

## Jan A. Duffy

EMEA Research Director, Government Insights

Jan Duffy is the EMEA research director for Government Insights, an IDC Company.

Jan has more than 25 years experience in consulting on IT and business issues associated with the intelligent use of technology in government and other vertical sectors. Before assuming the role of EMEA research manager, Jan was a member of the Vertical Industry and Insights team in Canada with specific responsibility for the Healthcare Research Program.

Jan is a frequent speaker at leading industry and business events and has chaired and participated in many conferences, symposia and seminars and has guest lectured at North and South American Universities. She is the author of "Harvesting Experience—Reaping the Benefits of Knowledge."

Prior to joining IDC, Ms. Duffy was Vice President, CRM Practice Development with LGS Group Inc., (an IBM company) one of Canada's leading management and information technology consulting firms. Ms. Duffy is a former KPMG Partner and President of Duffy Consulting Group Inc.