



Continuing Along the Path Refocus Renewal Relevancy

# CIPS ANNUAL REPORT 2019-2020



ISPN Information Systems Professional





## Continuing along the Path .... Refocus, Renewal, & Relevancy

2019-2020 was a year in which CIPS moved forward with its *focus* on *renewal* activities to regain its *relevancy* for all IT practitioners in Canada.

As CIPS started down the path of renewal, a pandemic was declared by the World Health Organization. Provincial Societies saw a number of members lose their jobs and many more members were suddenly working from home supporting their company's IT department and staff. As a result of the pandemic, the global economy is undergoing a profound period of change. Provincial Societies adapted to COVID-19 as they began to offer virtual programming. Monthly

webinars were made available to members of all Provincial Societies both nationally and internationally. Annual General Meetings were also held virtually. The timeframe for payment of member dues and receipt of recertification forms were extended, and at the National level, scheduled accreditation visits had to be canceled.

Through this uncertain time, CIPS did make progress. CIPS Saskatchewan submitted a proposal to the National Board for funding to acquire the services of a marketing firm. Working with CIPS Saskatchewan, the firm developed a Communications Strategy for the Province providing a suite of tactics under three main communication pillars: **1. Brand tools**, such as a new Website, a Social Media Strategy, Publications, Videos, and a new member welcome kit. **2. Awareness and Acquisition**, including targeted recruitment, leveraging current members, brand campaigns, public relations and strategic partnerships. **3. Retention and Loyalty** including surveys and polls, celebrating members, a member program, and engagement opportunities. CIPS Saskatchewan has shared all documents prepared by the firm with its sister Provincial Societies through their National Board representative. The tactical ideas in these documents can be picked up by any Provincial Society.

The CIPS National Executive Council was re-established early in the fiscal year and has been holding monthly meetings while the National Board of Directors moved to quarterly meetings. This change will allow the Board to focus on its mandate of providing strategic direction for the Society while the Executive Council manages the day-to-day business.

The Provincial Agreement Taskforce identified several guiding principles for the National Services Agreement and these were presented to the Provincial Societies in March for input. I had the opportunity and pleasure to attend a Board meeting of each Provincial Society to answer questions about the principles, the renewal fund, the National budget, and other topics. Among the guiding principles that were agreed to, the responsibility for changes to the agreement will rest with the Provincial Societies, while the National Board will oversee the governance of the agreement. Common services to be covered in the agreement will be those operational tasks that all Provincial Societies need to perform. Having operational services provided by CIPS National will provide economies of scale and more importantly free Provincial Boards and volunteers to focus on their own strategic goals and tactics to support the IT profession in their Province. CIPS Alberta became the first Provincial Society during the year to move its operational tasks to CIPS National in a seamless transition.

The College Accreditation Council (ISTAC) completed its revisions to their accreditation criteria. The proposed changes will bring the Council's criteria in alignment with those of the University Accreditation Council (CSAC) and the Seoul Accord. The revised criteria were presented to the Provincial Societies for input in June and are scheduled for potential Board approval in September, with implementation January 2021.

On the international front, CIPS was invited to join the SFIA Council and I have been attending the Council meetings with an interest in identifying opportunities for CIPS to advance standardization within the global IT profession. The Council is working on version eight of SFIA and CIPS has an opportunity to be an active participant in its development. SFIA is available in Canadian French and can therefore be of benefit to ActionTI and our common goal of providing professional certification to our members. CIPS' representative to the Federation of Enterprise Architecture Professional Organizations, (FEAPO) Sandra Hoskins, I.S.P., ITCP was appointed during the year as the President of FEAPO. Robert Weisman volunteered to replace Sandra as our CIPS voting representative. In early January, CIPS submitted the required documentation for our IP3 accreditation and at the time of writing these materials were being reviewed by the accreditation team assigned to undertake the CIPS review.

#### The Year Ahead

CIPS will continue down the path of focusing on renewal and relevance in 2020-2021. Renewal funding will be available for Provincial Societies who may want to consider undertaking a project related to any of the suggested tactics in the Communications Strategy developed for CIPS Saskatchewan or undertaking an entirely new project of their own. It is anticipated that CIPS Saskatchewan will seek additional renewal funding to implement those tactics that they have prioritized.

