

# **TORONTO** Information & Technology

## Corporate Services

The Deputy City Manager reports directly to the City Manager in delivering internal corporate services. The office of the Deputy City Manager consists of Business Performance Management, City-Wide Strategic Initiatives, Strategic Construction Projects and Corporate Security and manages the Divisions of 311 Toronto, Environment and Energy, Facilities Management, Fleet Services, Information and Technology and Real Estate Services.

The Information & Technology Division acts as a city-wide co-ordination point for driving business improvements by assisting city divisions in re-designing business operations, translating business needs into information and technology solutions and implementing those solutions.

Metro Hall  
15th fl., 55 John St.  
Toronto ON M5V 3C6

Facsimile ..... 397-9198

Chief Information Officer  
Rob Meikle ..... 392-8421  
Administrative Assistant  
Cathy Genua ..... 392-0405  
Administrative Assistant  
Chantelle Naredo ..... 392-5031  
Senior Communications Coordinator  
(Strategic Communications)  
Stephanie Diodati ..... 338-2448

### Strategy & Program Management

Metro Hall  
15th fl., 55 John St.  
Toronto ON M5V 3C6

Director  
Grant Coffey ..... 392-9759  
Administrative Assistant  
Maria Rego ..... 338-1823

### Client Relationship Management

Enterprise Client Relationship Manager  
Kathryn Bulko ..... 397-9921  
Client Relationship Management Specialist  
Lenny Di Marco ..... 392-6103  
Community and Social Services  
Client Relationship Manager  
Rino Pasqua (Acting) ..... 392-8668  
Client Relationship Management Specialists  
David Kim ..... 397-9888  
Janice Honore ..... 392-9032  
Infrastructure and Development Services  
Client Relationship Manager  
Vacant .....  
Kathryn Bulko (Acting) ..... 397-9921  
Client Relationship Management Specialists  
Stratis Gogosis ..... 392-6373  
Rukmini Madduluri ..... 397-0557  
Corporate Services and CFO/Treasurer  
Client Relationship Manager  
Rino Pasqua ..... 392-8668  
Client Relationship Management Specialists  
Karl Barmania ..... 392-8807  
Debbie Chan ..... 647-273-5167

## Finance & Enterprise IT Contract Management

Manager	
Hemali Wijesundara .....	392-8164
Senior Budget & Operations Analysts	
May Siu .....	392-0667
Julie Attard (Acting) .....	338-3507
Supervisor, Contract Administration & Approvals	
Beth Rogalewicz .....	397-9989
Supervisor, Procurement & Accounting	
Linda Tran .....	338-2120
Project Coordinator	
Tim Lam (Acting) .....	397-9823

## I&T Training & Education

Manager	
Snezana Zenkic (Acting) .....	392-4761
Supervisors	
Felix Di Brina .....	392-5324
Wendy Liczner (Acting) .....	338-2671

## Risk Management, Cyber Security & Compliance

Manager	
Eric Lawton (Acting) .....	397-4334
Senior Policy Analyst (Security)	
Murray Rosenthal .....	397-9825
Senior Privacy Specialist	
Dalton M'Cormack .....	392-3404
Andrew Hilts .....	647-298-0954
Vacant .....	
Senior Cyber Security Specialist	
Eddie Ng .....	392-4493
Senior Risk Management Specialists	
Vacant .....	
Vacant .....	
Glenn Wilson .....	416-562-3673

## Service Level Management

Manager	
Marja-Liisa Konttinen .....	397-9830
Service Level Specialist	
Vacant .....	
Management Consultants (ITSM)	
Rick Bordin .....	338-8104
John Kamakaris .....	392-4548

## Strategy, Policy & Issue Management

Manager	
Alrick Grange (Acting) .....	647-453-1448
Senior Policy Analyst (Policy)	
Vacant .....	
Management Consultants	
Colin Williams .....	338-2956
Kenrick Sproul .....	647-298-3959
Vacant .....	

