

Employment Ontario Information System (EOIS) Case Management System (CaMS) Bulletin

EOIS-CaMS Release 5.0

The purpose of this bulletin is to notify Literacy and Basic Skills (LBS) e-Channel service providers that they will be transitioned to EOIS-CaMS with Release 5.0.

In April 2015, Literacy and Basic Skills (LBS) e-Channel service providers will begin using EOIS-CaMS as part of Release 5.0. Currently, these service providers are reporting to the ministry through the LBS Interim e-Channel Reporting System. This system will be decommissioned, at a date to be determined, after the launch of EOIS-CaMS Release 5.0.

What training and support materials will be available?

The ministry will be providing classroom training as required as part of this transition. LBS e-Channel service providers will also have access to the full suite of EOIS-CaMS support products, including the Employment Ontario User Space (EOUS), which is an online training environment; interactive online training modules; and the EOIS-CaMS Service Provider User Guide and related desk aids.

How will new system users be given access?

LBS e-Channel service providers that do not currently have EOIS-CaMS access, will need to identify individuals to take on the responsibility of approving and administering all user accounts for their organization. This role is known as the Service Provider Registration Authority, or SPRA. Once set up, these SPRAs can then begin creating user accounts for staff that require access to EOIS-CaMS. This allows service providers to self-manage user accounts.

To set up SPRAs, there is a registration form that has to be completed that requires a face-to-face meeting with the SPRA candidate and the Service Delivery Manager at your local MTCU office. Once the registration form has been processed, the SPRA will receive instructions by email on how to log into EOIS-CaMS.

LBS e-Channel service providers that offer in-person service, and are already EOIS-CaMS users, may need to set up additional users. More information regarding licences and the timing of SPRA and user set up will be provided closer to the April 2015 release.

How will carryover learners be managed?

Further details related to managing carryover learners and the timing of the decommissioning of the LBS Interim e-Channel Reporting System will be provided at a later date.

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Thank you for your patience during the transition to EOIS-CaMS. Please direct any questions or concerns you may have to your MTCU regional office.

Thank you.

Finance, Analysis & Systems Support Branch

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