By this time next year, there will be new signed agreements with all active Provincial Societies and additional Provinces will transition their operational tasks to CIPS National.

While uncertainties remain for 2021 related to the impacts of COVID-19, the Accreditation Councils will need to consider how they will undertake accreditation reviews including the potential of virtual accreditation visits.

The Executive Council needs to identify a Director of Professional Standards to oversee the key professionalism portfolio. CIPS needs to update its professionalism offerings and seek alignment with SFIA. The Executive Council will be planning a virtual strategic planning session for the National Board in the fall. The planning session will allow the Board of Directors to fulfil its mandate of providing strategic direction which they can monitor and to which the Executive Council will report against.

In closing, I would like to thank the National Board of Directors, the Boards of each Provincial Society, all CIPS volunteers, and the National office team for their continued support.

Respectfully submitted,

Perel ha

Derek Burt, I.S.P., ITCP Chair, CIPS National Board of Directors, 2019-2020



## **Director of Finance Report**

While members will be asked to approve both the 2018-2019 audited financial statements and the auditors for 2020-2021 at the AGM, I would like to also briefly report on the 2019-2020 year-end financials, the plans for 2020-2021 and provide an update on the discipline fund.

## 2018-2019 Audited Financial Statements

The year-ended June 2019 resulted in a surplus of revenue over expenses of \$212,162. CIPS National continued to see a significant number of applications for certified member status due to the application requirements of the Saskatchewan Immigration Nomination Program. The increase in demand for certification also increased the Provincial contribution from CIPS Saskatchewan as membership in the Province continued to grow. Overall expenses declined by \$20,000 from the previous year as a result of efforts to continually streamline administrative costs. Net assets at year-end were just over \$819,000.

#### 2019-2020

While the National Board had approved a deficit budget of approximately \$154,000 for the fiscal year, the interim year-end statements (prior to the auditor's year-end entries) reflect that the Society could have a small surplus for the year. COVID-19 did have an impact on membership growth and retention and on new certification applications with revenue significantly down in these areas. The grace period for paying member dues was increased to five months and as a result some of the membership revenue normally earned in the year may be realized in 2020-2021. Revenue from job ads was also down significantly over the previous year. Earned revenue was approximately \$330,000 versus budgeted revenue of \$388,000.

The budgeted deficit was due to the willingness of the Board to invest in the Society's renewal. While \$180,000 had been budgeted for renewal projects just under \$23,000 had been spent. With renewal funding, CIPS Saskatchewan engaged a marketing firm to provide a marketing plan for the Province. The resulting branding ideas and marketing tactics were shared with all Provincial Societies. CIPS Saskatchewan believes that the investment in indentifying marketing tactics and priorities will pay off in the future as tactics are implemented and is an investment that other Provincial Societies can benefit from.

During the fiscal year the National Board voted to close down PDit Canada Inc. PDit was formed in 2002 by CIPS as a for-profit company to deliver National educational programs. While PDit organized the National INFORMATICS conference, the company last operated in 2008. By year-end the remaining funds (27,884.72) in PDit had been transferred to CIPS National.

The National Board has approved a budgeted deficit of \$66, 689 for 2020-2021. The budget includes \$90,000 ear marked for renewal projects. As we enter the 2020-2021 fiscal year, COVID-19 still presents a number of uncertainties and the Executive Council will need to monitor continued impacts on revenue making any required adjustments as the year progresses.

As we look to continue to streamlining administration, CIPS National can provide additional administrative support to the Provincial Societies. This includes accounting functions, website maintenance, file storage,

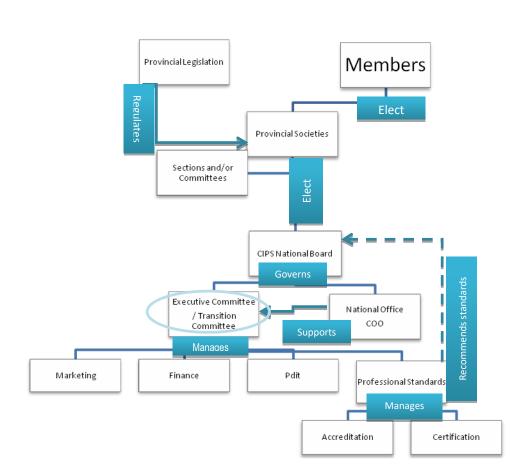
member communications, general telephone, mail and email inquires; all while maintaining the face of the Provincial Society. This will allow the Provincial Societies to allocate their funds and volunteer time on member programs and services.

