

**WACTC-Tech Task Force**  
**STRATEGIC TECHNOLOGY PLANNING & GOVERNANCE**  
**November 29, 2018**  
**10:00 a.m. – 2:00 p.m.**  
**Edmonds Community College**

**In Attendance:** Brian Culver, Chad Stiteler, Eva Smith, Glenn Colby, Grant Rodeheaver, Marisa Herrera (remote), Mark Jenkins, Tammy Frankland, Teresa Holland-Rich

**Not In Attendance:** Dennis Curran, Elliot Stern, Grace Kendall, Katie Marks, Marisa Ellis, Reagen Bellamy

**Meeting Objective:**

The purpose of this meeting is to continue with development of the task force recommendations to the WACTC-Tech Committee. The scope of this task force has been extended to June 2019.

**Introductions**

**Brief Review of Last Meeting**

- Presentation with WACTC-Tech Committee was well received
  - Trying to find a way to be as flexible as possible with ctLink
  - Will become more rigid when we implement
  - Happy with the progress
  - Presidents were asking about an inventory of what we are using and how many people have plans
    - ITC kept something on a spreadsheet in the past
    - Need to start using something where everyone can go to one place to see what we have or don't have
    - Need to have all of the technologies in there
    - State Board can play a role in supporting and tracking the overall inventory
  - ITC will be coming up with some questions to send back to the presidents to take forward to their people
  - IT in each of the colleges doesn't know of everything that is being planned

**Review Gartner Recommendations**

- Do you have Guiding Principles specific to ERP? How do these principles support the business, if asked by someone not in IT?
- Have you promoted an Agile Culture? Is it promoted outside of IT? And, are you using Agile frameworks and practices (SCRUM, Kanban, SAFe)? Do you have a central ERP support center that is trained in Agile methodology?
  - We should consider changing "agile" to "responsive"
- What is the measure of "balance and respect"? Also, is there a clear delineation between this and the 1<sup>st</sup> and 2<sup>nd</sup> principle with regards to ERP?
  - Consider removing "balance"
- I would also recommend to include Business Outcomes, as requirements can and should change to support what the business is trying to accomplish.

- RACI is a great framework and I'm glad you are incorporating it. Suggest other processes.
  - RACI based on decision
- Does this include ERP proposals such as Change Requests or SOW amendments?
- Agree on agility. What will qualify as "agile"?
- Great! Will this committee also serve as the permanent ERP governance committee?
  - This current group would oversee the strategic plan
  - Who is part of the group?
    - Representation from each
  - What do we mean by representation?
    - Perspectives
    - Expertise
    - Collective voices of the colleges
  - What are we going to deliver
    - Include recommendations for strategic planning
    - The whole framework and structure
  - How do we address things like CATO in the structure?
  - There needs to be a mechanism for determining what the best solutions are and what/how things are moved up to WACTC-Tech
- Recommend define other sub-structures (PMO, IT and Functional Architecture, Risk Management Board, Financial Management teams)
  - How do we want to approach the decision making processes?

### **Continue work: Assess Current State and Define Future State of Governance**

- Current State of Governance
  - Define Current Portfolios (look for IT portfolio definitions and???)
    - Not centralized
    - Built portfolio based on the strategic plan that was in place
    - Small, but very well done
    - An inventory (list) is part of a portfolio
    - Managing inventory not portfolio
    - Your investment – what you purchased it as, what are your goals, etc.
    - Document management and collaboration tools
    - Look at what tools should be in each college and what should be system wide
    - We are all currently acting we are completely self-contained
      - Only collaborating when with our commissions and councils
    - We need to move toward a more functional standard/approved portfolio (info about tools for procurement, research, etc.)
      - Things you can pick from
    - A rule – you must use this tool...
      - This would be much more efficient – money wise, etc.
      - Have list of what schools have adopted it, those who would like to adopt it, etc.
      - Have a place to store the RFPs
  - How effective are the current portfolio governance practices
    - We don't really do it – can design
    - Communicate the opportunity and the value of getting it out there for all
    - Creating the definition

- Centralization
  - Looking at the services we are now providing and the support and cost of providing and/or purchasing them
  -
- Define Future State of Governance
  - Considerations we need to think about whatever the future looks like:
    - Areas of improvement
    - Driving forces of ctLink
    - Does there need to be change management for changes in portfolio
    - Who makes decisions
    - What system/entity will be governing the portfolio
    - What triggers the change process
    - How do we engage people in this process
    - How do we handle decisions related to procurement
    - What are we accountable for as a system
    - What is the legislature holding us accountable for

### **Strategic Planning Approach (Grant)**

- Report out to WACTC-Tech in December
- Plan an all-day meeting to prepare the Strategic Plan
  - Might have Gartner back to help with the Strategic Plan
  - Grant will set this up
  - Should work on something internally
  - Present to Jan what we are planning and ask her what document she wants us to work off of
    - Grant will talk to Jan at his next meeting on Tuesday
  - 2008 strategic plan is on the website
    - Links are in original document and Eva will send those out to team

### **Next Steps and Work Plan Development (wrap-up)**

- Compile set of questions to take back to the chair of your commission to get answers
  - How does your commission work
  - How do you decide what goes on your annual work plan and who will work on them
  - What is the decision process for the commission
  - How do you decide who will serve on committees within your commission
  - What committees does your commission have
  - How do you decide to create a committee and what committee you need
- Meet monthly
  - Donna will send out doodle polls for January, February & March
    - Let Donna know what months you would be interested in hosting
      - Bellingham
      - Yakima (in spring)
    - Edmonds will be the host if others aren't able
  - Make a couple of them all-day meetings
- Grant – work on gathering strategic vision and direction for December WACTC-Tech
- Eva – send out links to the old plan
- All – read old plan links

