

PROCESS ALIGNMENT WORKGROUP (PAW)

College-Driven • Agency-Supported • Leadership-Endorsed



The Process Alignment Workgroup is a team approach for bringing colleges together to align local business processes and standardize global best practices in ctcLink.

WACTC Resolution, Oct. 6, 2023

WACTC endorses and will help enforce the principle that when a common business process can be implemented systemwide, it should be. Moved and seconded that the college consortium embraces and follows uniform processes and relies on PeopleSoft-delivered functionality without customization as much as possible.

PAW Alignment Methodology

- Identify and prioritize process alignment topics
- Form task force for each topic, drawing representation from college SMEs and SBCTC
- Define execution steps for each business process
- Identify and review related customizations
- Gather and analyze college utilization data
- Task Force evaluates and recommends best practices to ctcLink College Collaboration Group (cCCG)
- cCCG votes on formal adoption of best practice recommendations
- Support colleges with change action resources and guidance for alignment

Process Alignment Dashboard

- Provides leaders with transparency into ctcLink adoption, usage, and proficiency
- Supports internal and external accountability
- Allows comparison across colleges
- Enables action planning to support college alignment efforts

Key Guiding Principles

Three [ctcLink Guiding Principles](#) steer this effort:

- #2** Enhancement Requests seeking ctcLink customizations must be considered only as meets the following conditions:
 - Mandated by Statutory Requirement
 - Business Cases (approved by governance) that benefit the system as a whole, or an overriding majority of colleges. (Note: may need to add specific exception clauses for technical college, small rural, etc.).
 - Does not adversely delay Oracle releases and/or updates due to excessive retroactive code updates.
- #3** The ctcLink system is the system of record. System enhancement requests that seek to replicate information and processes of ctcLink are discouraged.
- #8** Processes and procedures may not need to be identical on each campus; however, processes and procedures must be sufficiently similar to remain within the common academic and business services framework of the community and technical college system.

Current Process Alignment Workgroup (PAW) Representation

- 9 Colleges: Bellevue, Edmonds, Highline, Lower Columbia, Peninsula, Renton, Spokane, South Puget Sound, Wenatchee Valley
- 5 SBCTC Departments: Application Services, ctcLink Customer Support, ctcLink Project Management Office, Data Services, Technology Innovation

Questions about PAW? Contact [Jason Hetterle](#), PAW College Team Lead and Wenatchee Valley College Director of Technology & Enterprise Solutions.