



Ontario Major Case Management

TARGETED COMMUNICATIONS

Major Case Management Liaison

The Major Case Management (MCM) Liaison will be responsible to ensure that Ontario Major Case Management (OMCM) messaging is shared across their respective police service, act as a focal point within their service for troubleshooting issues identified by members, and when necessary, facilitate communication to OMCM for further support and guidance on behalf of their service. Specifically, the MCM Liaison will be responsible for the following administrative matters:

- Ensure that the latest OMCM Manual is available to members of the police service
- Act as the preliminary resource to members for general MCM inquiries
- Ensure OMCM forms are current and accessible to members
- Disseminate information with respect to upcoming training courses, information sessions and conferences/seminars
- Disseminate PowerCase-related updates, and notifications of scheduled maintenance outages to required users within their Service
- Assign capable in-house Service Administrator(s) to manage user accounts in PowerCase for their Service
- Identify in-house IT resource(s) to liaise with ministry's Justice Technology Services for required Service network updates and assistance with troubleshooting in the event of possible local issues with the network/environment
- Ensure any changes to contact persons related to IT in-house members, and the MCM Liaison are communicated to OMCM as soon as possible when the change becomes known

POLICE SERVICE:

MAJOR CASE MANAGEMENT (MCM) LIAISON

Rank/Name:

Position:

Phone Number:

Email Address:

Once completed, please **save the form** in the following naming convention "MCM Liaison - [Police Service/OPP Regional HQ]" then **click SUBMIT FORM**