

The Canadian Common CV 

## Canadian Common CV

Annual Report  
April 1, 2008 – March 31, 2009

## Message from the Board of Directors

It is my pleasure to present the 2008/09 Canadian Common CV (CCV) Annual Report summarizing this past year's achievements.

Last year, the CCV Investing Parties<sup>1</sup> announced a three year business plan for the CCV. As part of this plan, we agreed to a revised governance model and substantial changes to the CCV organization, its application and services.

Guided by our new Executive Director, Chantal Périard, we have begun the transformation of the CCV and the implementation of the recommendations from the business plan. In this Annual Report, you will read about setting the groundwork for change. We expect that 2009/10 will be a watershed year for the CCV.

I look forward to your continued support and interest. Please do not hesitate to contact me or any other members of the Board of Directors with your questions or comments.

Yours sincerely,

Christine Fitzgerald

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<sup>1</sup> Canadian Institutes of Health Research (CIHR), the Natural Sciences and Engineering Research Council (NSERC), the Social Sciences and Humanities Research Council (SSHRC) and Cantor, Quebec's three research funding agencies (Fonds de la recherche en santé du Québec, Fonds québécois de la recherche sur la nature et les technologies, et Fonds québécois de la recherche sur la société et la culture)

## Message from the Executive Director

This is a very exciting time to be a part of the Common CV (CCV). The CCV 2008 Business Plan calls for some momentous changes in the organization, addressing governance structure, services, and the CCV application itself. The Board of Directors began implementing the Business Plan's recommendations this fiscal year and I will continue to implement the additional recommendations to renew and revitalize the CCV.

The CCV is embarking on a two to three year project to re-invent itself to better meet the needs of the Canadian research community now and for years into the future. The Board of Directors will approve a renewal plan that will see us develop a new strategy for the CCV. This strategy will serve as a guide to re-architecting both our services and application over the coming years. This will be a long and critical process requiring patient involvement of our subscribers and users. The CCV is a resource that is utilized by tens of thousands of Canadians and is an important part of the research granting process of twenty one organizations – we understand the need to get this right.

In this year's report, you will read about what we have been doing to lay the groundwork recommended by the Business Plan. You'll also read about other CCV projects to improve our current operations.

I've enjoyed a rather busy six months since joining the CCV. The coming years promise to be just as busy and full of great progress. I look forward to working with you all to advance the important work of the CCV.

Chantal Périard

## **1. Introduction**

This report covers the period of April 1, 2008 to March 31, 2009 and presents a summary of key achievements in fiscal year 2008-09 as well as plans for next fiscal year 2009-10. It is presented to the CCV membership.

## **2. Background**

The Canadian Common CV is a collaborative effort designed to reduce the administrative burden on researchers when they apply for funding allowing them to spend more time on their research. The Canadian Common CV is a web-based system which allows researchers to enter a standard CV data set into a repository and aligns with the Government of Canada's Science and Technology Strategy. Researchers can make changes and update the data at any time, maintaining a current record of their CV. The data can be re-used, reducing the time and effort spent preparing CVs for future grant applications.

The Canadian Common CV was first established in 2002 by CANTOR and CIHR in response to the needs expressed by researchers to reduce the administrative burden when applying for funding. The Canadian Common CV has 19 subscriber organizations (refer to Appendix A) including federal and provincial research agencies, health charities, and others. With the increased number of research funding agencies and programs in the last few years, there has been growing interest from the research community in a Canadian Common CV based on a standard common data-set. The participating funding organizations are working together to realize this vision.

## **3. Operational Highlights 2008-09**

### **Business Plan**

In the period of April to June 2008, the Board of Directors reviewed and approved a three-year Business Plan for the Common CV. The Business Plan looked at all aspects of the CCV, from its services through the CCV web application and the structure of the organization itself, examining our strengths, weaknesses, and opportunities. The Business Plan re-affirmed the following central objectives of the CCV:

- Lighten the load on the research community when applying for funding, or for reporting purposes, on the principle that the CV data entered once by the researcher can be readily utilized in a manner that suits the requirements of any subscribing agency;
- Facilitate the collection of a common data set required by agencies; and
- Create a public repository which showcases Canadian researcher expertise.

