

CMS Update

MTO-ORBA Contracts and Documents Subcommittee

Presenter: Kevin English

October 5, 2023

TIMD
Transportation Infrastructure
Management Division

CMS Status NEW

- More Training has ensued through the summer
 - CSA Training (April 2023)
 - OO Permits Training (June 2023)
 - CA Training (June 2023)
 - Contractor Training (June 2023)
 - Material Lab Testing Training (July 2023)
 - Payment Training – All Users (September 2023)
- All training materials are available within CMS (videos) or on [Technical Publications](#) CMS site
- Integrations (for new awards) have been complex but are now stabilizing
- Approximately 1,500 Users onboarded to date
- Majority of functionality is fully available for use in CMS
- Some final business processes and enhancements (Release 5) are currently being finalized (e.g. claims, contract completion)

CMS Invoicing/ Change Management

- Processing, change orders, OPS invoices etc. is functional in CMS
 - Several fixes have occurred with further enhancements coming
 - Contract set up and permissions have impacted ability to generate invoices in some cases
- Guidance via a User Guide was issued to assist project teams to “catch up” records, including payments made outside of the system

Challenges

- Volume of helpdesk tickets is substantial. Some issues take time to unravel, and employing MTO business within CMS is still new – new discoveries and limitations are still being realized and worked out
- Communication to end-users is still proving difficult, finding some users are unaware of available resources, training and general updates, despite multiple communication channels
 - Weekly CMS Updates
 - Training
 - Helpdesk
 - Through regional MTO project team
- Integration challenges for new contracts have greatly subsided, but still perfecting the data flow from RAQS tendering through to CMS

CMS Support

- Dedicated Helpdesk run by MTO
- Secondary KPMG and Kahua helpdesks to involve on bugs/complex data issues
 - Service Now desk
- CMS Updates issued to all licenses to users, outlining updates, changes, known issues, bug fixes and Release Notes
- Training sessions continue to be developed, delivered and made available to all users, as required

CMS Support

- Current Ticket Status
 - 323 Closed
 - 17 In Progress
 - 37 With Dev Team

CMS Resources

Combination of MTO and vendor support

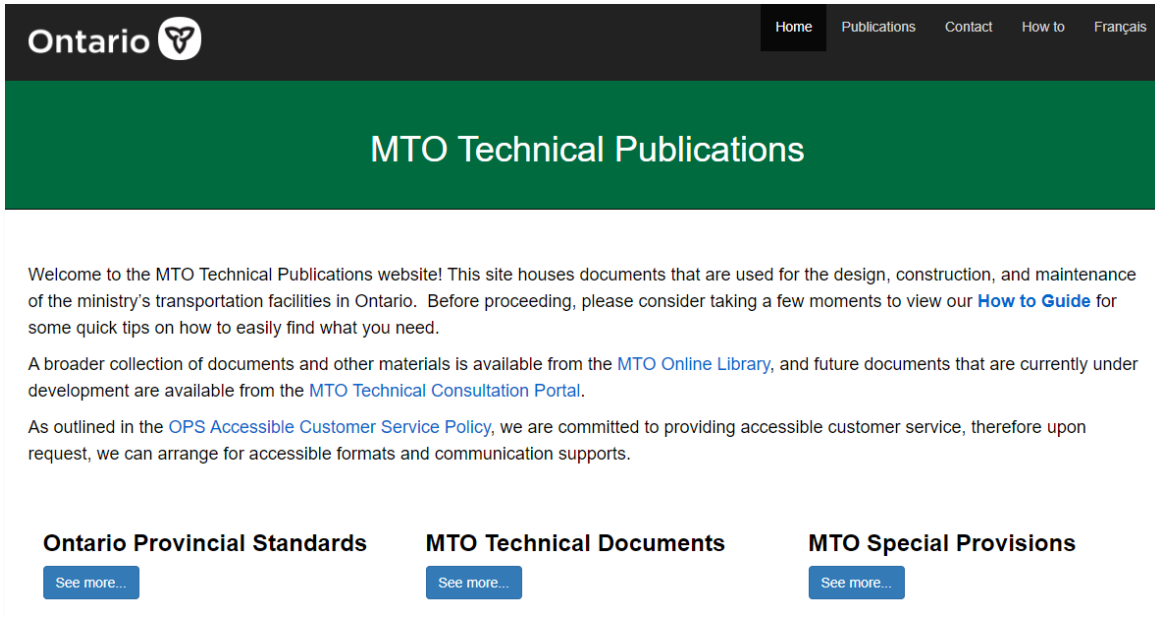
MTO


CMS Support Email: MTOCMS@Ontario.ca

Please send all inquiries to MTOCMS first. From there, the help desk will engage the KPMG/Kahua team, when needed.

