

# 2016-2017 Annual Report



Institute for  
Credentialing  
Excellence™

**Growing the Value  
of Credentialing**



# Charting a Path for Continued Growth and Opportunity

## Dear Members,

Each year I report with great pride what the Institute for Credentialing Excellence (ICE) has achieved in the past year. We continue to grow and expand the ICE Community, reaching our highest membership count in ICE history, 429 organizations representing over 2,000 individuals. We hope that you will continue to use your professional colleagues as resources for growing your organization and supporting your professional growth.

Here are just a few highlights from this year:

- **New Website Design** – While the ICE website is rich in content, we heard the concerns expressed by members about navigation. So we redesigned the website! The fresh look and feel is more intuitive and additional navigational tools in the store enhance the visitor experience in order to get to that rich content more quickly and easily.
- **Professional Development** – 2017 saw continued emphasis on professional development programs:
  - » **Certificate Program for Credentialing Specialists** – Released in November 2014, this Certificate Program is an assessment-based, multi-modal, online self-study course with an online community of resources, and facilitated discussions. After six enrollment periods, the program attracted over 450 certification professionals, exceeding initial estimates.

Other ICE Professional Development offerings continue to grow:

- » **CEO Connect Series** – This series, aimed at the CEO and Executive Director, was built around the concept offering strategic and forward thinking content in formats that emphasize the importance of peer-to-peer learning and accommodate the busy lifestyles of executives. Embedded in this series were a variety of learning opportunities including the Executive Summit, Business of Certification Workshop, Governance Workshop, CEO Webinar Series, and Executive Conversations.
- » **Professional Development Webinar Series**  
This year ICE saw 458 registrants in the 10 session webinar series with topics like marketing certifications, improved job analysis, and ethical and legal issues in certification.
- **ISO/IEC 17024 Program** – ICE's continued partnership with the International Accreditation Services (IAS) continues to offer NCCA accredited programs the ability to extend their accreditation to include ISO/IEC 17024. ICE has begun hosting annual NCCA and ISO/IEC 17024 accreditation workshops to help familiarize programs with the process and delve deeper into the Standards.



**458**

**Registrants  
for 10 session  
webinar series**

# Charting a Path for Continued Growth and Opportunity

- **R&D Products Released** – 2017 has been a busy year for the Research & Development (R&D) committee. Projects released this year include: Innovative Item Types, Validation Strategies for Credentials, and Assessing Noncognitive Competence. In addition to these projects, an R&D subcommittee began work on the CFO: Benchmarking of the Business of Certification to include a new, user-friendly online platform for collecting and reporting the information. This new platform is currently being setup for an early 2018 release and invitation to members to submit their data. This platform presents the possibility of a powerful tool for members to benchmark their organization against other similar organizations. Stay tuned!
- **Government Affairs** – Through the Government Affairs Working Group, ICE has continued its work on a variety of issues impacting credentialing. However, two issues took front seat over the past several months: the changes announced by the U.S. Copyright Office of their copyright registration process, and the continued monitoring of state-level legislation intended to prohibit maintenance of certification from being used in licensure, health plans, and hospital credentialing.
- **New Staff** – The ICE Membership & Operations team is a close knit group so losing any member of our team has an impact. But welcoming new staff is always a pleasure. We welcomed Doug Weinbaum, Special Projects Coordinator, and Sam Quinan, Membership and Operations Associate. We hope you will have an opportunity to meet with them during the conference. They are fantastic additions to our team.

Thank you for your continued support throughout the year. We are so thankful for our members and the people we serve each and every day.

Sincerely,



**B. Denise Roosendaal**, CAE, Executive Director

# Moving into 2018

Based on the strategic plan approved by the Board of Directors, 2018 will be filled with more professional development opportunities, more value for ICE members, more focus on accreditation services, and other relevant programming so that you can build and maintain high quality credentialing programs.