## Architecture & Portfolio Delivery

Metro Hall  
15th fl., 55 John St.  
Toronto ON M5V 3C6

Deputy Chief Information Officer	
Roopy Chhina (Acting) .....	392-3195
Administrative Assistant	
Gianluca Martellacci .....	397-9824

## Enterprise Architecture

Head Architect	
Viktor Ilchuk .....	392-1354
Senior Systems Integrator	
Katerina Granton .....	392-1180
Manager Enterprise Tech Architecture	
Tuan La .....	397-4040
Solution Architect / Senior Systems Integrator	
Richard Cao .....	338-2967
Daniela Deaconu .....	392-3810
Mark Lebar .....	338-3835
Ken Tse .....	338-0691
Tharshan Sundaramoorthy .....	397-9696
Michael Wynn .....	338-1820
Lioudmila Schott .....	397-7095
Research Analyst	
Gina Lagakos .....	392-0408
Senior Policy Analyst	
Marco Narduzzo .....	392-7990

## Business Transformation

Manager	
Fiona Tompkinson .....	338-3896

**Program Planning & Delivery 1**

Project Director	
Noelly Tamez (Acting).....	392-0994
Project Coordinator	
Kem Raj.....	392-7002
Project Manager	
Adam Mock.....	392-0993
Axel Romberg.....	395-6715
Edem Akan.....	338-1193
Karly Rodrigues.....	338-2820
Narissa Sawh.....	397-5680

**Program Planning & Delivery 2**

Project Director	
Margaret Comar (Acting).....	392-1049
Project Coordinator	
Olaken Adejola.....	397-9893
Project Manager	
Dunia Galic.....	338-5653
Ian Miller.....	397-0808

**Program Planning & Delivery 3**

Project Director	
David Neil (Acting).....	338-5110
Project Coordinator	
Barbara Beaumont.....	392-1114
Tammy Vander Ploeg.....	392-5134
Project Manager	
Asad Sultan.....	338-3120
Irina Naftalis.....	397-7213
Jerry Liu.....	338-2115
Junior Campbell.....	338-3098

**Program Planning & Delivery 4**

Project Director	
Sam Zurzolo.....	338-2744
Project Manager	
Armando Narvali.....	647-464-0547
Conrad Flowers.....	397-1393
Gerardo Torres.....	338-5126
Manal Ishak.....	392-1539

**Program Planning & Delivery 5**

Project Director	
Monika Matel-Sousa (Acting).....	395-7267
Project Manager	
Igor Skapinker.....	416-797-6845
Philip Scott.....	397-5203

**Program Planning & Delivery 6**

Project Director	
Epsit Jajal.....	392-6937
Project Manager	
David Ozaki.....	338-2211
Stephen Lew.....	338-2115

**Program Planning & Delivery 7**

Project Director	
Roopy Chhina.....	392-3195
Project Manager	
Adelle D'Silva.....	397-9678
Rania Doss.....	416-468-6049
S Shine Viswambharan.....	392-0866
Yousaf Khan.....	397-5147

**Strategy & Portfolio Management**

Manager	
Mario Salvagio.....	397-7858
Management Consultant	
Ada Ng.....	338-1370
Revathi Devendran.....	338-2245
Roberta Heggie.....	416-660-5693
David Pantano.....	392-0460
Project Coordinator	
Karis Flowers.....	397-9645
Jonathan Glaser.....	397-7845

**Quality Assurance & Change Management**

Manager	
Vacant.....	
Quality Assurance Lead	
William Hong.....	338-5124

**Enterprise Application Solutions**

Metro Hall  
15th fl., 55 John St.  
Toronto ON M5V 3C6

Deputy Chief Information Officer	
Karthi Bala.....	392-7559
Administrative Assistant	
Harry Kim (Acting).....	395-6855
Management Consultant	
Sandro Magnone.....	389-8764

## Enterprise Application Solutions

### Manager

Chad Szymanski ..... 338-3099

### Project Coordinator

Tatjana Radiskovic (Acting)..... 338-2022

Gitanjali Bhatia (Leave) .....

## Enterprise Solutions Services

### Director

Fazal Husain ..... 395-0406

### Coordinator Operational Support

Nihar Sharma (Acting) ..... 392-8993

### SAP Management Consultant

Christopher Pakkidis ..... 397-1231

## Business Intelligence Service

### Manager

Ellie Babadi (Acting)..... 395-6757

### Supervisor, Business & Data Analytics

Ramesh Periasamy (Acting).....

### Supervisor, Data Management

Gustavo Akira Asato ..... 995-5256

## Common Components Services

### Manager

Johan Macedo ..... 392-0470

### Supervisor

Rafi Ahemd ..... 894-6432

Todd Cashman (Acting) ..... 392-1382

## Enterprise Applications Services

### Manager

Marson Mao (Acting) ..... 971-4989

### Supervisor

Vacant.....