The Business Plan also made a number of important recommendations about CCV and how best to fulfill its objectives. The following summarizes the Business Plan recommendations:

1. Proposed Legal Entity
  - Continue to host CCV Executive Director (ED) and CCV operations within one of the Investing Parties' organizations.
2. Governance Model
  - Renew the Board of Directors terms of reference;
  - Hire an Executive Director;
  - Establish an Advisory Committee to support the Executive Director; and
  - Create functional or technical Sub-Committees, as required to support the CCV renewal and operations.
3. Define a Service Delivery Model
  - Develop a marketing plan to support discussions with key stakeholders on the relative cost and value of the CCV services;
  - Price services based on their value to users and/or market cost;
  - Commit to a set of associated service levels;
  - Utilize competitively acquired services to deliver services when optimal;
  - Provide independence between the service provider's system (CCV) and the service user's (subscribing agency) system; and
  - Commit to principles of simplicity, efficiency, and cost effectiveness in the operation, management and governance of the Common CV network.
4. Facilitate the Collection of a Data Set
  - Improve the functionality and quality of the CCV services to encourage researchers to regularly maintain their CV data; and
  - Expand number of subscribing agencies to increase coverage, and encourage more researchers to use CCV services.
5. Demonstrate Canadian Researcher Capacity
  - Extend the coverage of CCV across the spectrum of research disciplines which are engaged in government and NGO funded research;
  - Implement a unique CCV ID for researchers using the system to improve data quality; and
  - Build linkages with other research related repositories to provide greater reporting capabilities.
6. Proposed Funding Model
  - Set objectives to fully recover service costs while recognizing customer's level of risk and investment and multiple tier of usage;
  - Use principles of simplicity and predictability;
  - Create a sustainable and service-oriented organization.
  - Adopt these Service Specific Recommendations:
    - No fees for Researcher CV Management Services; and
    - Fees proportional to volume of CVs received for CV Application Services, Data Access, Interchange, Information and Reporting Services.

7. Lighten the load on the research community
  - Renew and re-design the CCV application.

## **Business Plan Progress to Date**

Implementation of the Business Plan recommendations is progressing well. The CCV investing partners have renewed their commitment to the CCV objectives under a revised governance structure. CIHR continues to host the CCV providing important stability during this time of change.

The Board has hired an Executive Director (ED), Chantal Périard, as the administrator of the CCV, and created both an Advisory Committee and a Consolidated Data Set Standards Committee. The Committees will act as valuable resources to bring the knowledge and experience of the CCV community to the ED. As we move forward with the transformation, more committees may be established to address specific issues. These committees provide the community with a formal way of engaging with the CCV (refer to Appendix B).

The other main area of progress has been in the planning of the renewal project, identifying the work and the resources that will be required to achieve its aims. The new fiscal year will see the approval and allocation of required resources and the procurement of professional services to develop and implement a new service strategy for the CCV.

## **Common Data Set**

One of the early goals of the CCV was to keep the CV data as common as possible across different subscribers' CV requirements, ideally about 80%. Over the years, the CCV has fallen further and further away from that initial target. The 2008 Business Plan recommended that CCV adopt a single, common data set for all subscribers. In response to this recommendation, the CCV staff began to analyze current data fields with a view to eliminating non-CV related fields and consolidating custom fields (i.e., agency specific).

The Business Plan also recommended creating a committee to work on setting future CCV data set standards. Therefore work on the data set was moved from the Management Committee over to this new Consolidated Data Set Standards (CDS) Committee. The CDS (refer to Appendix B) is made up of representatives from each level of subscribers (refer to Appendix A) to ensure engagement and participation on the overall CCV community's needs and requirements.

By the end of March, the Committee had produced a solid draft data set that consolidated the existing data fields into a single data set. This will facilitate another Business Plan recommendation that the CCV use business rules to let subscribers pick the fields they want to include in their version of a CV. This approach will avoid the need to maintain subscriber-specific data, making it easier to maintain the

database and the application and substantially lowering the cost for new subscribers to join the CCV.

The Committee will continue to refine the data set in the next fiscal year with plans to consult more broadly with the subscriber base and to publish for wider perusal. For input into this process, please contact your subscriber representative (refer to Appendix B).