- **Accreditation Services Council** – The Council has been established and is working with management on a variety of critical topics related to ICE’s accreditation services products: NCCA, ACAP and ISO/IEC 17024 accreditation. The Council will offer management the additional resources needed to improve customer service, reduce application processing review time, and enhance the outbound messaging on the importance and value of third party accreditation.
- **ICE 1100 Revision** – The Assessment-Based Certificate Accreditation Council (ACAC) is creating a standards revision plan for ICE 1100. This process will include an opportunity for stakeholder input and will be announced through ICE’s regular communication channels.
- **Career Pathway Resources** – ICE continues to examine ways it can assist members at all levels within a credentialing organization. As we move into 2018, we will take a deeper dive into the typical career pathway within a credentialing organization (if there is a typical one) and examine opportunities for additional ICE training.
- **Emerging Leaders** – ICE takes seriously the idea of leadership development. As the demographic of the traditional ICE member changes, we are seeking ways to highlight those within credentialing organizations and provide additional leadership opportunities and resources.
- **ICE Handbook Update** – While the handbook has long been considered “the resource” for credentialing organizations, it is probably time for an updated version. ICE will tackle this project in 2018 under the direction and vision of a soon-to-be selected editor and chapter authors.
- **Research & Development Work** – In addition to finding an innovative solution for the next version of the benchmarking study, we are also exploring ways to address the issue of the Value of Certification from a research perspective.
- **Government Affairs** – ICE has monitored a variety of topics through the work of the Government Affairs committee. This year the committee closely followed the prohibition of Maintenance of Certification (MOC) legislative efforts as well as the challenges presented by the new rule from the Copyright Office on registration of tests. As part of the Right to Safe Care Council, we anticipate the MOC issue to continue well into 2018.
- **Public Member Resources** – Under the direction of the Public Member Working Group, ICE is looking to expand the offerings to public members in order to enhance the value that public members bring to credentialing organizations.

## Did You Know?

As an organizational member, the number of individuals who can obtain member benefits with ICE is unlimited! All employees can create an individual member profile, receive member rates on educational programming and email updates, and network with the community. Contact ICE Headquarters, or have your identified ICE primary contact visit your organizational profile on [www.credentialingexcellence.org](http://www.credentialingexcellence.org) to add individuals from your organization.

# Accreditation Services

## The National Commission for Certifying Agencies (NCCA)

In its continuous quest to improve the efficiency of the accreditation process, within the last year the NCCA adopted new accreditation decision policies for programs that are already NCCA accredited. After the August 2016 application deadline, the Commission began granting the following accreditation decisions:

- Accredit for five years (with possible compliance reporting as needed);
- Accredit for one year (with compliance reporting) and granting an additional four years once compliance issues are satisfactorily addressed available (for reaccreditations only);
- Deny accreditation - if evidence submitted by the program is substantively deficient.

Programs that submit for initial accreditation have the opportunity to respond to initial inquiries within 10 business days. Upon complete review, if a new application is not yet in full compliance with the NCCA Standards, the program will have an opportunity to update their applications based on feedback and resubmit at the next NCCA deadline without paying additional fees. New programs will be eligible for accreditation for five years once full compliance is demonstrated.

The main objectives for these changes were to create efficiencies in the review process and to assist both new and currently accredited programs to build and maintain quality certification programs and achieve or maintain NCCA accreditation. The NCCA is collecting data on the efficiency and success of these processes and looks forward to reporting the findings in the coming year.

## Assessment-Based Certificate Accreditation Program (ACAP)

The ACAP accreditation program, founded on the ICE 1100 Standards in 2012, now has four (4) accredited programs with double the number of programs undergoing the review process. ICE is continuing to develop resources to educate the public on the difference between assessment-based certificate programs and certification programs. A virtual roadmap and informational video can be expected in the coming year!

## Dual Accreditation for NCCA & ISO/IEC 17024

ICE's partnership with International Accreditation Services (IAS) allows programs to apply for dual accreditation and take advantage of the efficiencies created from the large overlap in the requirements for both standards (NCCA and ISO/IEC 17024). The application process has been designed to automatically transfer details from the NCCA application that fully or partially satisfy the requirements of ISO/IEC 17024.

Three organizations currently hold dual accreditation to the NCCA and ISO/IEC 17024 Standards. Applications for three additional programs were received during 2017 and are currently undergoing a joint review by IAS/ICE.