## **Discipline fund**

At June 30, 2020 the discipline fund had a balance of \$102, 614. All Provincial Societies with the exception of CIPS Alberta currently have access to the discipline fund as per agreements that were signed with each Provincial Society in 2010. At the time, the participating Provincial Societies agreed to establish the fund with a target of \$100,000 and this targeted amount was revisited at the time the target had been realized. In the coming year we may have at least two Provincial Societies wanting to draw on the fund. The Provincial Societies have never addressed how the fund would be replenished if used. It may be time to bring the Provincial Societies together again to review the \$100,000 target given inflation over the years and the potential for the fund to be drawn down.

Respectively submitted,

Trevor McDonald, I.S.P., ITCP Director of Finance CIPS Executive Council



**Governance Structure** 

# The above diagram is a reflection of the governance model as defined in the CIPS constitution and bylaws and has been in effect since 2008, with one exception. In September 2014 the Transition Committee was formed to temporarily take on the role of the Executive Council.

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## CIPS National Board (as of June 2020)

The National Board is the governing body of CIPS. The Board is composed of CIPS Provincial and National members who represent both certified and non-certified members.



Chair Derek Burt, I.S. P, ITCP



Director-At-Large Vacant



Director-At-Large Vacant



CIPS British Columbia Kyle Loree, I.S.P.



CIPS Alberta Vacant



CIPS Saskatchewan Trevor McDonald, I.S.P., ITCP



CIPS Manitoba Gary Craven, I.S.P., ITCP



CIPS Ontario Timothy Lethbridge, FCIPS, I.S.P., ITCP



ActionTI Stéphane Bourbonnière



CIPS New Brunswick Vacant



CIPS Prince Edward Island Vacant



CIPS Nova Scotia Lem Murphy, FCIPS, I.S.P., ITCP



CIPS Newfoundland & Labrador Vacant



Chief Operating Officer Mary Jean Kucerak

## **Accredited Programs**

## CIPS accreditation helps:

- Raise the profile of IT courses;
- Fast-tracks graduates of accredited programs to the AITP, I.S.P. and ITCP designations;
- Exposes students to the perspectives of CIPS members on opportunities in the IT industry and the importance of professionalism, ethics and ongoing professional development.

## **Accreditation Councils**

## COMPUTER SCIENCE ACCREDITATION COUNCIL (CSAC)

Programs accredited by the CSAC are those leading to a computer science, software engineering or interdisciplinary degree (leading to professional practice across the broad spectrum of computing, computational, information, and informatics disciplines). CSAC accredits programs at the bachelor's level.

## INFORMATION SYSTEMS AND TECHNOLOGY ACCREDITATION COUNCIL (ISTAC)

Programs accredited by ISTAC are those leading a diploma in computer systems technology (or equivalent), a Bachelor of Technology or Applied Degree. ISTAC accredits programs at either the diploma or bachelor's level

## **Seoul Accord**

Signatories of the Seoul Accord have joined together for the primary purpose of contributing to the improvement of computing education worldwide through the mutual recognition of accredited academic computing programs that prepare graduates for professional practice. By establishing desired attributes for graduates of computing programs that prepare graduates for professional practice and by sharing best practices for computing education, the Seoul Accord hopes to contribute to the acceptance of international standards for the academic preparation of computing professionals and efforts to achieve these standards in computing education throughout the world. Our accord is non-governmental and is not affiliated with any country. CIPS is a founding signatory to the Seoul Accord and CSAC's accreditation processes were accredited by the SEOUL Accord in 2018.

## **CIPS Volunteers 2019-2020**

THANK YOU to the following CIPS Members who have volunteered their time to represent CIPS to national and international bodies, and for serving on National Councils and Committees.

