

2024 / 2025 Season

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A second look at the resilience of broadcast systems










Paul Chamberland & Glenn Hilditch
IT Services - McGill University

Annie Chevrete
Télé-Québec

Dominik Paulin
Bell Média's Team

Andrée-Anne Sureau
Bell Média's Team

Niki Tsardoulas
Bell Média's Team

An evening presented by:



MONTREAL / QUEBEC

29 janvier 2025
18h - 21h, ONF

In collaboration with :




Date: **Wednesday, January 29th, 2025**
Time: **6:00 PM to 8:345 PM**
Happy Hour: **from 6:00 PM to 6:30 PM**
Location: Alanis-Obomsawin room
National Film Board of Canada
 1500 Balmoral street Montreal (Quebec)
Parking: Îlot Balmoral underground pay parking (335 Mayor street)
Public transit: Place des Arts metro station
Organized by: IEEE-BTS, SMPTE Montréal/Québec in partnership with the National Film Board
Sponsored by: SMPTE Montréal/Québec
Language: French
Presentation: **In Person and Virtual** ([Facebook](#))
Happy Hour: Yes

Subject: **A second look at the resilience of broadcast systems**

IMPORTANT: This presentation, open to all, will be available in person and in virtual ([Facebook](#))

Please register via [Eventbrite](#)

Registration will close at 19:00 on January 25th

Doors will open at 5:45 PM

Doors will close at 6:45 PM

your SMPTE Montreal Chapter, in conjunction with IEEE-BTS and in partnership with the National Film Board, is proud to present an evening on:

A second look at the resilience of broadcast systems

The American Society of Mechanical Engineers (ASME) has defined resilience as the ability of a system to withstand external and internal disturbances without discontinuity in the performance of the system function or, if the function is disconnected, to quickly restore the function completely.

This definition applies perfectly to broadcast systems.

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This presentation will provide us with a 360-degree view of resilience optimization measures:

- review industry best practices in computer system resilience
- we will examine resilience optimization measures taken by 2 Quebec broadcasters:
 - Télé-Québec
 - Bell Media
- take a look at the August 16 disaster through the eyes of the broadcasters affected
- we'll examine the technical and organizational impacts, as well as the mitigation measures taken by broadcasters
- review the feats required to ensure continuity of service
- draw lessons on how to optimize resilience, in terms of organizational processes, infrastructure and the human factor.

But before the evening gets underway, we'll be inviting you to join us at 6:00 p.m. for a Happy Hour of discussion and networking, with complimentary food and beverages.

Don't miss it!

Evening Schedule:

- 5:45 PM.:** Doors open (at 1500 Balmoral)
- 6:00 PM. - 6:30 PM.:** Networking: appetizers and drinks will be offered
- 6:30 PM. - 6:35 PM.:** Introduction, Guy Bouchard - IEEE BTS Montreal Chapter and Karim Blondy - SMPTE Montreal/Quebec
- 6:45 PM.:** Doors close
- 6:35 PM. - 7:05 PM.:** Best practices in resilience optimization, Paul Chamberland & Glenn Hilditch - McGill University (30 min)
- 7:05 PM. - 7:40 PM.:** Disaster mode at Télé-Québec, Annie Chevrete - Télé-Québec
Ensuring the continuity of all services is not just a matter of the moment, but a long-term planning effort.
- 7:40PM. - 7:55 PM.:** Break
- 7:55PM. - 8:30 PM.:** Organizing a team in an emergency – Bel Media
- Patricia Bertrand, Manuel Dupont, Christopher Hadley, Joan Letarte, Dominik Paulin, Andrée-Anne Sureau et Niki Tsardoulis - Bell Media
 - Dominic Bourget - DXM
 - Jonathan Fortin - Rec4Box
- Our mission: get content back on the air quickly to minimize the impact on the business by providing strong leadership, setting priorities, demonstrating solid commitment from all parties and maintaining good communication.
- 8:30PM. - 8:45 PM.:** Question period

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Biography :



Patricia Bertrand, Director of Engineering, TV and Radio Operations - Bell Media

Director of TV and Radio Engineering and Operations, she has 27 years' experience in key roles in IT transformation, cybersecurity and systems administration.

She is recognized for her visionary leadership and ability to lead large-scale transformations within the company.



Dominic Bourget - DXM

President of DXM Technologie, Dominic has more than 25 years' experience in the world of images.

Starting out as a set photographer for television and film, he then pursued his career in postproduction and video editing.

With excellent sales and consulting skills, he decided to make the leap to sales over 10 years ago, with the aim of changing current sales methods to focus on helping and supporting creative people.

From Star Académie to Coldplay recordings, he forged his strengths in technical direction by establishing optimal post-production methods and processes to enable creatives to be creative, and offering seamless technological solutions and processes to support them in their work.

