

TECH TALK

SPRING 2009

LINKING THE BCIT TMGT COMMUNITY

BRITISH COLUMBIA
INSTITUTE OF TECHNOLOGY

SCHOOL OF
TRANSPORTATION

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transportation/tmgt



Winter Convocation 2009



LEFT TO RIGHT: JIM HENDRY (TMGT PROGRAM HEAD), PAVITER TOOR, MICHAEL KRENZ, AVRIL SULLIVAN, JEFF ECKSTEIN, MICHAEL HILL. MISSING IN PHOTO ARE HARMIT SANGHA, MARK CARDENO, AND MOHAMMAD MARZZOKA.

This February's Winter convocation was a record in TMGT's recent history, with a total of eight graduates who crossed the stage to have their hard work and dedication recognized. Virtually all eight TMGT graduates who crossed the stage received their degrees with "Distinction" which denotes graduation with a grade point average of 80% or higher. Congratulations to the graduates.

Next convocation ceremony will be in June 2009. If you are ready to convocate and wish to take part in the next convocation ceremonies (June 2009 or February 2010), contact BCIT's Advanced Placement and Degree Program office and complete an Application for BCIT Credential. Processing time is four to six weeks from the point your application is received, so plan your convocation date carefully!



NEWSLETTER SUBMISSIONS

TMGT welcomes submissions that are applicable in the context of technology management interests and which you believe will be of general interest to other readers.

We want to hear how you used technology to accomplish your business objectives, how you acquire technology professionals, how you use technology to perform tasks or improve business processes, or how a specific technology implementation advanced your interests.

Please ask for more details or submit your article via email attachment to Terry Suen, Terry_Suen@bcit.ca.

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Dr. Mark Scivier



Dr. Mark Scivier is a consultant in Technology Management specializing in R&D Management, Business Development, Project Management and Engineering Process.

Dr. Scivier was Director of Research and Development at D-Wave Systems – developing and commercializing technology for quantum computing. Prior to joining D-Wave, he worked for 16 years at MacDonald Dettwiler (MDA) where he held senior roles including Director of Research and Development, Engineering Manager for Space Missions, and Business Development Manager. Dr. Scivier has served on several high-tech panels and committees, and was Chairman of the International Scientific Advisory Board of the Advanced Systems Institute of BC. He has taught in the Part-Time Studies program at BCIT since 1997. Mark enjoys teaching, in particular, the interaction with students in the classroom.

In his spare time, Mark is studying the piano and working his way through the Royal Conservatory of Music exams.

TMGT is fortunate to have Mark's talents added to the highly regarded professional mix of instructors in the program.

ASTTBC Registered Technology Manager (RTMgr)

Attention TMGT students or grads who are AScT or CTech members!

The ASTTBC (Applied Science Technologists and Technicians of BC) Council approved the Registered Technology Management Certification Policy in February 2009, creating a new designation.

This RTMgr designation will be a powerful tool in the arsenal of technologists and technicians, giving much deserved recognition as technology management professionals.

AScT and CTech members who are now managing in a technology environment and who meet the enrolment criteria may apply for membership certification as Registered Technology Manager. There will be two methods of attaining certification:

- > Holding a Diploma or Bachelor of Technology in business management, MBA or other appropriate business education credential, plus at least two years of experience during which required competencies have been applied
- > A minimum of four years of management experience and training, during which required competencies have been acquired.

A Provisional Certification will also be available to those members who are enrolled in a recognized business program, such as TMGT BTech degree, and who meet a primary level of competence. The successful applicants will show the necessary level of competence in a range of management areas; Technical Specialist as Leader / Manager, Human Resource Management, Law for Business, Project Management, Problem Solving and Decision Making, Accounting, Business Strategy and Structure, Technology Management Communication, Technology Marketing Strategies and Managing Technological Change. Such courses exist within the core management foundation of the Technology Management (TMGT) degree, thus making it possible for TMGT students and grads to obtain additional recognition of this learning and their work-related application of these competencies outside of the BCIT program.

The ASTTBC Annual General Meeting on May 22 will be the forum for officially unveiling the RTMgr program. It is anticipated the program will be ready for applications as we approach fall 2009.

Watch the ASTTBC web site and newsletters for details.