## **New Common CV Implementations**

In 2008-09, the following new CCV implementations were completed:

### **1. Natural Sciences and Engineering Council of Canada (NSERC)**

In July 2008, as part of a proof of concept to implement an EnterpriseAward Management System (EAMS) at NSERC, all applicants to the Collaborative Health Research Projects (CHRP) program successfully attached their Canadian Common CV to their associated applications. This proof of concept aimed to further examine NSERC's capacity to meet a comprehensive program delivery and award administration requirements including the use of the CCV. NSERC is the national instrument for making strategic investments in Canada's capability in science and technology. NSERC supports both basic university research through discovery grants and project research through partnerships among universities, governments and the private sector, as well as the advanced training of highly qualified people. This implementation, in line with the CCV Business Plan recommendation, extends the reach of the CCV;

### **2. Social Sciences and Humanities Research Council (SSHRC)**

Also in July 2008, as part of a proof of concept to implement an EnterpriseAward Management System (EAMS) at SSHRC, all applicants to the SSHRC Postdoctoral Fellowships Program successfully attached their Canadian Common CV to their associated applications. SSHRC is the federal agency that promotes and supports university-based research and training in the humanities and social sciences. Through its programs and policies, the Council enables the highest levels of research excellence in Canada, and facilitates knowledge sharing and collaboration across research disciplines, universities and all sectors of society. This implementation, in line with the CCV Business Plan recommendation, also extends the reach of the CCV to other research disciplines;

### **3. Manitoba Health Research Council**

In June 2008, the CCV implemented the Manitoba Health Research Council (MHRC) as an active member of the service. The MHRC is the provincial agency mandated to promote and assist basic, clinical and applied research in the health sciences in Manitoba.

The total number of subscribing organizations stands at 19 and includes federal and provincial research funders, health charities, and other organizations with research interests. Please refer to Appendix A for a complete list of the CCV subscribing organizations.

## CCV Operations

In parallel with the business plan implementation, work on the CCV operations focused on maintaining a quality system and supporting services to current CCV subscribers and users. Key projects included the following:

1. **Interoperability Pilot:** This pilot project focused on the transfer of data between CV systems at three research institutions (University of Toronto, University of Montreal and University of British Columbia) and the CCV. The result of this pilot proved that it is technically feasible to import data from other sources into the CCV. During the next fiscal year, the CCV will examine how and when this functionality can be implemented as a broader service offering.
2. **Privacy Impact Assessment:** An update to the 2003 Privacy Impact Assessment was conducted to identify privacy risks in the context of the current and the Business Plan recommendations for the renewal of the CCV service. Nine priority areas were identified around the service, the host of the service, and the system. During the next fiscal year, the CCV will develop an action plan and address feasible risks.
3. **Service Management:** In February, the CCV introduced a Service Level Performance Report. This report is provided to the subscriber contacts including CCV 1<sup>st</sup> level support contacts<sup>2</sup>. This monthly report presents the CCV performance against published service levels and summarizes problems addressed at the 2<sup>nd</sup> level support<sup>3</sup>. In the next fiscal year, the CCV will examine how to broaden its communication with 1<sup>st</sup> level support.
4. **Data Quality:** In March, the CCV engaged in a clean-up exercise of duplicate CCV User Accounts. Changes were introduced to the CCV system to reduce the likelihood of creating duplicate accounts. The CCV is hoping that these changes will increase the quality of the data contained in the CCV database. In the next fiscal year, the CCV will examine other areas for improving data quality.

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<sup>2</sup> 1<sup>st</sup> level support: Support provided to the CCV end-users by each subscriber, normally a Helpdesk.

<sup>3</sup> 2<sup>nd</sup> level support: CCV support provided to the 1<sup>st</sup> level support.

## 4. Financial Situation

<b>REVENUES</b>	<b>2008-09</b>	<b>2007-08</b>
<b>Ongoing Subscription Revenue</b>	\$ 312,000	\$ 293,250
<b>Implementation Revenue</b>		
Activation Fees	\$ 5,000	\$ 6,250
<b>Special Projects - Interoperability Pilot</b>	\$ 5,000	
<b>Other Revenues</b>	\$ 2,863	
<b>Total Revenue</b>	<b>\$ 324,863</b>	<b>\$ 299,500</b>
<b>EXPENSES</b>	<b>2008-09</b>	<b>2007-08</b>
<b>Ongoing Operating Expenses</b>		
Personnel	\$ 162,776	\$ 116,341
Product Maintenance	\$ 23,083	\$ 43,005
Product Hosting	\$ 80,048	\$ 146,621
CCV Web site Hosting	\$ 1,704	\$ 1,783
CCV Governance	\$ 2,177	
<b>Sub-total</b>	<b>\$ 269,788</b>	<b>\$ 307,750</b>
<b>Project-Based Expenses</b>		
Hosting Migration	\$ 16,390	
CCV Website Redesign	\$ -	
Update PIA and TRA	\$ 23,400	
Interoperability Pilot	\$ -	
Business Plan Implementation	\$ 43,201	
Business Plan Development		\$ 40,891
New features/enhancements		\$ 29,075
<b>Sub-total</b>	<b>\$ 82,991</b>	<b>\$ 69,966</b>
<b>Total Expenses</b>	<b>\$ 352,779</b>	<b>\$ 377,716</b>
<b>Surplus (Deficit)</b>	<b>\$ (27,916)</b>	<b>\$ (78,216)</b>
<b>Carry forward from previous year</b>	<b>0</b>	<b>\$84,439</b>
<b>Surplus (Deficit) including Carry Forward</b>	<b>\$ (27,916)</b>	<b>\$ 6,223</b>
<b>Subscriber Customization Costs</b>	<b>\$ 50,146</b>	<b>\$ 74,961</b>
<b>In Kind Resources Contributions</b>	<b>\$ 58,268</b>	<b>\$ 21,023</b>