### 2017 NCCA HIGHLIGHTS



**37 New  
Applications  
Reviewed**



**53 Renewal  
Applications  
Reviewed**



**35 Newly  
Accredited  
Programs**



**317 Total  
Accredited  
Programs**



**26 Industry  
Sectors  
Represented**

# Financial Report

## Statement of Activities and Changes in Net Assets

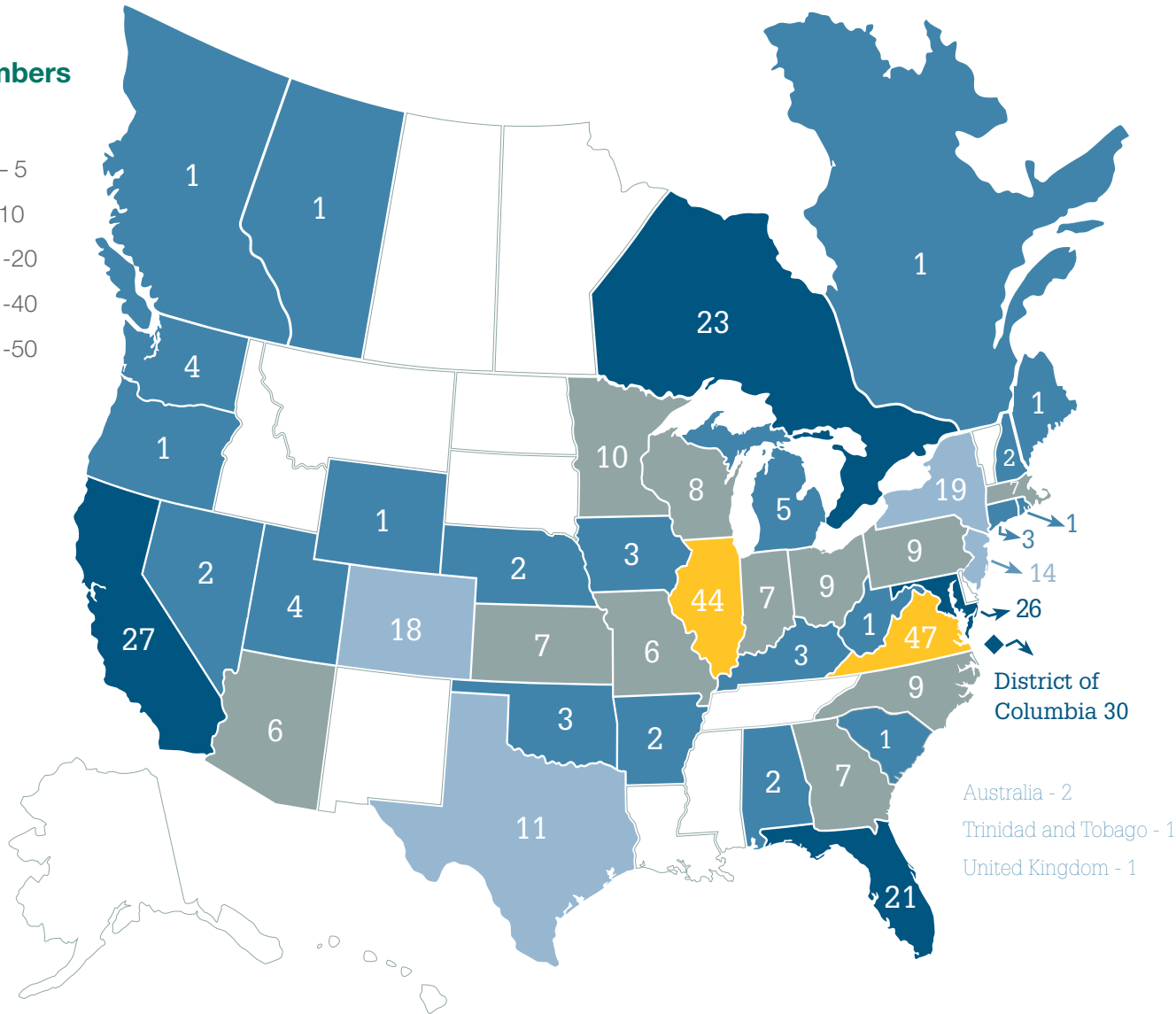
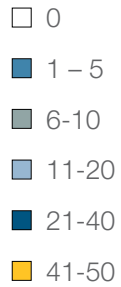
	2016 (Actual)	2015 (Actual)
<b>Revenue</b>		
Membership Dues	\$372,309	\$363,211
Accreditation Services	\$693,378	\$665,428
Annual Conference	\$653,852	\$622,170
Education Events/Publications	\$283,638	\$268,498
Investment Income	\$57,757	(\$19,980)
Research Sponsorship	\$58,125	\$55,309
<b>Total Revenue</b>	<b>\$2,119,059</b>	<b>\$1,954,636</b>
<b>Expenses</b>		
Administrative	\$515,930	\$538,276
Accreditation Services	\$529,450	\$408,580
Annual Conference	\$663,463	\$534,790
Education Events/Publications	\$199,021	\$167,585
Marketing/Communications	\$90,281	\$53,961
Research Study	\$877	\$17,543
<b>Total Expenses</b>	<b>\$1,999,022</b>	<b>\$1,720,735</b>
Change in Net Assets	\$120,037	\$233,901
Net Assets at Beginning of Year	\$1,119,623	\$885,722
Net Assets at End of Year	\$1,239,660	\$1,119,623