TMGT members who wish further information are encouraged to contact ASTTBC by e-mailing techinfo@asttbc.org or Bruce Stevens, AScT at strategicsolutions@telus.net.

Applied Science
Technologists & Technicians
of British Columbia



DE Changes Fall 2009

Effective September 1, 2009, TMGT DE and online course durations will be reduced to 12 weeks.

TMGT Undertakes DE Program Revision



Data collected throughout North America and Europe indicates that an increasing number of post-secondary students are choosing Distance Education (DE) as their preferred vehicle for study. As many of you may know from personal experience, the opportunity to take all Technology Management (TMGT) program courses via DE is one of the program characteristics very highly regarded by our students. Folks who are involved leading busy lives often find it very convenient to be able to pursue their educational pursuits without having to leave home. However, DE is not without challenges. First among these is the need for students to exercise considerable self-imposed discipline.

It is not always easy to find the time to sit down with the course material, do the necessary readings and assignments and then submit the assignments for grading.

There are always other things to distract you and demand your time. Your friends are heading out for an evening of fun and you are invited, your children need help with a project, or maybe they just need some face-to-face time with you before their bedtime, your partner needs help with some household issue or you have had to bring work home and absolutely have to get it done. Regardless of how well intentioned you are, it is often the case that the course completion deadline – which seemed so very far away when you began – is fast approaching and you still have multiple assignments to be completed. Suddenly you are rushing through the material and the assignments and diminishing your learning opportunity.

Add to this the fact that you often feel isolated as you grapple with the material. There is no classmate to whom you can turn and ask “What do you make of this?” You are left to sort it all out for yourself and hope that you are understanding or interpreting the course material correctly. Sure, you can go online and ‘google’ the subject matter, hoping to get some clarification but you might just end up more confused by the sheer volume of information available to you.

The TMGT faculty recognizes the many challenges faced by our DE students and intends to do something about them. We want to make the DE experience as rich a learning experience as it can possibly be. We know, from published reports, studies and our own statistics, that DE students can do as well academically as their Face-to-Face (F2F) class counterparts; the

challenge we face is to make this option viable and rewarding for as many of our students as we possibly can.

Over the past year we have introduced some new elements into our DE program. No longer do students receive their course materials in hardcopy format, now they simply go online and download them. Some students have participated in the trial of a ‘virtual classroom’ offering of TMGT 7101 in which the course is delivered synchronously by the instructor to all registered students via the Internet. Students can elect to participate via a text and audio-based format or, can utilize text, audio and video while attending class. Other students have participated in trials of online assessment (exams) techniques in some of their courses. While there have been some normal ‘growing pains’, each of these trials has been useful and provided TMGT with valuable insight into some of the DE possibilities available to us. We thank all those who participated.

In order to integrate and build upon these efforts, TMGT has begun an overall Distance Education revision project. Working with BCIT’s Learning and Teaching Centre (and the Distributed Learning Team based there) we are in the design phase of the reconstruction of our DE program to ensure that it meets or exceeds the needs of our student base. It is our plan to pilot an initial revised DE course in September of this year, with the rollout of other similarly-revised courses following thereafter. We would very much appreciate your input.

Let us know how you would like to see DE evolve in the TMGT program. If you are currently taking a course (or courses) via Distance Education, have done so in the past or are considering doing so in the future, tell us ‘what works for you’ and what does not. Any and all feedback or comments will be appreciated. We will make every reasonable attempt to incorporate the suggestions and requests into our new DE offerings. Please forward your ideas and comments to Jim Duncan, jduncan@bcit.ca. Thank you for your interest and participation.

TMGT Newsletter: Sustainable Urban Development



In this era of the early 21st century, many believe, and only history will prove, that we live in the most critical time of humankind's existence. For in this era, the critical choices in our individual and collective actions will profoundly shape the future of this planet and our human relationship with it. Our collective information and management systems to monitor earth's vital signs are impressive human technological achievements. We can acquire an array of local and global data and information on unprecedented levels, all of which can provide us with intelligent resources to make informed decisions and to develop appropriate actions. Yet with all this data and information available to us, all predictions still indicate humankind's path moving quickly towards an unreturnable point, as early as 2025, which will forever negatively reshape every human being's relationship with this earth.

