

CASE STUDY

Education and Outreach Branch

Ontario Ministry of the Environment

AT A GLANCE:

COMPANY:

Education and Outreach
Branch
Ontario Ministry of the
Environment

PROJECT:
WWOCS

GEOGRAPHY:
Ontario, Canada

INDUSTRY:
Public Sector

KEY CHALLENGE:
Transition to new application

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 Education and Outreach Branch (EOB) of the Ontario Ministry of the Environment coordinates educational activities, manages stakeholder relations, and manages the certification and training of water and wastewater operators.

PROJECT: A new application was developed for the Water/Wastewater Operator Certification System (WWOCS) with improved capabilities in order to meet new requirements mandated for the training and certification of water and wastewater operators in Ontario.

CLYTAN INVOLVEMENT: The Education and Outreach Branch (EOB) of the Ministry of the Environment engaged Clytan to work with all stakeholders and develop a cutover strategy to facilitate the transition to the new application, including direction of data migration and end-user testing.

DELIVERABLES:

- Testing methodology with complete documentation
- Provided leadership in implementing use of WWOCS application
- Coordinated with all stakeholders to ensure smooth transition

SERVICES PROVIDED: Clytan lead the stakeholders in developing business process flows as a basis for a high level business view. In addition, Clytan developed a delivery approach that was used to facilitate an efficient transition to the new application. Clytan coordinated with the Ontario Environmental Training Consortium, who administers the certification and training of operators on behalf of the ministry, in order to prepare for the new release of the WWOCS application.

RESULTS: Clytan succeeded in providing the training and cutover strategy that helped to ensure a smooth transition to the new WWOCS release. Clytan also provided leadership in improving efficiency and stakeholder communication which will facilitate any refinement or improvement to the program in the future.