

**Ministry of Training, Colleges and Universities**

**Ministère de la Formation et des Collèges et Universités**



Employment and Training Division

Division de l'emploi et de la formation

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May 12, 2016

Dear Employment Ontario Service Providers,

I am writing to inform you about the Ministry of Training, Colleges and Universities plans to develop and implement an Employment Ontario Information Systems (EOIS) User Engagement Strategy.

Comprised of the CaMS, SP Connect, APPR and EOSS applications, the EOIS plays an important role in the administration of Employment Ontario programs and services. The data collected in EOIS supports the ministry's ability to make evidence-based decisions and demonstrates accountability for program and service expenditures. Also, EOIS' user interfaces support ministry, service provider, and training delivery agent business process efficiency and, for those that are public facing (EOSS, online applications, etc.), overall client experience.

Engaging system users throughout all phases of the system development lifecycle (planning, design, testing, implementation and support) provides an opportunity to continue to identify and act on opportunities to leverage our IT infrastructure and data in support of achieving our strategic priorities. With this in mind, my team is developing an EOIS User Engagement Strategy that will include establishing an EOIS external reference group and a more streamlined process for collecting suggestions for improvement to design and support from all system users.

### **Timeframe**

In May, regional directors will be sending service delivery networks an invitation to apply to participate in an EOIS Service Provider Reference Group.

Updates related to the EOIS User Engagement Strategy will be shared with the Employment Ontario Service Delivery Advisory Group and also posted to the [Employment Ontario Partners' Gateway](#).

Thank you again for your continued partnership in helping Ontarians to improve their skills and find work.

Sincerely,

### ***Original Signed by***

David Fulford  
Assistant Deputy Minister  
Employment and Training Division  
Ministry of Training, Colleges and Universities