BCIT's School of Construction and the Environment is accelerating the development a new program initiative in Sustainable Urban Development (SUD),

under the leadership of **Donald Yen**, Program Head. The focus of this program is to address sustainability at its most effective level, that being through urban development. Globally, urban development is humankind's largest economic driver, (est. \$1,000 billion annually per year, by the World Bank, 2008), and is considered to be the area to hold the largest potential for human innovation in addressing sustainability. Cities, communities, and urban environments represent the largest mechanism for human change and action, and all organizations, and all members of society have a role to play in achieving innovative solutions and our targets for sustainability. With the collaborative assistance of TMGT who's guiding role on the SUD-Institute Advisory Committee (SUD-IAC), has been instrumental in providing insight into the changing roles of technology information and management systems. SUD is moving forward in building the new knowledge and practices required to cope with the accelerated myriad of change brought about by the need to respond to sustainability and climate

change. With assistance from TMGT and other collaborative stakeholders, SUD is strategically focusing on two areas: 1) the biophysical processes of shaping and constructing our cities as sustainable ecosystems, 2) the adaptive management capabilities for organizations, communities, and local governments to build capacity to effectively manage and adapt to change. The SUD program addresses the "how of sustainability" by focusing on the interrelationship of urban and organizational transformation for sustainability through the adaptive and transformational capacities of cities and communities.

In practice, the program is actively working with communities and organizations looking to understand how to adopt sustainability into their core mission. A core aspect of the SUD program is partnerships in learning that is co-learning with communities and organizations interested in engaging in urban issues. In this 2009 winter term, student projects within SUST

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DE Materials Reminder

For many of you who are juggling multiple responsibilities, distance education (DE) delivery provides you with options during times where you are unable to take a traditional classroom delivery course. This option has been available to TMGT students for a number of years now and in this time the department has continued to update course material as per our mandate to keep the learning current and in line with industry and technology changes.

It is important to note that given the length of time one is allowed to complete course work via DE, it is crucial for those of you registered in a DE course to check the course version for which you are utilizing. This is key particularly to those who may have allowed a long stretch of time to elapse from the time of registration to submission of assignments or between each assignment.

Please contact TMGTDE@bcit.ca if you are unsure of the course version you should be working with or if you notice course discrepancies.

Graduation Project Requirement Changes

Effective January 2009, TMGT department no longer requires you to provide a bound hardcopy of your final graduation project report. In place of this, we are asking you burn onto CD, a soft copy of the report and submit the CD to the department once you have received your final grade. The soft copy will be kept on file with the TMGT department for future reference.

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Urban Development*

7100 “*Dimensions of Sustainability – and Introduction to Sustainable Urban Development*” are undertaking a wide range of projects with a wide range of communities and organizations, such as;

Sustainable Urban Development – Case study, Terasen Gas

Energy Performance Visualization Tools & the City of Victoria

The Architectural Institute of BC – Operationalizing Sustainability

The Printing & Graphics Industry – “Tools for Rating”

Initiating Policy Tools of the OCP – Case Study; City of Vernon, Policy 4.2.2 (DCC Charges)

Twinning Communities of BC with Communities of the Asia Pacific

Adoption of Electric Low Speed Vehicle Use in Neighborhoods of Vancouver

City of Abbotsford – a case for “Integrated Community Sustainability Plan”

SUST 7100 is a uniquely developed course, blending online course delivery with facilitated weekly engagement sessions through “E-Live” educational web-based software, allowing students be geographically dispersed, yet connected to a strong learning community.

TMGT and SUD are collaboratively working to allow students to develop credits towards

their respective programs. SUST 7100 is currently an accepted elective into TMGT, and SUST 7250 “*Sustainability Assessment for Cities*” which focuses on developing emerging practices in establishing sustainability indicators for corporations, NGOs, community, and local governments, will be offered for the first time in May 2009. (Note: SUST 7250 is approved credits in SFU’s Urban Studies Master’s Program.) In the near future, SUD looks forward to building more courses that can be shared and co-developed with TMGT and other programs.

At the student level, SUD is designed to be transdisciplinary that is to build sustainability competencies on top of an individual’s existing core competencies and disciplinary training. Individually, and through our organizations, we all contribute to the urban development processes of our communities; the key in addressing sustainability effectively is to understand “how-to” make a difference and to develop the methodologies and practices to sustain the efforts.

