

Employment Ontario Information System (EOIS) Apprenticeship (APPR)/Case Management System (CaMS)/ Service Provider (SP) Connect Bulletin

The purpose of this bulletin is to update the Employment Ontario (EO) network about actions the ministry is taking to improve EOIS system performance and support communications.

Background

Since the beginning of February 2017, the ministry has received an increased number of reports from the EO network citing system performance issues such as the inability to log in, or the inability to complete data entry due to unresponsive or slow system speed.

In addition to an OPS wide ONE-key access outage on January 31 and Feb 21-24, performance issues have ranged from sporadic unresponsiveness occurring at different times and with different locations making it difficult to pinpoint a root cause.

The ministry recognizes the impact of system performance to operations, and has been working diligently with our Community Services I&IT Cluster partners and broader technology service partners to resolve system performance issues and act on opportunities to improve EOIS support and communication processes.

Action Taken To Date

To improve the investigation of performance issues, on February 23 the ministry launched a new [EOIS System Performance Feedback Survey](#) along with a message on the One-Key login page. The survey replaced the existing CaMS survey and can be used for all EOIS systems: EOIS-CaMS, EOIS-APPR, EOIS-SP Connect, and the EOIS-CaMS Service Provider Reporting website. The survey tool is meant to support global outage and system performance issues only and in real time allowing our I&IT partners to review logs and system activities for particular points of time.

The utilization of the data provided from the survey tool resulted in configuration changes made to EOIS Infrastructure. As of March 13, a diverse range of issues were resolved:

- The Service Provider Connect system experienced performance issues and has been reconfigured and the database hardware replaced.
- The Apprenticeship system experienced performance issues and an application error when performing various functions. The system was missing files that were restored and the database was tuned to improve performance.
- The Case Management System experienced intermittent application performance issues that was caused by unresolved actions and processes that were cleaned up. The database was also tuned to improve performance.

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Issues currently under investigation:

- Apprenticeship online is experiencing intermittent file upload issues.
- The CaMS Reports are taking too long to run and not completing on time. Performance tuning is being investigated.

Next Steps

In an effort to improve how we communicate with our EO network, as of April 2017, registered EOIS system users will receive an email notification for planned outages, unplanned outages and global issues. To ensure that you receive notifications, the following steps should be confirmed:

- Verify that your email address, in the “E-mail” field, is correct in the following system(s):
 - For CaMS, go to the Service Provider Member home page
 - For SP Connect, go to the Service Provider tab
 - For APPR-Modular Employers, go to the Update a Contact page
 - For APPR-School Boards, go to the Update School Board Contact page
 - For APPR-Training Delivery Agents, go to the Add/Update Vendor/TDA Contact page.
- Be sure to add “EOIScom@ontario.ca” to your “safe senders” list in Microsoft Outlook to avoid it being sent to your junk email folder.

The ministry plans to launch additional online support tools to the EO network that shows overall system statuses, known issues and enquiry statuses. Please watch for communications on our plans for upcoming system supports.

If you find you are experiencing any outage or system performance issues, please continue to utilize the survey. If you are experiencing issues unrelated to system performance, please continue to follow the EOIS Support Model by contacting your employment and training consultant.

Thank you for your patience during our time of investigation and resolution.

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