Based on 2015 and 2016 Audited Financial Statements

# Membership

ICE is comprised of the following members (as of September 2017)

## Members



**21**  
Individual Members

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**40**  
Sustaining/Affiliate Members

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**236**  
Organizational Members (credentialing bodies)

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**132**  
Organizations with Accredited Programs



# ICE Leadership

## Board of Directors

### Chair

**Claudia Zacharias, MBA, CAE**  
*President and CEO*  
Board of Certification/  
Accreditation, International

### Vice Chair

**Grady Colson Barnhill, MS**  
*Senior Assessment Advisor*  
National Commission on Certification  
of Physician Assistants

### Secretary Treasurer

**Lisa Sallstrom, CAE, PMP**  
*Vice President, Certification &  
Membership*  
APICS

### NCCA Representative

**William Ellis, RPh, MS**  
*Executive Director*  
Board of Pharmacy Specialties

### Sustaining Member Representative

**Janice Moore**  
*CEO*  
SeaCrest Company

### Elected Board Members

**Shannon Carter, EdD, CAE**  
*Vice President, Education*  
Scrum Alliance

### Directors

**Dania Eter, MBA**  
*Chief Credentialing and Product  
Portfolio Officer*  
Human Resource Certification Institute

**Johnna Gueorguieva, PhD, CAE**  
*Sr. Director, Credentialing and Client  
Services*  
Dental Assisting National Board

### Public Member

**Rebecca LeBuhn, MA**  
*Chair, Board of Directors*  
Citizen Advocacy Center

### Ex Officio Member

**Denise Roosendaal, CAE**  
*Executive Director*  
Institute for Credentialing Excellence

## National Commission for Certifying Agencies

### Chair

**William Ellis, RPh, MS**  
*Executive Director*  
Board of Pharmacy Specialties

### Vice Chair

**Isabelle Gonthier, PhD**  
*President & Chief Operating Officer*  
Yardstick Assessment Strategies, Inc.

### Board Appointee

**Michael Clark, CAE**  
*Chief Operating Executive*  
National Institute for Certification in  
Engineering Technologies

