

# Drinking Water Program Management Branch

## Ontario Ministry of the Environment

### AT A GLANCE:

**COMPANY:**

Drinking Water Program Management Branch  
Ontario Ministry of the Environment

**PROJECT:**

DWIS - Training

**GEOGRAPHY:**

Ontario, Canada

**INDUSTRY:**

Public Sector

**KEY CHALLENGE:**

Transition to new application Release

### ABOUT CLYTAN:

Clytan is a professional services firm offering measurable business value to our clients in the form of enterprise application services with an emphasis on implementing CRM and ERP suite of software applications.

We provide in-depth implementation expertise, business process best practices, systems integration and program management services.

**COMPANY:** The Drinking Water Program Management Branch (DWPMB) of the Ontario Ministry of the Environment ensures safe drinking water for the citizens of Ontario.

**PROJECT: Drinking Water Information System (DWIS) – Training**

**CLYTAN INVOLVEMENT:** The DWPMB engaged Clytan through IBM to develop and document detailed change and training deliverables for the DWIS application. Additionally, Clytan was asked to facilitate and provide expertise in developing a cutover strategy to assist senior management in making critical deployment decisions.

**DELIVERABLES:**

- Develop End User Training and Documentation Strategy
- Develop End User Training Documentation Plans
- Write End User Training Guide
- Conduct/Support End User Training
- Facilitate the development of a cutover strategy teaming with business, data and technical architects of the LRC cluster

**SERVICES PROVIDED:** Clytan developed a testing & training strategy based on inputs from several branches of the ministries, recommended training design and delivery approaches that were used to deliver the training program. Additionally, Clytan identified critical success factors that highlighted the conditions that should have been present to ensure a successful training program specific to the Ministry organization and culture.

**RESULTS:** Working closely on knowledge transfer as the project ended, Clytan succeeded in providing the training and cutover strategy that helped to ensure a smooth transition to the new DWIS Release.

***“Exceptional knowledge and expertise; strong communication skills, both verbally and in writing; very thorough; consummate professionalism; and perhaps most important, looked at issues not as problems; but as challenges to be resolved.”***