TMGT students who are interested in taking SUST 7100 or SUST 7250 as elective courses, please contact Program Head, Donald Yen at the following:

Donald Yen MAIBC, MRAIC
Program Head
BCIT Sustainable Urban Development

T 604.453.4036

E: Donald_Yen@bcit.ca

TMGT 8101 & 8104 Deadlines!

Reminder to any student who is currently registered in and working to complete either TMGT 8101 or 8104 – both courses currently have a 52 week time line for completion. To date it is rare that a student does not complete either course within 52 weeks, however, it can happen. If you are currently working on either TMGT 8101 or 8104 and find that you have run out of time or will not be able to complete within the remaining time, you need to contact our Program Administrator, Laurie McGee. If you run out of time, you will need to register for the course(s) again and provide TMGT with an updated project proposal for review.

Registration News for Fall 2009 Term

Visit our website at bcit.ca or bcit.ca/transportation/tmgt

BURNABY CAMPUS COURSES

The following are tentatively scheduled courses for CLASSROOM delivery at the BCIT Burnaby campus. Please check our website for confirmed dates and times.

Please be sure to register early so that we will have enough enrolments to run the classes. If you don't register early, we may not have enough enrolments to run our courses, and they will be cancelled.

High Technology Marketing Strategies

TMGT 7111

Enables candidates to effectively communicate their product's message to target customers and important business partners, including investors, especially in the context of high technology organizations. It also enables them to communicate with appropriate marketing terminology.

Oct 15 Thr 1830–2130 5 wks BBY CRN 97445

Technology and International Finance

TMGT 7124

Deals with the major issues, institutions and instruments of international finance affecting technology transfer and the exchange of goods and services under contract. Course content addresses principal elements that include but may not be limited to: instruments, institutions, legislative/regulatory frameworks and international finance variables.

Sep 17 Thr 1830–2130 5 wks BBY CRN 38904

Strategy, Innovation and Entrepreneurship

TMGT 7135

Strategy, Innovation and Entrepreneurship will help the candidate understand the process of strategy making and strategy executing in an organizational setting. The course uses case studies and assignments to help the candidate discover and explore how to have a real impact on the future of an organization. The course explores the role of innovation and the entrepreneurial search for new products and new ideas. By looking at the factors that determine business strategy, innovation, and entrepreneurship, the candidate will have an important opportunity to analyze real-world situations and develop career goals.

Sep 15 Tue 1830–2215 12 wks BBY CRN 93686

Problem Solving and Decision Making

TMGT 7143

This course deals with a practical, hands-on approach to problem-solving and decision-making using an analytical, process-oriented approach. Tools and techniques are used to better maximize the problem-solving and decision-making skills of the participant.

Sep 17 Thr 1830–2130 5 wks BBY CRN 97443

Human Resource Planning and Control

TMGT 7144

Provides candidates with the knowledge necessary to deal with human resource issues such as goals, staffing, job analysis and design, recruitment and selection, career planning, succession planning, performance evaluation and training and development.

Sep 15 Tue 1830–2130 5 wks BBY CRN 93216



TMGT department staff can be contacted should you require assistance or would like to provide feedback. Please contact any of us at the following:

Laurie McGee

Program Administrator
Laurie_McGee@bcit.ca
 604.432.8459

Jim Hendry

Program Head
Jim_Hendry@bcit.ca
 604.432.8942

Jim Duncan

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Jim_Duncan@bcit.ca
 1.877.215.3277

Terry Suen

Marketing Coordinator
Terry_Suen@bcit.ca
 604.451.6886

Michele Minichiello

Program Assistant
 Distance Education
tmgtde@bcit.ca
 604.454.2218 or
 toll free at 1.866.768.7070

TMGT web site

bcit.ca/transportation/tmgt

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Technology Roadmapping

TMGT GRADS AND STUDENTS

Your advice and feedback on a new course is very much appreciated.

TMGT has invested in the development of a Technology Roadmapping course which we are considering as an additional new advanced technology elective course.

Technology Roadmapping reflects the integration of future outlooks in strategic planning in context for technology development, marketing and competitive positioning, and financial investment. Technology Roadmapping can be developed at the industry sector level as well as at the corporation level.