### NCCA Appointee

**Andrew C. Dwyer, PhD**  
*Director of Psychometrics*  
American Board of Pediatrics

**Joy Lynn Matthews-Lopez, PhD**  
*Senior Psychometrician*  
Professional Testing, Inc

**Amin Saiar, PhD**  
*Senior Psychometrician*  
PSI Services LLC

**Linda Waters, PhD**  
*Vice President, Strategic Portfolio*  
Prometric

### Elected Commissioners

**Katherine Church, RDN**  
*Executive Director*  
Certifying Board for Dietary Managers

**Lindsey Durham, CPA**  
*Chief Financial Officer*  
National Registry Of Emergency  
Medical Technicians

**Todd Galati, MA**  
*Director of Credentialing*  
American Council on Exercise

**Sara Blair Lake, J.D., CAE**  
*Executive Director*  
International Board of Lactation  
Consultant Examiners

### Public Members

**Mary F. Macomber, Esq., BA, JD**  
*Retired General Counsel*  
Encore Computer Corporation

**Zerrin Sayar**  
*Senior Advisor*  
GlobalWorks Foundation  
Fontheim International



# ICE Leadership

## Committees

### Assessment-Based Certification Accreditation Council (ACAC)

#### Instructional Design Chair

**Bobbi Losee Vernon**

*Learning Experience Designer*  
CFA Institute

**Julie Patrick**

*Principal*  
JP Learning Associates

#### Psychometric

**Sarah Carroll, PhD**

*Senior Psychometrician*  
Castle Worldwide, Inc.

**Joselito Lualhati, PhD**

*Principal and Executive Vice-President, Design*  
Global Skills X-change

**Fae Mellichamp**

*Psychometrician*  
Behavior Analyst Certification Board

#### Administrative

**James Stobinski, PhD**

*CEO*  
Competency and Credentialing Institute

**Jenna Ayala**

*Association Manager*  
Jaffe Management, Inc.

### Accreditation Services Council

#### Stakeholder Representative

**Chad Buckendahl, PhD (Chair)**

*Partner*  
ACS Ventures, LLC

#### ICE Board Representative

**Janice Moore (Vice Chair)**

*CEO*  
Seacrest Company

#### Accredited Program Representatives

**Ida Darragh, CPM**

*Director of Testing*  
North American Registry of Midwives

**Cary List, CA, CPA, CFP**

*President and Chief Executive Officer*  
Financial Planning Standards Council

**Jerry Reid, PhD**

*Executive Director*  
American Registry of Radiologic Technologists

#### Component Representative – NCCA

**Sara Blair Lake, JD, CAE**

*Executive Director*  
International Board of Lactation Consultant Examiners

#### Component Representative – ACAP

**Bobbi Losee Vernon**

*Learning Experience Designer*  
CFA Institute

#### Component Representative – IAS

**Ronald Hanchar**

*President and CEO*  
Hanchar Consulting Services, LLC

### Program Committee

#### Chair

**Heather Rich, MPA**

*Certification Manager*  
American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)

#### Vice Chair

**Todd Philbrick, CAE**

*Director of Certification*  
American Speech-Language-Hearing Association

**Bob Blackwood**

*Business Development Manager*  
Pearson VUE

**Avis Bullard, MS, CSSGB**

*Director, Quality Assurance*  
Board of Pharmacy Specialties

**John H. Ganoe, CAE**

*Executive Director*  
Community Association Managers  
International Certification Board

**Cynthia Kusorgbor-Narh, MPH, MCHES**

*Credentialing Project Specialist*  
National Commission for Health Education Credentialing Inc.

**Mina Larson, MS, MBA, CAE**

*Deputy Executive Director*  
National Certification Commission for Acupuncture & Oriental Medicine

**Amy Roedl, PhD**

*Manager, Exam Development*  
National Restaurant Association

**Gabriela Welch, MPS**

*Director of Certification*  
American Production and Inventory Control Society (APICS)

#### Public Member

**Mary Macomber**

# ICE Leadership

## Committees

### Education Committee

#### Chair

**Kate Kahoa, MEd**

*Assistant Director, Credentialing  
Dental Assisting National Board*

#### Vice Chair

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*Director, Learning and Development  
Professional Risk Manager's  
International Association*

**Jillian Boggs**

*Certification Programs and  
Assessment Manager  
Investment Management Consultants  
Association*

**Erica Brown, AIA, NCARD**

*Program Manager  
Alpine Testing Solutions*

**Jared Crabtree, MA**

**Chuck Friedman, PhD**  
*Director, Psychometrics  
PSI Services*

**Jefferson Glassie, Esq.**

*Partner  
Whiteford, Taylor & Preston LLP*

**Morgean Hirt**

*Account Executive/Director of  
Credentialing  
Metacred, Inc.*

**Adrienne Segundo, IOM**

*COO  
Limitless Association Solution  
Resource, LLC*

**Pam Weber, CAE**

*Global Director of Certification  
International Board of Lactation  
Consultant Examiners*