<sup>1</sup> Amount spent by CCV Subscribers to customize their agency specific pages on the CCV System. These costs are over and above the product maintenance and enhancements expenses paid by the CCV.

<sup>2</sup> Dollar equivalents for services contributed by partner organizations for Human Resources and Information Technology Services.

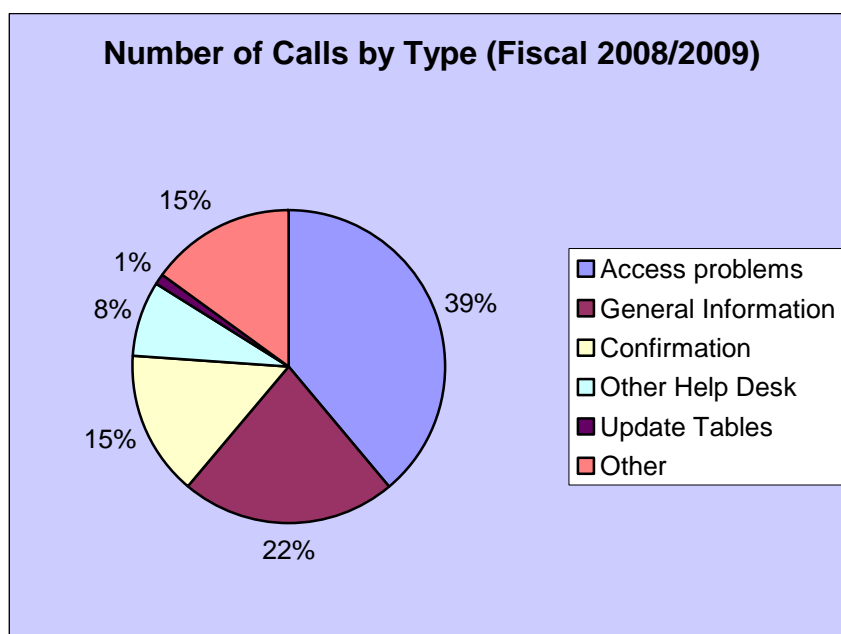
## 5. CCV Support

The CCV Team provides 2<sup>nd</sup> level support for the CCV system. This section summarizes the support inquiries received by the CCV Team.

The CCV team received 1,227 requests for support in this fiscal year.

An analysis of the requests received showed that most (39%) of the requests received related to access problems (i.e. individuals forgetting their login usernames/passwords). Over the past year, the CCV team reviewed the process and instructions for the self-serve login tool and introduced changes to improve this functionality. Although, the need for password complexity is required to maintain security standards, it must be balanced with ease of use. The CCV is hoping that the recent changes achieve this objective.

The second most common issue reported pertained to general information requests (22%) on the use of the application. This was followed by Confirmation (15%) and Other (15%) issues. The remaining issues (8%) constituted support requests generally provided by the 1<sup>st</sup> level help desks.



## 6. The Year Ahead

The CCV Board of Directors (CIHR, NSERC, SSHRC and CANTOR) has extended the cost-sharing agreement through to October 2009 with the intention of developing a multi-year agreement. In this period, the CCV Board of Directors will also develop a plan and budget to implement the approved CCV strategic direction and complete the recruitment of committee members to support the new governance structure.

The first phase of the renewal project will focus on securing the right professional services. The selected vendor will work with the CCV stakeholders to detail the new CCV service strategy and its supporting information technology solution.

In parallel, the CCV Operations will continue to support CCV users and subscribers by ensuring that the CCV system and supporting services are reliable and efficient. Efforts will be expanded to investigate ways of increasing service offerings and revenues.

