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**Date:** July 7, 2017

**Memorandum to:** Employment Ontario Service Providers

**From:** Shelley Unterlander  
Assistant Deputy Minister  
Employment and Training Division

**Subject** EOIS External Reference Group

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On June 13, members of the Employment Ontario Information Systems External Reference Group (EOIS-ERG) met in Toronto to review the progress of their co-design efforts, and to continue to collaborate on improving EOIS applications, communications, and data availability.

The EOIS-ERG reflects the [EOIS User Engagement Strategy](#) and allows us to engage our [service delivery partners](#) throughout all phases of the system development lifecycle; planning, co-designing solutions, implementation, and support. This partnership provides us with the opportunity to adopt a culture of human-centered design; solving problems by putting stakeholders at the centre of the design process.

Since the group's initial meeting, many system improvements have been implemented that have contributed to simpler system navigation, better printing capabilities, and more user-friendly reports. Many more enhancements are also scheduled for system releases in the fall. I want to take this opportunity to thank our [EOIS-ERG members](#) for their contributions to these improvements.

With the feedback collected on June 13, the group will again be involved in voicing their design needs, testing prototypes, and supporting their implementation. I am confident that the EOIS-ERG will continue to work towards its mandate of leveraging IT infrastructure in support of achieving our strategic priorities. The human-centered design process will not only make the EOIS more efficient, but it will also contribute to improving the overall Employment Ontario (EO) client and user service-delivery experience.

Updates related to the EOIS User Engagement Strategy and the EOIS-ERG will continue to be shared with the EO network.