#### Representatives

Margaret Havey, FCIPS, I.S.P, ITCP – IFIP and IP3 Robert Weisman, FEAPO

Executive Council Derek Burt, I.S.P., ITCP Dr. Ken Takagaki, CSAC, SEOUL Accord Derek Burt, I.S.P., ITCP, SFIA Council

Trevor McDonald, I.S.P., ITCP

#### **Certification Council**

Blaine Bey, I.S.P., ITCP Vincent Chiew, I.S.P., ITCP Trevor McDonald, I.S.P., ITCP Gary Craven, I.S.P., ITCP

#### Experience Review Certification Council Sub-Committee

Sasi Kumar, I.S.P., ITCP Tiffany Simister, I.S.P., ITCP Tahmid Tanzim Lupin, I.S.P. Richard Gonzalez, I.S.P. (ret.) Lyle McFadyen, I.S.P., ITCP Kai Xiao, I.S.P. Ton van der Tol, I.S.P. Kelvin Lo, FCIPS, I.S.P., ITCP Abayomi Fagbebe, I.S.P. Abhishek Saksena, I.S.P. Fekrat Monzer Fekrat Darwish El-Wehedi, I.S.P

#### Education Review Certification Council Sub-Committee

Vincent Chiew, I.S.P., ITCP Blake Kanewischer, I.S.P., ITCP

## Computer Science Accreditation Council (CSAC)

Dr. Terry Fancott, Chair Dr. Timothy Lethbridge, FCIPs, I.S.P., ITCP, Vice Chair Ken Takagaki, Director of Accreditation Dale McInnis, I.S.P., ITCP Stéphane Bourbonnière Arthur Spriggs, I.S.P.

Atul Chopra, I.S.P. Mo Ling, I.S.P. Manu John, I.S.P. Surender Kumar, I.S.P. Jaydeepsinh Chhasatiya, I.S.P. Chuks Osomiha, I.S.P. Ryan Evangelista, I.S.P., ITCP Ossama Rashed, I.S.P. Rashmi Prabhu, I.S.P., ITCP Temitope Owolabi, I.S.P.

Wejdan El-Lami, I.S.P. Michael Barclay, I.S.P.

Sabina Posadziejewski, I.S.P., ITCP Brenda Byers, I.S.P., ITCP Daniel Amyot, I.S.P.

## Information Systems and Technology Council (ISTAC)

Gerald Caissy, FCIPS, I.S.P., ITCP, (ret) Dave Morris Wejdan El-Lami, I.S.P., ITCP Dr. Ken Takagaki, CSAC, Director of Accreditation

CIPS Code of Ethics Committee Brenda Byers, I.S.P., ITCP

Provincial Agreement Taskforce Committee Derek Burt, I.S.P., ITCP John Stevenson, I.S.P., ITCP Blake Kanewischer, I.S.P., ITCP Mark Orlando

Donna Lindskog, FCIPS, I.S.P., (ret.)

Mark Olson

## New AITP, I.S.P./ITCP Designation Holders (as of July 1, 2019 to June 30, 2020)



Holders of the AITP designation have demonstrated that they have the educational requirements for the I.S.P. designation and are working to obtain the required work experience for full certification status.

## **Congratulations to the following AITP Members:**

**CIPS Alberta** Matthew S. Hunt, AITP Allan Sept, AITP Babatunde Sowemimo, AITP

**CIPS British Columbia** Ho Lam Karen Chan, AITP Ngoc Tuan Nguyen, AITP

**Newfoundland & Labrador Candidate** Mohamed Ihthisham, AITP

Nova Scotia Candidate Kojo Acquah, AITP Devano Brown, AITP Jonathan MacKenzie, AITP

**CIPS Ontario** Wai Hung Leung, AITP Percy Mokabedi, AITP

**CIPS Saskatchewan** Benjamin Agboola, AITP Omozegie Aziegbe, AITP Xavier Steven Bueno, AITP Ghanshyambhai Chheta, AITP Ingrid Coutinho Precht Goerl, AITP

