

Laboratory Services Branch Ontario Ministry of the Environment

AT A GLANCE:

COMPANY:

Laboratory Services Branch
Safe Drinking Water Program
Management Branch
Ontario Ministry of the Environment

PROJECT:

Laboratory and Waterworks Inspection
System (LWIS)
Testing & Training

GEOGRAPHY:

Ontario, Canada

INDUSTRY:

Public Sector

KEY CHALLENGE:

Transition to a 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 Laboratory Services Branch (LSB) of the Ontario Ministry of the Environment safeguards the quality of drinking water throughout the province of Ontario through standardized laboratory testing and compliance.

**PROJECT: Laboratory and Waterworks Inspection System (LWIS)
– Testing and Training**

CLYTAN INVOLVEMENT: The Drinking Water Program Management Branch (DWPMB) of the Ministry of the Environment engaged Clytan Inc. through IBM to manage and deliver to the Laboratory Services Branch all aspects of Developing a Testing Strategy, Testing Plan and Execution; Change Management Strategy, Change Management Plan, Training Documentation and Delivery.

DELIVERABLES:

- Business scenarios for the different branches were developed and standardized
- Testing methodology was developed with complete documentation that allowed leveraging future application and software upgrades
- Application testing was conducted for unit tests, string tests, end user acceptance tests and integration tests
- End user training and operation manuals were written
- End users including laboratory and drinking water inspectors, data and report analysts, and management were trained on using the application

SERVICES PROVIDED: Clytan led a series of workshops to orient the users to leverage the business models developed and business requirements that were gathered as part of the business integration initiative. As a result business scenarios for different testing types and cycles were developed; end user manuals were developed for training, and end user training was conducted.

“Clytan consistently met and even exceeded expectations.”

RESULTS: Clytan developed a robust testing and training methodology along with the respective deliverables. These deliverables were leveraged and reused for other projects in the Ministry. Our highly skilled consultant team demonstrated once again that they can deliver robust solutions on time and in budget.