaming & Liquor Commission
Joseph Schuldhuis, CEO, MallTec Inc.
Scott Walker, IT Manager, ColasCanada Inc.

Calgary Chapter

Miguel Kanafany, Calgary Chapter President

Senior Director, Infrastructure & Integration Canada, Sysco Canada
Greg Bratton, Director, Information Technology, Secure Energy Services
Ron Murch, Senior Instructor Emeritus, Haskayne School of Business, University of Calgary
Paul Parzen
Steve Robinson, Director of Information Systems, Associated Engineering
Thomas Schmidt, VP, Information Technology, Pacific Western Transportation Ltd.
John Vince, Sr. Manager, Information, Technology Solutions and Services

The Peer Forum - Rise to the Challenge, Someone Will



The Peer Forum By The Numbers:
86 Senior IT Executives
70 Companies/Organizations
23 Sponsors



The CIOCAN Annual Conference, Peer Forum 2016, hosted in Toronto April 21-22, 2016, was a resounding success. The program featured keynote addresses, plenary sessions, sponsor hosted breakout sessions, workshops and an opening evening cocktail reception.

Speakers and Session Facilitators:

The opening keynote was delivered by Rob Meikle, CIO, City of Toronto, who shared his insight, leadership and vision as someone who has been working to integrate digital innovation into big city living. A dynamic keynote by Rahaf Harfoush, Digital Anthropologist closed the first day with great energy and insight into how people – particularly millennials – are using technology for everything from business to socializing and from shopping to dating.

Day 2 featured a thought-provoking and honest presentation from CIO of Canadian Tire, Eugene Roman, who shared the digital journey that Canadian Tire has taken under his leadership. Rick Brandon, delivered a high energy Plenary Session for CIOs that focused on leadership and organization. Afternoon workshops led by experts on topics that ranged from LinkedIn, to Organizational Strategies, provided for some highly engaged round-table conversations.

Event Feedback:

Looking at the feedback from the attendees, the opportunity to network in person was held as the most valuable benefit of attending The Peer Forum. Other comments included appreciation for the honesty of the speakers and opportunities to learn about products and services. Evaluation forms also included positive feedback on the overall content and the engaged speakers.

“I was blown away by day one but have had an even more enlightening day 2. Thank you for such a wonderful event.”

- Kathleen Peak, Manager of IT Services, The York School, Toronto

“I appreciated the diverse sectors represented and the quality of the presenters.”

- Stephen O'Connor, CIO, Capilano University, North Vancouver

Social Media:

Engagement amongst the Peer Forum 2016 attendees online, specifically on Twitter, was fast-paced, energetic and enthusiastic. Attendees were eager to share what they were learning and discuss with their peers online.

The hashtag, #CIOPF2016 reached 58,966 accounts with 705,203 impressions with 854 tweets and 80 contributors. Below are some samples of what was reflected on Twitter from the Peer Forum 2016:

Tarick @TheTarick Apr 21

Fantastic event put on by @CIO_CAN. Leaving with more knowledge, insights, friends, and determination to drive innovation #CIOPF2016



Sherif Sheta @sherifsheta Apr 25

Eugene Roman at the #CIOPF2016 – We're not interested in Best Practices.
We're interested in Future Practices

Andrew Dillane @adillane Apr 21

Physical, Digital, Retail is Phygital. A new term by @EUGENEROMAN and @CanadianTire @CIO_CAN #ciopf2016 #phygital



Humza Teherany @CIOcompass Apr 20

James Alexander from @infotechRG says CEO - CIO alignment is key to technology and innovation success #CIOPF2016

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