Shruti Nirad Dave, AITP Afshin Davoudi, AITP Abiade A.D. Dosunmu, AITP Fullness Osagie F.O.I Ighalo, AITP Dixitkumar Mavjibhai Jiyani, AITP Swati Kalra, AITP Muhammad Khalid, AITP Seunggyu Lee, AITP Haonan Li, AITP Xiaoxiao Li, AITP Karan Arun Mahajan, AITP Raphael Ekene Njoke, AITP Ariyo O. Oluwasanmi, AITP Vrundali AshvinkumarPatel, AITP Jeetkumar Patel, AITP Neha Patel, AITP Abdul Jawwad Patel, AITP Nhat Pham, AITP Jude Pineda, AITP Tanvir Mehtab Sakib, AITP Badejo Taiwo, AITP Heta Talati, AITP Mohsin Taufiq, AITP Adijat Adebisi Towolawi, AITP Yachan WANG, AITP Rui Zhou, AITP



Holders of the I.S.P. and ITCP designations have demonstrated that they possess the education and experience to practice to the highest standards in their field.



## **Congratulations to the following Certified Members**

#### **CIPS Alberta**

Olabode S Adegbayike, I.S.P. Amit Kumar Aggarwal, I.S.P. Abdulkadir AAhmed, I.S.P. Vladimir Aseev, I.S.P. James Best, I.S.P., ITCP Trevor Blasco, I.S.P. Omar Dabban, I.S.P. Craig W. Penner, I.S.P., ITCP Alexander Russell, I.S.P. Wayne Yu, I.S.P. **CIPS British Columbia** Junaid Ahmad. I.S.P. Obinna Amadi, I.S.P. Humayun Khalid Kathuria, I.S.P. Alvin Jorrel Pascual, I.S.P. Dipenkumar Patel, I.S.P. **CIPS Manitoba** Larry Giovanni Layson, I.S.P. Cheuk Kei Wong, I.S.P. **CIPS New Brunswick** Abass A. Balogun, I.S.P. Chi Keung Kenneth Ng, I.S.P. **CIPS Nova Scotia** Arthur Spriggs, I.S.P. Kemin Wang, ITCP **CIPS Ontario** Sagar Amritkar, I.S.P. Gibin Babu, I.S.P. David Dupuis, I.S.P. Daminni Grover, I.S.P., ITCP Benedikt Langens, I.S.P. Michael John Montemayor, I.S.P. Siji Palankannayil George, I.S.P. Angikar Sarkar, I.S.P. Derek S Schimnosky, I.S.P. Sean Singh, I.S.P.

**CIPS Saskatchewan** Mohammad Aashraful Aashique, I.S.P. Abbas Abbasi, I.S.P. Ahmed Abdelmaksoud, I.S.P. Tamer Abdelmaksoud, I.S.P. Sheena Hakkim Abdul, I.S.P. Surajudeen Aderogba, I.S.P. Amit Adeshara, I.S.P. Enuwa Agada, I.S.P. Mubashir Ahmad, I.S.P. Zubair Ahmed, I.S.P. Hao Ai, I.S.P. Olawale Ajayi, I.S.P. Ada Ajunwa, I.S.P. Samer Al-arja, I.S.P. Zishan Ali Khan, I.S.P. Henry Aluede, I.S.P. Mohamed Aly Kordy, I.S.P. Musab Amin, I.S.P. Ibrahim Khan Aneez Khan, I.S.P. Paul Izuchukwu Anekwe, I.S.P. Haris Anjum, I.S.P. Faizanul Arefin, I.S.P. Chiranjeevi Asa, I.S.P. Ayno Shoua Ashrafi, I.S.P. Mohammad Asim, I.S.P. Ali Mohamed Ali Ahmed AA Awaad, I.S.P. Kunal Awale. I.S.P. Olalere O Awosanmi, I.S.P Muhammad Azeem, I.S.P. Nazia Badarpura, I.S.P. Shrimathi Badri Narayanan, I.S.P. Seba Bakr, I.S.P. Chintan Bhupatbhai Banugaria, I.S.P. Najwa Baraka, I.S.P. Vijai Barathi, I.S.P.

