Purpose
To collaborate across the college system to:

- Ensure all colleges have ownership and a voice in decision-making related to ctcLink.
- Align business processes and coordinate/disseminate good practices to optimize system usage.
- Prioritize requests for ctcLink system changes to make efficient use of technology investments.

ctcLink College Leader
Each college is required to designate a ctcLink college leader to serve as the primary point of contact for ctcLink. Position titles may vary by campus (e.g. ctcLink Lead, ctcLink Director, ctcLink Coordinator).

The ctcLink Leader will:

- Serve as primary point of contact with SBCTC for all ctcLink matters
- Provide cross-pillar and system-wide perspective
- Coordinate all local efforts related to ctcLink including distribution of communications
- Actively engage with and participate in the ctcLink College Collaboration Group

In addition, members of the ctcLink College Collaboration Group may be called upon to:

- Attend Commission/Council meetings related to their functional areas
- Serve on the ctcLink Working Group

ctcLink College Collaboration Group
The ctcLink College Collaboration Group will consist of the primary ctcLink Leader from each college, as well as Business Analysts or similar representatives. The ctcLink College Collaboration Group will contribute a collective voice to the governance process. The group will meet on a regular basis and provide regular updates to STAC.

Members of this group will:

- Partner with SBCTC IT Support and Project Management Office
- Raise issues for holistic resolution by the SBCTC
- Engage in business process review and alignment efforts
- Facilitate process alignment workshops as needed
- Serve on ad hoc taskforces as needed
Proposed ctcLink Operational Governance Model

**ctcLink Operational Governance Model**

- **WACTC - Tech**
  - Determines if issues escalated by STAC require Full WACTC approval
  - Takes decisions forward for Full WACTC Vote
  - Monitors STAC Adversements and Alignment with Strategic Planning
  - Decision Scope: Escalated Decisions Requiring College Financial Commitment

- **Strategic Technology Advisory Committee**
  - Determines if decisions escalated by WG require WACTC Tech
  - Monitors status of Work Group decisions & PMO Project Status
  - Represents and Facilitates Communications to Commission/Councils
  - Monitors Technology Change Horizon, Advises on Strategic Direction
  - Decision Scope: Escalated for Resource or Prioritization Decision

- **ctcLink Program Working Group**
  - Detail Decision Making Body, Determines Decisions for Escalation
  - Monitors Status of All Enhancements and Initiatives
  - Staffed by College Collaboration Group, Council Members, State Board
  - Confirmation of College Provided Prioritizations
  - Decision Scope: Enhancements with Resources, Mandate Solution Guidance, Business Process Adoption

- **Commitment to Transparent Communications:**
  - Visibility of Governance Decision Submissions, Approval Status, and Decision Reasoning
  - Publicly Accessible Change Release Progress to Deadline
  - Develop Methods to Define, Measure and Report on Return on Investments: Outcome Impact to Productivity

- **College Collaboration Group**
  - ctcLink Leaders
  - Data Governance
  - College and State Board Data Stewardship
  - Standardized Business Process

- **Formal Enhancement Requests**
  - Mandated Solutions
  - College Collaboration Group

- **Groups that bring items through ctcLink Program Governance.**