

## CASE STUDY

### Drinking Water Program Management Branch Ontario Ministry of the Environment

#### AT A GLANCE:

**COMPANY:**  
Drinking Water Program  
Management  
Branch  
Ontario Ministry of the  
Environment

**PROJECT:**  
DWSPP  
Program design services

**GEOGRAPHY:**  
Ontario, Canada

**INDUSTRY:**  
Public Sector

**KEY CHALLENGE:**  
Develop a comprehensive  
business structure for a new  
program

#### 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 Drinking Water Program Management Branch (DWPMB) leads program management, design, and analysis to support policy development related to safe drinking water for the Ontario Ministry of the Environment.

**PROJECT:** The Drinking Water Source Protection Program was developed in response to the need for the Province of Ontario to establish governance for its complex surface and ground water systems. The program required the engagement of Conservation Authorities, Municipalities and other designated authorities across Ontario to work together for its development and operations.

**CLYTAN INVOLVEMENT:** The Drinking Water Program Management Branch (DWPMB) selected Clytan to provide business expertise and develop a comprehensive program design for the drinking water source protection program (DWSPP) that would account for all aspects of the business and incorporate the vast group of stakeholders.

#### DELIVERABLES :

- Workshops
- Business Design Document
- Best practices business models
- Business scenarios
- Contextual model
- Conceptual model
- Assessment of project risks and mitigation plan
- Complete documentation

**SERVICES PROVIDED:** Clytan conducted business design workshops to identify the key requirements of the program and how to leverage the business design into a comprehensive plan for the business using best practices. Clytan incorporated the information gathered from these workshops in order to construct comprehensive business models for the program. Also, Clytan provided thought leadership in defining the Ministry's role in providing governance to a vast group of stakeholders and third party providers and developing business models to form the basis for a world class system.

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**RESULTS:** Using the high level business design that Clytan refined through careful consultation with the stakeholders, the DWPMB is in the process of implementing the Drinking Water Source Protection Program. The critical success factors for the program that Clytan identified will help form the basis of the program plan going forward.