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### IT for performance driven government

IT tools such as 3-1-1, support political and operational goals in providing public services to citizens who are increasingly demanding of results.  
by David Gourlay

### IT security: 2010 Winter Games takes "what's best" approach

With the gargantuan task of providing the network for the Winter Games comes the pressure to protect the system. Failure is not an option, thus taking the offensive position of focussing resources on what needs to be protected could be the best defence.  
by Brian Phillips

### IT underpins healthcare

IT systems at the Ottawa Hospital have come a long way in the 10 years since amalgamation and the potential for the future is far reaching based on meeting the needs clinical staff as well as operations and administration.  
by Anne Phillips

### Face to face

MEET **Kathleen Hayden**. Like many of you, her path to being a procurement specialist at BCLC based in Kamloops, British Columbia, was less than direct.



### Going global

The expansion of more open public sector procurement in Canada reflects changes occurring elsewhere in the world. Canadian expertise is in high demand as other nations strive to conduct their procurement in a manner less open to influence.  
by Paul Emanuelli

### Purchasing professional services – Part 1: a necessary evil Municipal matters

Municipal governments at some point generally all need to go outside for special expertise. Determining when to do that, what to do and who to do it with and how much can pose a challenge for you and the municipal council  
by Steve Bauld and Kevin McGuinness

### opinions

#### No laughing matter

#### In my opinion

Limiting legal review of RFPs might be something to consider  
by Howard Grant