### Publications

#### Chair

**Lois Davis, MSN, RN**

*Certification Program Director  
Vascular Access Certification  
Corporation*

**Ben Babcock, PhD**

*Supervising Psychometrician  
American Registry of Radiologic  
Technologists*

**Joseph Caramagno, MA**

*Senior Scientist  
Human Resources Research  
Organization*

**Steven Garner, PMP**

*Certification Manager  
CA-NV Section of the American Water  
Works Association*

**Kathi Gialluca, PhD**

*Senior Research Scientist  
Pearson VUE*

**Katie Gottwaldt**

*Manager, Test Development  
NBCRNA*

**Jeff Kelley, PhD**

*Psychometrician  
Alpine Testing Solutions, Inc.*

**Chad Kinart, MS, MBA**

*Senior Partner Experience Specialist  
Assessment Systems Corporation*

**Nadine LeBarron McBride, PhD**

*Senior Psychometrician  
Castle Worldwide*

**Debbie Sobotka**

*Deputy Director  
Center for Public Safety Excellence*

**Timothy Sutton**

*Management & Program Analyst  
Defense Security Service*

**Anne Thissen-Roe, PhD**

*Senior Psychometrician  
Comira*

### ICE Digest Editorial

#### Chair

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*President  
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*Executive Director  
Dental Assisting National Board*

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*Partner  
ACS Ventures, LLC*

**Ame Enright**

*Director of Certification  
Association of Child Life Professionals*

**Vicki Gremelsbacker, MSED**

*President  
Professional Testing Corporation*

**Elisa Kahn, MSOL, DMA**

**Lisa Everts**  
*Test Developer  
Strasz Assessment Systems*

**Joyanna Mills, MA, CAE**

*Director, Examination Development  
International Board of Lactation  
Consultant Examiners*

**Mary Beth Mohn, MBA**

*Director, Global Strategic Marketing  
Pearson VUE*

# ICE Leadership

## Committees

### Government Affairs

**Donald Balasa, JD, MBA**

*CEO and Legal Counsel*

American Association of Medical Assistants

**Carla Caro, MA**

*Program Director*

ACT

**Deanna Hudella**

*Federal Business Development*

*Director*

Pearson VUE

**Brian Lawson, PharmD**

*Director, Professional Affairs*

Board of Pharmacy Specialties

**Jim Kendzel, MPH, CAE**

*CEO*

Kendzel and Associates

**JoAnne Konick-McMahon, MSN, RN, PCCN**

*Certification Practice Specialist*

American Association of Critical-Care Nurses Certification Corporation

**Michelle Warholc, JD, CAE**

*Nonprofit and Association Executive*

**Kevin M. Bradley, PhD**

*Director, Credentialing Services*

Human Resources Research Organization

**Elisa Kahn, MSOL, DMA**

*Senior Program Manager*

American Institutes for Research

**J. David Rosza, CAE, ASA**

*CEO*

Metacred, Inc.

**Cynthia Orr**

*VP of Compliance and Accreditation*

American Medical Certification

Association

**Mark Franco, Esq.**

*Attorney*

Whitehead, Taylor & Preston, L.L.P.

**Christopher Anderson, PhD**

*Senior Director*

Global Skills Exchange Corporation

**Lisa Lutz**

*President*

SOLID

**Denny Smith, PhD**

*Director*

National Commission for the

Certification of Crane Operators

**Katherine Landsberg**

*Assistant Director, Government*

*Relations*

Dental Assisting National Board, Inc.

### Marketing and Membership

#### Chair

**Jared N. Zurn, AIA, NCARB**

*Director, Examination*

National Council of Architectural Registration Boards

**Katie Neal, BS, MS**

*Executive Director*

Nuclear Medicine Technology

Certification Board, Inc.

