



Mobius News

October 2014

Updated Project Scope

The CCISD R1.1 Project has had a shift in the scope for the first release this fall. Due to issues revealed during end-user citizen testing, the launch of the Citizen Portal has been postponed. The new scope of the project will include:

- Registration of PDD clients and their Representatives in Mobius and creation of an interface between Mobius and CSS
- Changes to Search and Register processes including new search criteria
- Addition of the Merge function to address concerns with duplicate registrations
- Introduction of a common Validation business process for all users
- Enhancements to existing Mobius function that eliminate the need for some work arounds

The implementation Go Live date has been **moved to December 1, 2014** due to the power outage in Calgary. This outage subsequently affected the User Acceptance Testing environment and activities.

The End to Work Arounds

Back end enhancements to Mobius were incorporated into the project to allow all new users to keep the client information up to date and accurate without interfering with payments. Due to these enhancements, the following work arounds are no longer required:

- Address: A change of address will no longer stop a payment to a learner. It is no longer required to send a task to LISO whenever a change is made to an address for a Learner.
- Address: a new field has been added to the Core Shelter screen to identify high cost shelter. If a Learner moves to or from one of the high cost communities, this information will be on an exception report to LISO.
- Address: an exception report will be generated when a Learner moves to an address outside of Alberta.
- Education: A new checkbox has been added to the Training Benefit Evidence screen to identify the Met Out of School requirement. Changes to the Education screen no longer stop payments to Learners.
- SIN number: The SIN no longer needs to be Cancelled when it is changed. Just end date the first and enter the new number. Changes in SIN will be included on the exception report to LISO.
- Citizenship: Changes to the citizenship will no longer stop payments. An exception report notifies LISO when an change has been made.
- Relationships: An exception report to LISO will list the start or end of a relationship during training, or the addition of a new household member.

So What Will This Mean for You

Elimination of work arounds means no more "fudging" dates to make the payments go though for LISO.

Tasks are no longer required when there is a change of address.

A small change to the Training Benefit Evidence means one more box to check if the Learner meets the requirements.

Searching and Registering will be different. Stay tuned for the instructions and tip sheets.

Duplicates can truly be merged, so that they are one client record. This will be a bit of work at first, but should reap some long term benefits. Please respond to the Merge Specialist requests for information in a timely manner.

Applications will continue to be processed as they are currently.

Training, training and more training..... With everything happening at once, it is important to make sure that all your training has been coordinated so that business can continue on during this time.



Search and Search and Register

There are some important changes to the Search criteria that were made for this release. As not all programs require that the same information is collected from clients, criteria for searching needed to accommodate these differences.

Internal users will still be able to search by SIN or EIIID, but new reference numbers are being added to the list. If it is recorded in Mobius, a search by one of those new criteria should return the record.

External Users will require First Name, Last Name, and either a Reference number or Date of Birth.

Registration of a new record now includes a mandatory search within the Registration Wizard. This will help to reduce the number of duplicate records that are created.


The Registration Search will also return records from the Enterprise Data Base (EDB) that can be brought forward to use as a base for the registration. The EDB is a repository of demographic information from multiple Human Services programs. This is the first step towards a common client view across all programs.

As part of the Search and Search and Register processes, a standardized Identity Validation process is being introduced for all Mobius users.

The full business process for Validation will be part of the package sent out before the Go Live date.

What to Do with Duplicates

A Duplicate occurs when the same person is registered under more than one EIIID number. When you find a potential Duplicate record, all you will need to do is send an email to Mobius.Requests to start the merge process. You may be asked to provide additional information or clarification when the potential duplicate is being investigated, or may be asked to close out items on a duplicate record.

Once the Merge has been completed, the Duplicate record will be marked with a green "twin" icon. 

A Duplicate record cannot be edited, only the Keeper record can be modified from this point onward. The Keeper record is the Person record that we want to retain and keep adding to.

As always, make sure you do a thorough search to make sure the person is not already registered to avoid the creation of new Duplicate records.

Training Update

As a result of the scope changes, training requirements have been scaled down to match the functions that are rolling out.

Current Mobius users will experience minimal changes, and these will be communicated out through a memorandum with supporting tip sheets and documents. E-Learning will not be required at this time.

PDD users will still need classroom training as they are new users, but the quantity of information will be reduced.

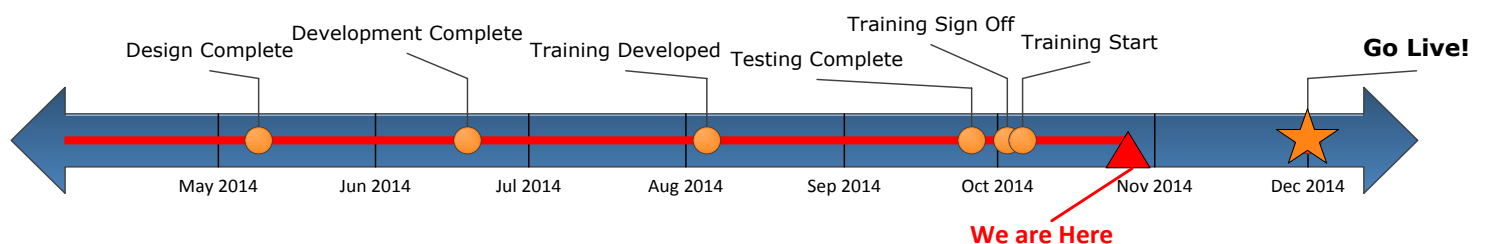
Information Sharing Strategy training is expected to be starting in November, and will still be important for Mobius users.

Late fall will see the start of CCISD Operating Model sessions delivered to staff. These are the sessions that Supervisors and Managers have attended in October.

This fall is shaping up to be very busy!



Project Timeline



Next Issue: Get ready for **Go Live** on December 1, 2014!

[Questions?](#)

[HS Transformation](#)

[Information Sharing Strategy](#)