In the development of Technology Roadmapping course, we would like to test out the concepts and materials via an industry service format to industry members and incorporating the resulting feedback to a full course within the TMGT program mix.

So, how can you help? We would like to hear from you, in answer to the following two basic questions:

1. From your position and industry perspective, do you see value in having a Technology Roadmapping course made available to current TMGT degree students and TMGT graduates?
2. If Technology Roadmapping topic/course was offered as an industry services course or workshop, which would be the most appealing/suitable delivery format for members of industry:
 - > classroom delivery over multiple weekends
 - > classroom delivery over a several full days during the week
 - > classroom delivery over several weeks in the evening hours (e.g. traditional CE night school)

In our development of the course, your feedback to the above questions would help guide us in creating a product that would be suitable for industry needs.

Please email your thoughts directly to Terry_Suen@bcit.ca.

Coming to a Project Near You

TMGT is observing with interest the developments of a project launched by the International Standards Organization to create ISO 21500 as a new standard for project managers and project management. Canada is one of the 31 countries that have engaged with this initiative to date and ISO is encouraging other nations to participate so that a truly global baseline can be established. Presently there are three working groups of subject matter experts addressing terminology, processes and information guidance. Their areas of expertise cover everything from construction through manufacturing, pharmaceuticals, education, information technology and many others. The goal is to develop a draft international standard by April 2010 and a formal official standard by September 2010. Naturally the Project Management Institute (PMI) and the International Project Management Association (IPMA) are key stakeholders backing this initiative.

It is clear that effective technological innovation requires project management skills unheard of not so many years ago and these skills and methodologies must be deployed in highly predictable ways to ensure desired results whether developing a sewage treatment plant, a Masters Degree in Technology Management or an air traffic control system. Whether it is performing risk identification and mitigation or defining a work breakdown structure (WBS) the contemporary project manager and project team need to address standards and baselines in predictable and repeatable ways. That is where ISO 21500 will come into play, reflecting the accumulated talents and insights of a wide range of subject matter experts.



EARLY REGISTRATION REMINDER

REMINDER to all students! Please be sure to register early to ensure enough enrolments to make our courses run. If you do not register early, the course may become cancelled due to insufficient registrations. The “Go/No Go” decision on a course is made, at the latest, two days before class start date.

Experts Announce Agreement on the 25 Most Dangerous Programming Errors

The following has been reprinted with permission from the SysAdmin, Audit, Network, Security Institute (SANS), with full article details available at sans.org/op25errors/

In January this year, experts from more than 30 US and international cyber security organizations jointly released the consensus list of the 25 most dangerous programming errors that lead to security bugs and that enable cyber espionage and cyber crime. Shockingly, most of these errors are not well understood by programmers; their avoidance is not widely taught by computer science programs; and their presence is frequently not tested by organizations developing software for sale.

The impact of these errors is far reaching. Just two of them led to more than 1.5 million web site security breaches during 2008 – and those breaches cascaded onto the computers of people who visited those web sites, turning their computers into zombies.

People and organizations that provided substantive input to the project are among the most respected security experts and they come from leading organizations ranging from Symantec and Microsoft, to DHS's National Cyber Security Division and NSA's Information Assurance Division, to OWASP and the Japanese IPA, to the University of California at Davis and Purdue University. The MITRE and the SANS Institute managed the Top 25 Errors initiative, but the impetus for this project came from the National Security Agency and financial support for MITRE's project engineers came from the US Department of Homeland Security's National Cyber Security Division.

What was remarkable about the process was how quickly all the experts came to agreement, despite some heated discussion. "There appears to be broad agreement on the programming errors," says SANS Director, Mason Brown, "Now it is time to fix them. First we need to make sure every programmer knows how to write code that is free of the Top 25 errors, and then we need to make sure every programming team has processes in place to find, fix, or avoid these problems and has the tools needed to verify their code is as free of these errors as automated tools can verify."

Until now, most guidance focused on the 'vulnerabilities' that result from programming errors. The Top 25, however, focuses on the actual programming errors, made by developers that create the vulnerabilities. As important, the Top 25 web site provides detailed and authoritative information on mitigation. "Now, with the Top 25, we can spend less time working with police after the house has been robbed and instead focus on getting locks on the doors before it happens." said Paul Kurtz, a principal author of the US National Strategy to Secure Cyberspace and executive director of the Software Assurance Forum for Excellence in Code (SAFECode).

