Revolutionizing the way you connect with the Council

Tyler Wightman, Director of Operations
What is Council Connect?

- deliver and manage Accreditation, Certification and Training (ACT) activities
- eventually include other functions and services
- single source of truth, improved efficiency and faster service
- enhance services, streamline processes, empower users
What’s involved?

- 8,000 clients, over 30 processes, two new systems
- designing processes and technology to support and enhance our client service and service delivery model
Enhance Services

- improving service delivery through:
  - process improvements
  - technology updates
  - transparency and real-time status updates
Streamline Processes

- more time to engage with our clients by:
  - reducing paperwork and time spent on manual tasks
  - standardizing deliverables
Empower Users

- create an online account
- keep contact information up-to-date
- submit information online and check real-time status updates
- receive deadline alert notifications
- make payments online and access receipts
Where we’re at

(LMS)
- 23 online courses migrated to new system
- online courses currently undergoing a make-over
- print-based courses will eventually be converted

(CRM)
- vendor selected
- system configuration underway
- data migration and testing scheduled
What to look for?

- regular communication [www.safetycodes.ab.ca](http://www.safetycodes.ab.ca)
- @SafetyCodesAB on twitter
- support options
Launch date - end of June, 2018

- Interacting with the Council will soon get a whole lot easier
Questions & Feedback

- we want to hear from you
- email us your thoughts or questions to: sccinfo@safetycodes.ab.ca