**Stephani Howarter, PhD**

*Psychometrician*

Alpine Testing Solutions

**Carrie Tuck**

*Business Development Executive*

Strasz Assessment Systems

**Terrelaine Sims, MS**

*Assistant Director, Certification Services*

American Nurses Credentialing System

**Winifert Lawson-Graves**

*Director of Certification*

Center for Credentialing and Education

(CCE)

**Julie Boyce**

*Senior Marketing Manager*

Pearson VUE

**Lee Ann Evans, GPHR**

*Director, Business Operations*

HR Certification Institute

### Research and Development Committee

#### Chair

**John Wickett, PhD**

*Principal*

Wickett Measurement

#### Vice Chair

**Jerry Reid, PhD**

*Executive Director*

American Registry of Radiologic Technologists

**Kirk Becker, PhD**

*Senior Research Scientist*

Pearson VUE

**JG Federman, Ed.D, MST, PgC  
Change Leadership, Certification  
Business Strategy**

*Doctoral Candidate*

Creighton University

**Tony Zara, PhD**

*Vice President, Assessment Solutions*

Pearson VUE

**Andrew Dwyer, PhD**

*Director of Psychometrics*

American Board of Pediatrics

# ICE Leadership

## Committees

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### **Daniel Wilson**

*Psychometrician and Statistical Associate*  
Mountain Measurement, Inc.

### **John Weiner, MA**

*EVP, Chief Science Officer*  
PSI Services, LLC

### **Larry Fabrey, PhD**

*Sr. Vice President, Psychometrics*  
PSI Services, LLC

### **Pat Muenzen, MA**

*Director of Research Programs*  
ACT

### **Patricia Young, MA**

*Psychometrician*  
Kryterion, Inc.

### **Chuck Friedman, PhD**

*Director, Psychometrics*  
PSI Services, LLC

### **Peg Harrison, MS, CPNP, CAE**

*CEO*  
Pediatric Nursing Certification Board

### **Nicole Risk, PhD**

*Psychometrician*  
American Medical Technologists

### **Michelle Gross**

*Director of Certification Services*  
National Board for Certified Counselors

### **Lisa Nepi**

*Director of Certification Services*  
SeaCrest Company

### **James Magruder, MPA**

*Executive Director*  
Board of Registered Polysomnographic Technologists

### **Kari Hodge, PhD**

*Senior Exam Design, Development, and Analysis Manager*  
NACE International

## **Nominations Committee**

### **Chair**

#### **Linda Lysoby, MS, MCHES, CAE**

*Executive Director*  
National Commission for Health Education Credentialing

### **NCCA Appointee**

#### **Linda Waters, PhD**

*Vice President, Strategic Portfolio*  
Prometric

### **Board Appointee**

#### **Sally Weir, CAE**

*Executive Director*  
Hospice Medical Director Certification Board

### **Elected Position**

#### **Lori Barker-Cummings**

*Governance Manager*  
Council for Interior Design

#### **Amy McKee**

*Business Development Manager*  
Pearson VUE

# ICE Leadership

## Task Forces

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### External Stakeholders Task Force

#### Chair

**Rory McCorkle, PhD**

*Vice President, Certification Services  
PSI Services, LLC*

#### Vice Chair

**Jim Stobinski**

*CEO  
Competency and Credentialing  
Institute*

**Cynthia Flournoy, FACHE, RHIA**

*Public Member, Director  
National Commission on Certification  
of Physician Assistants*

