

REPLACEMENT OF THE COMPUTER DISPATCH SYSTEM AT ONTARIO CACCS (ARIS II PROJECT)

Summary Status; April 27, 2001

General Background:

- As approved by Management Board of Cabinet on July 8, 1998, the province's computer-assisted dispatch (CAD) system in Central Ambulance Communications Centres (CACCs) will be replaced over an anticipated four-year period, beginning in 2001.
- Following an RFP process, TriTech Software Systems of San Diego, California was selected as the vendor to provide the new system (ARIS II) and associated project management and support services. TriTech is recognized as a leader in the development and delivery of computer dispatch systems for emergency medical services.
- CACCs across Ontario, including the provincial air ambulance program's Medical Air Transport Centre, will be provided the new computer dispatch system. Toronto Ambulance has been using a TriTech system since December, 1998.
- The project is being managed by a Project Management Committee of senior-level staff of EHS, the Project team and stakeholders. Formal advisory links have been established with the Human Services Cluster, Integrated Justice Project; Management Board (Office of the CIO) and Toronto Ambulance. Stakeholder participation is included on project teams and committees.
- Regular status reporting and significant issues will be brought to the AMO/MOHLTC Land Ambulance Implementation Steering Committee and appropriate sub-committee(s).

Project Status:

- First installations of the new system were scheduled for Kingston CACC and Ottawa CACC during the winter of 2001.
- This schedule assumed satisfactory stability and design modifications to the TriTech software, confirmed by rigorous acceptance testing by the Ministry's technical team, prior to starting user training on the system.
- However, a number of critical issues were identified during software testing by the Ministry's team, causing delay of the test process and user training to be until the

issues are appropriately resolved by TriTech.

- The Ministry's EHS project team is pressing TriTech to provide firm dates for delivery of final versions of the system software, which will have addressed these training issues.
- Other more fundamental issues must also be resolved by TriTech to permit "go-live" to the new system following user training. These are also under active review by the project team and a timely resolution is anticipated.
- Progress is being made, on both counts, but at a slower pace than the project team had hoped.
- Regular "issues review" conferences are being held between the Ministry and TriTech project teams and with EHS and TriTech senior management. TriTech has been formally advised of the Ministry's concerns about these delays.
- In addition to the software test issues, management of the Ottawa CACC has requested, February, 2001 to be excluded in the first site training and installation sequence. Reasons given relate to delay in the staff training and availability of staff for training during the summer months.
- As part of the project's contingency planning process, Renfrew CACC had been identified as the next site most suitable for implementation, should one of the prime sites not be ready
- Pre-requisite computer based training was completed at the end of March at Renfrew CACC. EHS Field Office management has confirmed that Renfrew is prepared to commence other implementation tasks as soon as the new training schedule is confirmed.
- A best estimate for training of Kingston and Renfrew CACC staff, at this point is June, 2001, with potential system implementation at these sites, beginning in September.
- The Ministry's EHS project team is confident that the work done for successful implementation of the initial two sites will provide a more stable system from which to proceed with staged implementation to the next sites.
- An accelerated roll-out to the balance of CACCs in the later stages of the project may enable completion of the Project in 2004, as originally forecast.
- A new implementation schedule will be announced following resolution of the various issues.