Saeed Bashirigoudarzi, I.S.P. Kiran Kumar Behara A S S, I.S.P. Xavier Ruben Fernando Benite, I.S.P. Sam Bordbar, I.S.P. Vasudha Budhiraja, I.S.P. Xiaovi Cai, I.S.P. Brian Gee Chacko, I.S.P. King Hung Chan, I.S.P. Raineesh Chanana, I.S.P. Jatinder Kaur JKC Chandi, I.S.P. Ramesh Chandran, I.S.P. Sajitha Chandran, I.S.P. Kinjalbahen Chaudhari, I.S.P. Ektaben Chaudhari, I.S.P. Avnika Chavda, I.S.P. Niraj Ranjitsinh Chawda, I.S.P. Ravish Chawla, I.S.P. Shi Chen, I.S.P. Song Chen, I.S.P. Kwok Wai Gary Cheng, I.S.P. Yu Kit Cheung, I.S.P. George Chittilapailly, I.S.P. Shilpa Chopde, I.S.P. Dipanwita Chowdhury, I.S.P. Ravi Chukka, ITCP Prajitha Clement, I.S.P. Michael Rojer Pradeesh FDO Clency Fernando, I.S.P. Adil Dar. I.S.P. Santosh Dasimanth, I.S.P. Zaheer Abbas Ali Khan Dawzi, I.S.P. Kapil Dev, I.S.P. Komal Dhiman, I.S.P. Hazem Diab, ITCP Nam Thanh Do, I.S.P. Li Dong, I.S.P. Micah O Ebohon, I.S.P. Linda Ekpo, ITCP Ryan Evangelista I.S.P., ITCP Di Fang, I.S.P. Ahammad Fekri, ITCP Priyanka Foss, I.S.P. Madhumathi Ganesh, I.S.P. Santhosh Philip George, I.S.P. Parag Goel, I.S.P.

Radhika Gogula, I.S.P. Adithya Gokhale, I.S.P. Ahmed Gomaa Mabrouk, ITCP Ajay Kumar Gupta, I.S.P. Navneet Gupta, I.S.P. Srikar Gurrapu, I.S.P. Amer Haidar, I.S.P. Guoyang Hao, I.S.P. Wenting Huang, I.S.P. Maninder Singh Hunjan, I.S.P. Chau Huynth Thi Kim, I.S.P. Adeyinka Adeyemi Ibiyemi, I.S.P. Catherine Igundunasse, I.S.P. Harvey Imama, I.S.P. Mashad Imran ITCP Suresh Inder. I.S.P. A B M Tarigul Islam I.S.P. Mominul Islam, I.S.P. Riju Jacob, ITCP Awad Jafri, I.S.P. Muhammad Hammad Jafri, I.S.P. Tilat Jahan, I.S.P. Apeksha Vishal Jain, I.S.P. Abhishek Jain, I.S.P. Rajiv Jandial, I.S.P. Humera Jawad, I.S.P. Renick Jayachandradas Vijayabai, I.S.P. Kanika Jhamb. I.S.P. Kiranbhai M Jodhani, I.S.P. AnupamamJonnalagadda, I.S.P. Paavan Joshi, I.S.P. Naga Venkata Subrahmanyam Juluri, I.S.P. Biren Mohanbhai Kalaria, I.S.P. Monika Kalia, ITCP Dheeraj Kamboj, I.S.P. Mahendra Kumar Kannan, I.S.P. Narendra Kumar K Kanukollu, I.S.P. Rohan Kapoor, I.S.P. NiketaKapoor, I.S.P. Amir Kariminejad, I.S.P. Viswanath Karnatakam, I.S.P. Rubina Kaur I.S.P. Rajbir Kaur, I.S.P. Anish Kavithazha Abraham, I.S.P.