What errors are included in the top 25? The top 25 errors may be broken up into the following three categories:

- > Insecure interaction between components (9 errors)
- > Risky resource management (9 errors)
- > Porous defenses (7 errors).

More on the specifics of the top 25 errors can found on the SANS, sans.org, or MITRE, mitre.org, websites.



Mirth

"How could this be a problem in a country where we have Intel and Microsoft?"

~ Al Gore on Y2K

"The Linux philosophy is 'Laugh in the face of danger'. Oops. Wrong One. 'Do it yourself'. Yes, that's it. "

~ Linus Torvalds

"When a train goes through a tunnel and it gets dark, you don't throw away the ticket and jump off. You sit still and trust the engineer."

~ Corrie Ten Boom, author and Holocaust survivor

"If you can't describe what you are doing as a process, you don't know what you're doing."

~ W. Edwards Deming

Reality Check

Your concerns and issues are important to us.

In future, we will be publishing comments, suggestions or Q&A in this new section of our newsletter to share with you and to get feedback on matters that are of concern to you.

In your submission try to address a topic, concern or issue that will be of interest to, or shared by, others enrolled in the program. Please forward your item to us at Terry_Suen@bcit.ca.

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Registration News for Fall 2009 Term

Information Technology Management Issues

TMGT 7155

Provides candidates with knowledge of management issues in areas such as the evaluation, acquisition and development of systems, systems integrity and ethics, and the alignment of Information Technology with business goals. Candidates gain the knowledge necessary to understand how an Information Technology infrastructure is developed and how it can be used to manage information and technology throughout the organization. Prerequisites: Enrolment in the Technology Management B. Tech program and TMGT 7123.

Sep 16 Wed 1830–2215 12 wks BBY CRN 97442

Applied Research Methods

TMGT 8102

Covers the issues, skills and instruments of both the producer and the consumer of research in the field of technology management. The main emphasis in the course will be on the effective application of practical qualitative approaches and there will be opportunities to examine quantitative approaches (e.g., descriptive and inferential statistics) as well.

Sep 14 Mon 1830–2215 12 wks BBY CRN 97444

Advanced Technology Course Credits



Reminder to students who are ready to obtain required credits for the Advanced Technology component of TMGT degree – you may propose degree-level course(s) that best suit your career and professional goals. These courses may be selected from BCIT Bachelor of Technology programs such as:

- > Information Technology Management (TMGT)
- > Computer Systems (Software Development)
- > Manufacturing Technology
- > Biomedical Engineering
- > Geographic Information Systems
- > Environmental Engineering Technology
- > Aircraft Maintenance Engineering

- > Construction Management
- > Power Engineering
- > Geomatics
- > Electrical and Electronic Technology
- > Sustainable Urban Development.

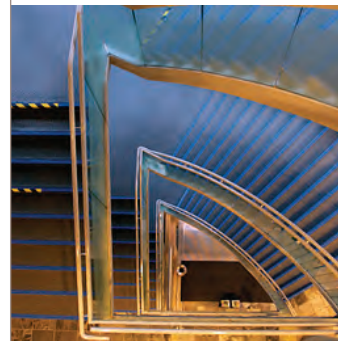
Courses from other institutions of higher learning will also be considered, including higher level Transport Canada-endorsed courses.

The course(s) must be approved by the program head for the Bachelor of Technology in Technology Management degree program, and should constitute a logical and cohesive package that is academically sound and enhances your skills and/or career options as a TMGT graduate.

You will be asked to provide supporting documents which verifies the advanced focus of the proposed degree course(s).

If you have concerns or questions about Advanced Technology courses or credits eligibility, contact our Program Administrator, Laurie McGee.

WHERE ARE YOU?



TMGT program's first graduate appeared on the scene in 1995/1996. Since then the department has strived to keep in track of the achievements and career path progressions, or re-directing in some cases, of all our students and graduates.

Please drop us a quick email and let us know where you may be currently and your proudest achievements encountered on your professional journey.

MORE INFORMATION

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