## Enterprise Business Services

### Manager

Faheem Najam ..... 392-0843

### Supervisor

Michael Ben ..... 395-6737

## SAP Solution Planning & Delivery

### Manager

Priya Prabhu ..... 392-9644

### Supervisor

Sean Morrow ..... 338-2680

## SAP Technical Support & Security Services

### Manager

Rob Bezaire ..... 392-9591

### Supervisor

Stacey Haslam ..... 338-2307

Kseniya Zaichenka ..... 338-5125

## Business Solutions Services

### Director

Cielo Medel (Acting)..... 392-0369

### Administrative Assistant

Margit Banerjee ..... 392-6938

### Management Consultant

Julie Marshall ..... 392-5134

## Business Applications Services 1

### Manager

Tina Scott ..... 338-2210

### Supervisor

Abere Channie ..... 338-5526

Victor Ng (Acting) ..... 397-7751

Arkady Vichodez..... 392-7910

Bing Xu ..... 392-5367

## Business Applications Services 2

### Manager

Rob Pearce..... 397-9294

### Supervisor

Annie Fei (Acting)..... 338-5509

Nicole Li..... 397-7750

Ikori Wogar ..... 392-4015

## Business Applications Services 4

### Manager

Deanna Hotoyan ..... 392-2659

### Supervisor

Mark De Angelis (Acting)..... 338-5699

Ainsley Roberts (Acting)..... 392-8133

Shaija Ibrahim ..... 647-883-5456

Steven Sun..... 397-1439

Matthew Vienneau..... 392-4026

## Enterprise Spatial & Digital Services

3rd fl., 18 D'Yas Rd.  
Toronto ON M3B 1V5

General Enquiry ..... 392-2506  
Facsimile ..... 392-3984

### Director

Lucy Ammendolia-Gizzo (Acting)  
..... 392-8114

### Senior Geospatial Consultant

Sara Greenwood ..... 397-7672

## Business Applications Services 3

### Manager

Lucy Ammendolia-Gizzo ..... 392-8114

### Supervisor

Ernest Ho ..... 392-0475  
Edwin Ngan ..... 395-6874  
Thomas Rowley ..... 338-1949

## Digital Technology Services

### Manager

Marco Palermo ..... 392-4308

### Supervisor

Gabriel Caira ..... 392-1169  
David Kirolos ..... 660-4585

## Geospatial Client Services

### Supervisor

Gina Porcarelli ..... 397-7550

## Geospatial Technology & Systems

### Manager

Joy Wang ..... 392-4525

### Senior Geospatial Consultant

Travis Burridge ..... 392-9128  
Steve Dale ..... 392-8339  
Benjamin Lam ..... 397-7564  
Scott Webb ..... 392-2999