Now at the helm of a fast-growing company, he continues to focus on his primary passion: helping his customers to be more productive with the latest technologies.



Paul Chamberland - McGill University

Paul is a graduate of the Canadian Forces College and has a master's degree in business administration and a bachelor's in computer engineering.

In 2017, after several years with the forces, he retired and joined the Société des Alcools du Québec as their Senior Director, IT infrastructure, operations and cybersecurity. During that time, he contributed to the creation of the Société Québécoise du Cannabis as the IT Lead for the project.

In 2022, he joined CIMA+ as the Vice-president and then Senior Vice-president for Information technology and operational excellence.



Annie Chevrete, Director of Multiplatform Operations, Télé-Québec

Annie Chevrete is a seasoned manager with over 25 years' experience in the broadcast media industry.

She began her career in 1999 at TQS, where she held key roles in on-air, master control and live event management. She then joined Radio-Canada as Technical Director, then Head of Studio Technical Operations in News.

Since 2016, she has held the position of Director of Multiplatform Operations at Télé-Québec, where she oversees all technical teams. She is responsible for several strategic areas, including on-air, online, over-

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the-air transmission network, post-production, broadcast infrastructure, media systems management and routing.

She holds a diploma in information technology with a specialization in telecommunications, as well as a bachelor's degree in business administration.



Manuel Dupont, Senior Product Manager - Bell Media

Manuel is a senior product manager specializing in agile transformation processes and program management, with over 20 years' experience in the media industry. He has expertise in TV engineering management, workflow analysis, project management and TV operations.



Jonathan Fortin, CTO - Rec4Box

Jonathan Fortin a débuté sa carrière en travaillant avec des équipes de production internationales à travers le monde. Il a contribué à la production de prestigieux circuits de courses de voile, comme l'America's Cup et la Volvo Ocean Race.

Au cours des 25 dernières années, il a fait passer Rec4Box, une entreprise qu'il a fondée avec ses associés, d'une start-up à une grande marque. Rec 4 Box est la principale entreprise de location mobile au Québec et offre des technologies de production de pointe comme des solutions de réalité virtuelle, des solutions de transmission ainsi que des mobiles de production télévisuelles.

Jonathan Fortin joue un rôle clé dans diverses productions canadiennes de grande envergure, dont Chanteurs Masqués, Canada Day et d'autres projets télévisuels phares. Fort d'une vaste expérience de collaboration avec des équipes de production internationales, il excelle dans la mise en œuvre de technologies de pointe

Au cours des dernières années, il s'est démarqué en développant des solutions novatrices pour intégrer la réalité augmentée au paysage télévisuel canadien, élevant ainsi les normes de l'industrie.



Christopher Hadley, Senior TV Operations Manager - Bell Media

With 25 years' seniority at Bell and over 20 years' management experience in various areas of telecommunications, network, server and IP telephony, he has in-depth expertise in strategy and leadership in change management.

New to television for 3 years, overseeing RDS production, he introduced operational efficiencies through the automation of various processes and technologies.



Glenn Hilditch, Director, IT Architecture - McGill University

Glenn is Director of IT Architecture, Infrastructure and Cybersecurity at McGill University.

With over 30 years of experience in the IT industry, Glenn has been instrumental in the design and implementation of robust IT infrastructures and cybersecurity strategies that protect critical business operations.

His expertise extends to cloud computing, network security and enterprise architecture, making him a leader in the field.

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Glenn is passionate about innovation and the resilience of IT systems in an ever-changing digital landscape.

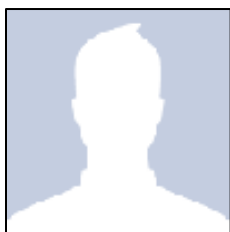
He holds a Bachelor of Science degree and is a Certified Cybersecurity Professional (CISSP).



Joan Letarte, Senior Manager, Broadcast Engineering - Bell Media

Joan is a media professional with over 32 years' experience.

As Senior Manager, Broadcast Engineering, she has in-depth expertise in IT infrastructure, servers, virtualization, networking, security and project management.



Dominik Paulin – Bell Media

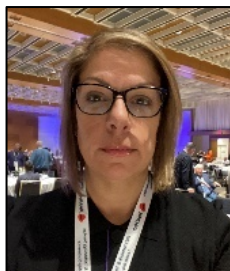
Biography to come



Andrée-Anne Sureau- Senior Manager, Enterprise Architecture - Bell Media

Andrée-Anne is an experienced engineer and manager, having worked in telecoms for 25 years.

She is recognized for her leadership in transformation using Agile methods, operations, customer relations and her ability to simplify complex issues.



Niki Tsardoulis, Senior Manager - Radio Engineering and Operations - Bell Media

Niki is a senior manager specializing in radio, television and transmitter engineering.

with over 25 years' experience in network management, team and technology transformation.

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