## Appendix A

### CCV Subscribers<sup>4</sup>

Level 1 CCV Subscribers	Organization Web Site	General E-Mail
Canada Council for the Arts (Killam Program)	<a href="http://www.canadacouncil.ca">www.canadacouncil.ca</a>	
Canadian Breast Cancer Research Alliance	<a href="http://www.breast.cancer.ca">www.breast.cancer.ca</a>	<a href="mailto:info@cbcra.ca">info@cbcra.ca</a>
Canadian Diabetes Association	<a href="http://www.diabetes.ca">www.diabetes.ca</a>	<a href="mailto:info@diabetes.ca">info@diabetes.ca</a>
Genome Canada	<a href="http://www.genomecanada.ca">www.genomecanada.ca</a>	<a href="mailto:info@genomecanada.ca">info@genomecanada.ca</a>
Lawson Health Research Institute	<a href="http://www.lhrionhealth.ca">www.lhrionhealth.ca</a>	<a href="mailto:info@lawsonresearch.com">info@lawsonresearch.com</a>
Ontario Institute for Cancer Research	<a href="http://www.oicr.on.ca">www.oicr.on.ca</a>	<a href="mailto:info@oicr.on.ca">info@oicr.on.ca</a>
Saskatchewan Health Research Foundation	<a href="http://www.shrf.ca">www.shrf.ca</a>	
University of Alberta - Faculty of Nursing	<a href="http://www.uofaweb.ualberta.ca/nursing">www.uofaweb.ualberta.ca/nursing</a>	
Level 2 CCV Subscribers	Organization Web Site	General E-Mail
Alberta Heritage Foundation for Medical Research	<a href="http://www.ahfmr.ab.ca">www.ahfmr.ab.ca</a>	<a href="mailto:info@ahfmr.ab.ca">info@ahfmr.ab.ca</a>
Canada Foundation for Innovation	<a href="http://www.innovation.ca/en">www.innovation.ca/en</a>	<a href="mailto:feedback@innovation.ca">feedback@innovation.ca</a>
Heart & Stroke Foundation	<a href="http://ww2.heartandstroke.ca/splash">ww2.heartandstroke.ca/splash</a>	
Manitoba Health Research Council	<a href="http://www.mhrc.mb.ca">www.mhrc.mb.ca</a>	<a href="mailto:info@mhrc.mb.ca">info@mhrc.mb.ca</a>
Michael Smith Foundation for Health Research	<a href="http://www.msfhr.org">www.msfhr.org</a>	<a href="mailto:info@msfhr.org">info@msfhr.org</a>
Networks of Centres of Excellence	<a href="http://www.nce.gc.ca">www.nce.gc.ca</a>	<a href="mailto:info@nce.gc.ca">info@nce.gc.ca</a>
Nova Scotia Health Research Foundation	<a href="http://www.nshrf.ca">www.nshrf.ca</a>	<a href="mailto:info@nshrf.ca">info@nshrf.ca</a>
Level 3 CCV Subscribers	Organization Web Site	General E-Mail
Canadian Institutes of Health Research	<a href="http://www.cihr-irsc.gc.ca">www.cihr-irsc.gc.ca</a>	<a href="mailto:info@cihr-irsc.gc.ca">info@cihr-irsc.gc.ca</a>
Cantor (FRSQ, FQRNT, FQRSC)	<a href="http://www.frsq.gouv.qc.ca">www.frsq.gouv.qc.ca</a>	
	<a href="http://www.fqrnt.gouv.qc.ca">www.fqrnt.gouv.qc.ca</a>	<a href="mailto:info@fqrnt.gouv.qc.ca">info@fqrnt.gouv.qc.ca</a>
	<a href="http://www.fqrsc.gouv.qc.ca">www.fqrsc.gouv.qc.ca</a>	<a href="mailto:fqrsc@fqrsc.gouv.qc.ca">fqrsc@fqrsc.gouv.qc.ca</a>
Natural Sciences and Engineering Research Council	<a href="http://www.nserc-crsng.gc.ca">www.nserc-crsng.gc.ca</a>	
Social Sciences and Humanities Research Council	<a href="http://www.www.sshrc-crsh.gc.ca">www.www.sshrc-crsh.gc.ca</a>	

<sup>4</sup> Level 1 – 500 or fewer CVs  
 Level 2 – 501 to 5000 CVs  
 Level 3 – More than 5000 CVs

## Appendix B – Governance Members

### Board of Directors

#### Voting Members



Christine Fitzgerald (Chair)

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Michel Cavallin

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## Non-Voting Members



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Sally Brown

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## Advisory Committee



Chair

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Inter-Operability Representative

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Level 3 NSERC Representative

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