## Geospatial Data Integration & Access

### Manager

Ryan Garnett ..... 338-2596

### Supervisor, Land Base Maintenance

James Elliott ..... 392-0406

### Supervisor, GeoData Analytics

Matthew Tenney ..... 338-3962

### Supervisor, Open Data Analytics

Denis Carr ..... 395-6758

## Technology Infrastructure Services

703 Don Mills Road

Toronto, ON M3C 3N3

Facsimile ..... 397-9145

### Deputy Chief Information Officer

Lawrence Eta ..... 338-7175

### Administrative Assistant

Harleen Sharma ..... 397-9026

### Smart City Manager (Acting)

Erin Leslie ..... 392-3310

### Management Consultant

Alice Xu ..... 392-2085

## Data Centre Operations & Network Services

### Manager

Michael Dors ..... 392-4707

### Network

#### Senior Technical Support Specialists

Salim Goderya (Infrastructure) ..... 397-5136

Gohar Khera (Architecture) ..... 397-5285

Sunil Rego (Operations) ..... 397-5304

#### Supervisor Data Centre Ops.

George Vasilopoulos ..... 392-7079

Eric Cinovskis ..... 392-4696

#### Field & Datacentre Mgt.

#### Senior Technical Support Specialist

Mark LaFleche ..... 397-9998

#### Supervisor Data Centre Ops.

Steve Mowbray ..... 397-9078

### Telecommunications

#### Senior Technical Support Specialists

Li Ma (Operations) ..... 397-1645

Tom Liang ..... 392-0489

## Infrastructure & Platform

### Manager

Albert Lai ..... 397-1997

## File Services

### Senior Technical Support Specialist

Adel Gorgis ..... 397-9920

### Supervisor

Valary Markin ..... 397-7389

## Unix Support

### Senior Technical Support Specialist

Mani Kanex ..... 338-2308

David Kravecas ..... 392-1164

Indu Thakur ..... 392-7395

Raymond Lu ..... 392-7396

## Virtualization

### Senior Technical Support Specialist

Dave Taunt ..... 397-9923

## Microsoft Services

### Senior Technical Support Specialist

Gary Mak ..... 392-2518

Radhi Siva ..... 392-2685

## Storage Management

### Senior Technical Support Specialist

Mariusz Piechocki ..... 392-4803

## Life Cycle Management – Servers and Storage

Mulaffer (Shah) Shanawaz ..... 338-8766

## Enterprise Database Group

### Senior Technical Support Specialist

Chander Hasija ..... 338-1265

### Senior systems Integrator Sup Services

Yanjun Li ..... 392-5219

## Web Infrastructure

### Senior Technical Support Specialist

Bruno Pistillo ..... 338-2231

## DR Implementation

### Senior Technical Support Specialist

Peter Cramp ..... 392-3203

## Infrastructure Management Services

### Manager

Andy Kwong ..... 395-6883

## Consulting & Architecture Service

### Senior Technical Support Specialists

Andrew Chan ..... 392-8755

Peter Ho ..... 392-4419

Jennifer de Barros ..... 338-2170

Sam Verhovsek ..... 397-9812

### Project Manager

Warren Quan ..... 338-1236

## Planning & Coordination

### Senior Technical Support Specialist

Sam Ho ..... 338-1277

Jason Yuet ..... 338-2118

### Project Coordinator IT

Jenniviv Gonzalez ..... 338-4813

## Administration (Billing, Inventory, Reporting) Telecommunications

### Supervisor

Carlo D'Erasmus ..... 397-0944

## IT Service Management & Service Desk

### Manager

Andy Parnham ..... 392-7320

## IT Asset Management

### Senior Technical Support Specialist

Line Marks ..... 338-2805

## Change Management

### Senior Technical Support Specialist

Gregory Dennie ..... 338-2246

## Incident & Problem Management

### Senior Technical Support Specialist

Rizwan Kadri ..... 338-3340

## Service Desk

### Supervisors

Lalit Sharma ..... 338-2153

Syed Hassan ..... 338-2236

Saiyed Rizvi ..... 338-2450

**Enterprise Systems Management**

Supervisor  
 Karim Nazerali ..... 392-4801  
 Senior Technical Support Specialist  
 Greg Landry ..... 392-2517

**Configuration Management**

Senior Technical Support Specialist  
 Mike Mendes ..... 397-1994

**Client Computing**

3rd fl., 18 Dyas Road  
 Toronto, ON M3B 1V5

**Manager**

Maria Loulidakis ..... 392-1149  
 Senior Technical Support Specialist  
 Doug Britten (Acting) ..... 397-9918  
 Bill Howes ..... 392-4667  
 Dave Nesbitt ..... 338-2300

**Workgroup Print Management**

William Spano ..... 392-0251

**Enterprise Desktop Management**

Supervisor  
 Troy Daniel ..... 338-2381

**Supervisors****North District**

Don Ham ..... 395-7475

**West District**

William Spano ..... 392-0251

**Central District**

Rory O'Farrell ..... 338-9530

**East District**

Marc Jeannotte ..... 338-6622

**East York Civic Centre**

Keith Wilkinson ..... 396-5337

**City Hall**

Robert Zurzolo (Acting) ..... 392-3460

**Metro Hall**

Richard Santos ..... 392-2508

**Corporate Security**

Jerry Jaffe ..... 392-7054

**Sustainment**

Doug Britten ..... 397-9918

**Wireless**

Barb Collins ..... 338-2233

**Cloud & Security Services****Manager**

Stephen So (Acting) ..... 392-5832  
 Senior Technical Support Specialist  
 Brent Lanteigne ..... 450-8443

**Enterprise Directory Services Group****Senior Technical Support Specialists**

Brian Hu ..... 397-9856  
 Aung San Lin ..... 392-2693

**Enterprise Messaging Group****Senior Technical Support Specialist**

Karen Migliarini ..... 395-6808  
 Systems Administrator Clerks  
 Jessie Lam ..... 397-7717

**Internet Services Group****Senior Technical Support Specialists**

Michael Chai ..... 397-9087  
 Angela Yu ..... 397-0556  
 Rob McKay ..... 397-7744