Muhammad Kazim, I.S.P. Seyedmohammadjavad Khalkhalizavieh, I.S.P. Zikriya Khan, I.S.P. Mohammad Afaque Khan, I.S.P. Regina Khatsaiuk, I.S.P. Khurram Atta Illahi Khawaja, I.S.P. Moamen Khiet, I.S.P. Ahmad Khir Eddin, I.S.P. Kiran Kodavati, I.S.P. Swathi Kondreddy, I.S.P. Anton Kosov, I.S.P. Premkanth Kothandarama, I.S.P. Murugaprabu Kozhinjampara Kanthaswamy, I.S.P. Sachin Kulshrestha, I.S.P. Ashwini Kumar, I.S.P. Vipul Kumar, I.S.P. Puneet Kumar, I.S.P. Hemant Kumar, I.S.P. Mridul Kumar, ITCP Sanjay Madhubhai Kyada, I.S.P. Aditya Narayan Lal, I.S.P. Saurabh Lamba, I.S.P. Muhammad Tariq Leghari, I.S.P. Tian You Li, I.S.P. Xiayuan Lin, I.S.P. Haijun Liu, I.S.P. Rehan Ali Lotlikar, I.S.P. Jiankai Lu. I.S.P. Nuruzzaman Luther, I.S.P. Hadi Mahmoodi, I.S.P. Rajeev Maithani, I.S.P. Oluremi Adeboye Makinde, I.S.P. Ganesh Prasad Malavalli Aruna Prasad, I.S.P. Ashwin Malli Sivasankar, I.S.P. Rajesh Mamidi, I.S.P. Falguni Mandli, I.S.P. Tamas Marki, I.S.P. Disha Chetan Marwah, I.S.P. Richard Perez Masangcay, I.S.P. Asheque Matin, I.S.P. Kamruzzaman Md, I.S.P. Jimmykumar Mecwan, ITCP Brijesh Miglani, I.S.P. Nitin Mittal, I.S.P.

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Sanket Patel, I.S.P. Mihirkumar Prahladbhai Patel, I.S.P. Chiragkumar Rameshchandra Patel, I.S.P. Ankitkumar Kamleshbhai Patel, I.S.P. Sagar Patel, I.S.P. Ruhani Patel, I.S.P. Nilesh Patel, I.S.P. Sanket Shashikantbhai Patel, I.S.P. Akash Patel, I.S.P. Palak Manthan Patel, I.S.P. Viraj Patel, I.S.P. JaineshKumar Patel, I.S.P. Jigneshbhai Patel Patel, ITCP Maulik Patel, ITCP Darshankumar Anilkumar Patel, I.S.P. Kirti Pathak, I.S.P. Mukesh Pathak, I.S.P. Wasi UR Rehman Pathan Yousuf Zai, I.S.P. MarlyMP Piedrahita, I.S.P. Ritika RP Pokhrel, I.S.P. Kalmesh PolicePatil, I.S.P. Ilangovan Ponnuraman, I.S.P. Manishkumar Prajapati, I.S.P. Kaushik Devchandbhai Prajapati, I.S.P. Rahulkumar J Prajapati, I.S.P. Anjali Puri, I.S.P. Satishbabu Pusuluri, I.S.P. Momen Qasem, I.S.P. MD. Mahmudul Islam Quadery, I.S.P. Usman Khalid Qureshi, I.S.P. Prashant Kuvarsing Rajput, I.S.P. Mohammad Ramadan, I.S.P. Suvarna Ramalingam, I.S.P. Suresh Ramesh Chandran, I.S.P. Daryl Ramkalawan, I.S.P. Hasnain Rashid, I.S.P. Yashaswi Rakeshkumar Raval, I.S.P. Archita Ravalji, I.S.P. Wei Ren, I.S.P. Saravanan Rengasamy, I.S.P. Rafael Roquetto, I.S.P. Gurwinder Singh Sadeora, I.S.P. Deepti Saini, I.S.P. Negar Sakhaee, I.S.P.