**Stephanie Dille,**

*Vice President, Global Marketing  
Proctor U*

**Danielle Sadighi**

*VP Sales and Marketing  
American Medical Certification  
Association*

**Ronald Adams**

*Instructional Specialist – President  
Defense Security Service*

**Vita Greco**

*Director of Psychometric Services  
Professional Testing Corporation*

**Mark Poole, CESP**

*Global Certification Lead  
Facebook*

**Brian Greenlee**

*Director of Credentialing  
American Council on Exercise*

### Public Member Task Force

#### Chair

**Rebecca LeBuhn, MA**

*Chair, Board of Directors  
Citizen Advocacy Center*

**Francine Butler, PhD**

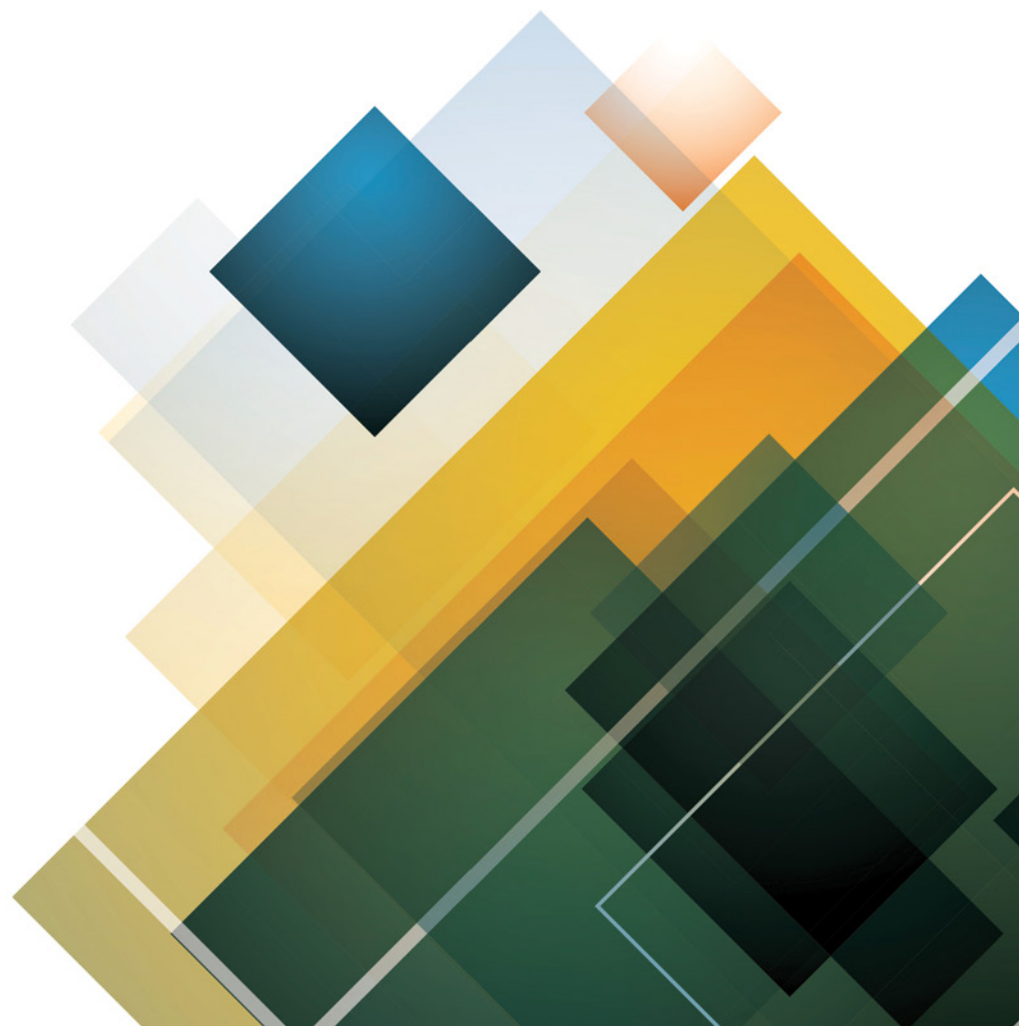
*President  
Empressa Consulting LTD*

**Lisa Alikhan**

*Executive Assistant to CEO, BOD,  
and Governance Coordinator  
Competency and Credentialing  
Institute*

**Tracy Gernentz**

*Director, Program Management  
Pearson Vue*





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## Headquarters Staff

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### Executive Director

B. Denise Roosendaal, CAE

### Operations and Membership

Linda Anguish, SPHR, GPHR, Director

Tara Mohammed, Coordinator

Katie Scott, Senior Coordinator

Doug Weinbaum, Coordinator

Sam Quinan, Associate

### Marketing and Creative Services

Kevin Hurley, Senior Manager

Jayne Corso, Coordinator

Laura Devinsky, Associate

### Event Services

Sydney Vranna, Manager

Cristina Adames, Coordinator

Brigid Greaney, Associate

### Sales Services

David Merli, Senior Manager

Ryan Leach, Coordinator

### Financial Management and

Accounting Services

Sunny Patel, Staff Accountant

Nicholas Callaghan, Staff Accountant

### Information Technology Services

Peter Smithson, Manager