CMS Communications, User Guides, Training Materials and support information available on the MTO Technical Publications website and Internal [CMS Resource Site](#).
[MTO Technical Publications \(gov.on.ca\)](#)

CMS Resources



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MTO Technical Publications

Welcome to the MTO Technical Publications website! This site houses documents that are used for the design, construction, and maintenance of the ministry's transportation facilities in Ontario. Before proceeding, please consider taking a few moments to view our [How to Guide](#) for some quick tips on how to easily find what you need.

A broader collection of documents and other materials is available from the [MTO Online Library](#), and future documents that are currently under development are available from the [MTO Technical Consultation Portal](#).

As outlined in the [OPS Accessible Customer Service Policy](#), we are committed to providing accessible customer service, therefore upon request, we can arrange for accessible formats and communication supports.

Ontario Provincial Standards [See more...](#)

MTO Technical Documents [See more...](#)

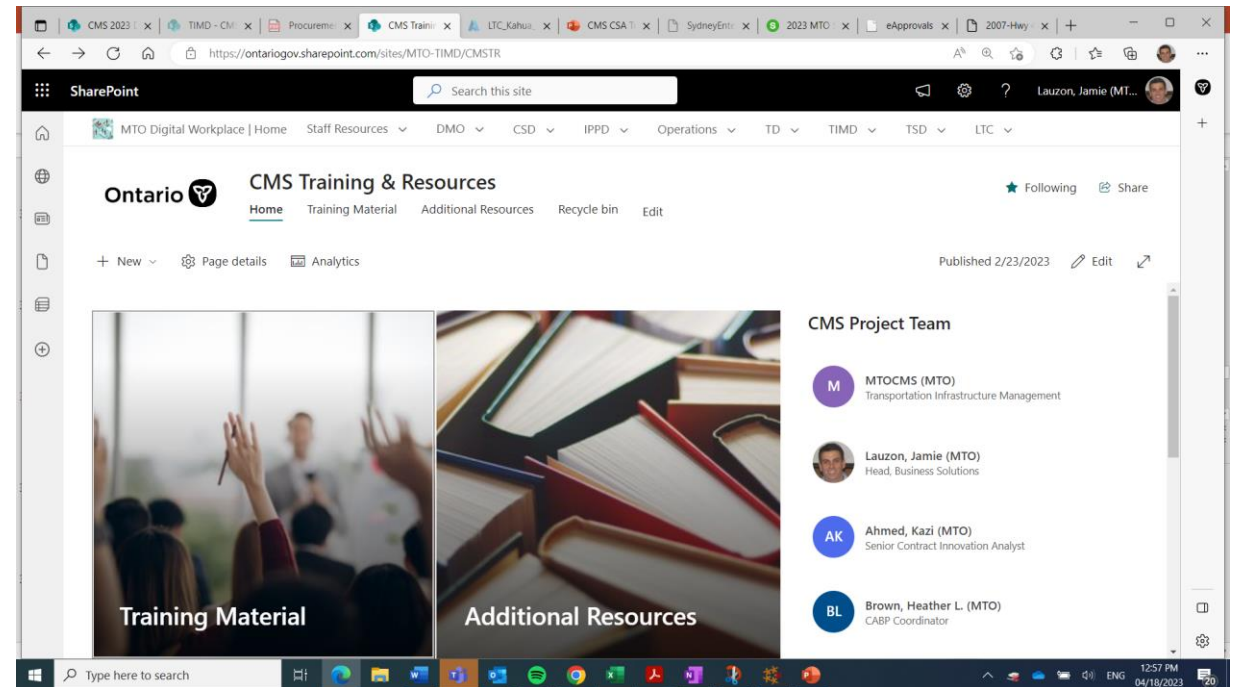
MTO Special Provisions [See more...](#)

[SydneyEnterprise: Portal \(gov.on.ca\)](https://www.gov.on.ca)

- External Access
- CMS Contact Info
- User Guides
- Tip Sheets
- Weekly Updates
- Training Presentations

[CMS Training & Resources - Home \(sharepoint.com\)](https://sharepoint.com)

- Internal Access
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SharePoint Search this site Lauzon, Jamie (MT...)

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Ontario CMS Training & Resources

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+ New Page details Analytics Published 2/23/2023 Edit

Training Material

Additional Resources

CMS Project Team

- M MTOCMS (MTO) Transportation Infrastructure Management
- Lauzon, Jamie (MTO) Head, Business Solutions
- AK Ahmed, Kazi (MTO) Senior Contract Innovation Analyst
- BL Brown, Heather L. (MTO) CABP Coordinator

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