Maryam Salehi, I.S.P. Manwinder Kaur Jugwinder Singh Sandhu, I.S.P. Sunny Sapen, I.S.P. Bilawal Sarwar, I.S.P. Sudhakar Selvaraj, I.S.P. Sreenu Sene, I.S.P. Indranil Sengupta, I.S.P. Amit Sethi, I.S.P. Kinjal Shah, I.S.P. Brijesh Shah, I.S.P. Pinali Kunjal Shah, ITCP Mahmoud Shahin, I.S.P. Abhiskeik Sharma, I.S.P. Naveen Sharma, I.S.P. Vivek Sharma, I.S.P. Rathngiri Divya Shastri, I.S.P. Mohammed Shawawreh, I.S.P. Shemona Shemona, I.S.P. Mitesh Sheta, I.S.P. Shruthi Radhakrishna Shetty, I.S.P. Jie Shi, I.S.P. Snehal Shivaji Shinde, I.S.P. Bhushan Shinde, I.S.P. Nachhatar Singh, I.S.P. Gurnam Singh, I.S.P. Jaspreet Singh, I.S.P. Arvinder Singh, I.S.P. Harpreet Singh, I.S.P. Inderjit Singh, I.S.P. Pankaj Singla, I.S.P. Ramana Venkatesh Sivasubramanian, ITCP Raxit Soni, I.S.P. Himani Soni, I.S.P. Sridhar Srinivasan, ITCP Ramya Sriram, I.S.P. Felix Silvester Stephen Raj, I.S.P. Charley Chandran Suthanthiran, I.S.P. Kirankumar Suthar, I.S.P. Sridhar Tadikonda, I.S.P. Darshan Talati, I.S.P. Yeau Joe Tan, I.S.P. Shancheng Tang, I.S.P. WasifTanveer, I.S.P. Owunari Tasker, I.S.P.

Unnati Sanjay Kumar Thakker, I.S.P. Thirumurugavelan Thanigaivelan, I.S.P. Temitope Adeola Thompson, I.S.P. Vladyslav Tishchenko, I.S.P. Sanjay Kumar Tiwari, I.S.P. Duy Hung Tran, I.S.P. Lakshmanna Tunga, I.S.P. Nathaniel Azuka Ugbomah, I.S.P. Naveed UI Haque, I.S.P. Pravinaben Upadhyay, I.S.P. Muhammad Usman I.S.P. Muhammad M.U Uzair, I.S.P. Narayan Poojari Vadakkedath Raju, I.S.P. Jan Floris van der Wateren, I.S.P. Swapna Varghese, I.S.P. Gaurav Varma, I.S.P. Rathna Vedagiri Saravanabhavan, I.S.P. Senthil Kumar Vellore Mohan, I.S.P. Manpreet Verma, I.S.P. Nitin Virmani, I.S.P. Ganesh Kumar Vittal Rangan, I.S.P. Sirisha Vuppu, I.S.P. Xiaohang Wang, I.S.P. Yanlong Wang, I.S.P. Pu Wang, I.S.P. Qi WQ Wang, I.S.P.

Zhijun Wang, I.S.P. Chuanjing Wang, I.S.P. Tan Wei, I.S.P. Tanya Wilke, I.S.P. Hui Wu,I.S.P. Gengwu Yan, I.S.P. Zhi Yang, I.S.P. Muhammad Yasir, I.S.P. Yan Chi Johnny Yip, I.S.P. Zahra Yousefisaraf, I.S.P. Peng Yu, I.S.P. Yuliya Yufina, I.S.P. Azam Zabolian, I.S.P. Sofia Zafar, I.S.P. Mansur Zare, I.S.P. Dolly Zaveri, I.S.P. Ali Zeeshan, ITCP Ji Zhang, I.S.P. Beibei Zhang, I.S.P. Wenhua Zhang, I.S.P. Liang Zhao, I.S.P. Anuradha, I.S.P. Rajat, I.S.P. Rubina, I.S.P.

## **Financial Statements**

**Canadian Information Processing Society:** *Consolidated Financial Statements, June 30, 2019.* The 2018-2019 Audited Financial Statements are available in a separate document.

## **National Services**

The CIPS national service delivery is an integral part of the Executive Council and ensures the daily administration of the association is successful. Resources are located in Mississauga, Ontario and provide support for the National Board, Standing Committees, Councils and Provincial Societies. These roles include the coordination of all volunteers from across Canada to ensure service delivery is completed in a timely and efficient way.



Mary Jean Kucerak Chief Operating Officer



Jonathan Elias Contractor



Maria Galati Contractor

## Contact:

CIPS - National 16-1375 Southdown Rd, Suite 802 Mississauga, Ontario, L5J 2Z1 Telephone: (905) 602-1370 Toll Free: 1-877-ASK-CIPS (275-2477) E-mail: <u>info@cips.ca</u> Website: <u>www.cips.ca</u>