



ctcLink Executive Leadership Committee

Meeting Notes for July 22, 2021

Meeting Participants

Voting Members

- Jan Yoshiwara**, co-chair, SBCTC
Executive Director, ctcLink
Project Executive Sponsor
- Joyce Loveday**, co-chair, Clover
Park Technical College President
- Shouan Pan**, Seattle Community
Colleges chancellor
- Lin Zhou**, Bates Technical
College President
- Rebekah Woods**, Columbia
Basin College President
- Amy Morrison**, Lake Washington
Institute of Technology
President

Non-Voting Members

- Christy Campbell**, SBCTC Chief
Technology Officer - ctcLink
Program Director
- Grant Rodeheaver**, SBCTC
Deputy Executive Director for
IT, ctcLink Project Sponsor
- Tim Wrye**, ctcLink Steering
Committee chair, Highline
College CIO & Executive
Sponsor

WACTC-Tech Guests & SBCTC Staff

- Reagan Bellamy, HRMC
- Claire Peinado, WSSSC
- David Williams, BAC
- Rolita Flores Ezeonu, IC
- Tim Rager, ITC
- Valerie Parton, RPC
- Paul Giebel, Moran Technology
Consulting
- Dani Bundy, SBCTC ctcLink
Customer Support Director
- Janelle Runyon, ctcLink Project
Communications Manager
- Eva Smith, STAC liaison

Welcome and Introductions

Dr. Loveday welcomed members and attendees to the meeting – both in person and virtually. Each person introduced her/him/themselves.

ctcLink Governance

Governance Model Review for New and Returning Members

Tim Wrye, ctcLink Steering Committee chair, provided an overview of the governance framework. He identified the four levels of governance. The Change Management Board oversees and processes the changes requested to the ctcLink system. He summarized the purpose and roles for the other three levels of governance: ctcLink Executive Leadership Committee (cELC), Steering Committee, and Working Group.

cELC is the highest level of governance. It is responsible for any changes to overall budget and schedule, as well as any other items the project Steering Committee escalates to cELC. The Steering Committee is responsible for most decisions regarding ctcLink—anything within the approved schedule, scope and budget. The Working Group reviews and makes decisions on enhancement requests and general operations of ctcLink.

cELC Overview – Scope, Membership, Meeting Structure

ctcLink Program Status

Project Update

Via video recording, Christy Campbell provided a project update as of July 16, 2021. The project is tracking yellow to green. Colleges continue to experience resource constraints as employees are working more than full-time jobs with ctcLink project work on top of their fulltime work responsibilities.

Christy provided an overview of the timeline for the Planning and Budget Cloud Services and CampusCE to be implemented as replacement solutions.

The budget is on track and the project is expecting to receive Gate 7 funding—the only outstanding issue is to get the budget in OFM’s new template for the new fiscal year.

There has been great engagement by the colleges in recent project activities and workshops.

DG5 – Grays Harbor has self-reported “yellow,” mostly due to staffing/resource issues. All other colleges are self-reported as green. Christy overviewed DG5 activities.

DG6 – Columbia Basin self-reported as yellow due to having a vacancy in their project manager position and now have recently hired one. Lake Washington and Walla Walla are self-reporting as “yellow” due to staffing and resource issues.

The DG6 go-live dates have been approved by the ctcLink Steering based on the DG6 colleges recommendations.

Christy Campbell noted that it is a good sign that there is so much green on the project status report. She complimented the colleges for the tremendous work they are doing to stay on track.

Project Risks

Christy Campbell shared that the biggest risk is retaining the ctcLink Project Team resources through the end of the project. Over the last two months, four employees have left the ctcLink project due to the nearing of the project’s end within the next year. Those that aren’t interested in applying for one of the ctcLink SBCTC support organization positions might leave sooner and may be looking to find more permanent work. This isn’t uncommon for projects, but the leadership is doing all they can to keep continuity throughout the project. They are considering whether they need consultants to fill vacancies.

Colleges have also had resource issues, such as early retirements, people giving their notices, budget reductions, and competing initiatives. Some colleges have not been able to bring in backfill and are bringing on business analysts to help mitigate some the issues. Some colleges cannot bring on the necessary staffing sometimes due to budget constraints.

A risk identified for the DG6 colleges is in the schedule due to not having go-live dates; this will be mitigated with the go-live dates in place. The schedule will have to have further adjustments with the long spread of time (2-month gap) between the DG6 A, B, and C in go-live dates.

Moran Technology Consulting – External Quality Assurance

The two main items of note from the May 2021 Moran report is maintaining staffing resources for the ctcLink project staff and permanent staffing for SBCTC ctcLink Support.

Budget Status

Christy Campbell shared the budget status as of May 31. They will need to budget to pay out employees at the end of the project as well as need to have budget to cover the costs to have the project run through the end of May. However, the project is still tracking under budget. She will provide a more updated budget status at the next meeting.

Questions

Tim Wrye clarified that the DG6 dates have been approved but the alignment has not been decided yet. The DG6 project managers and executive sponsors are working together to give the ctcLink Steering Committee a recommendation on which colleges will go live on which dates.

A question was asked if there would be training incorporated into existing training about what to expect when they will go live. Grant Rodeheaver shared that there is specific training during go-live to coincide with when the colleges will need to do certain processes in ctcLink for the first time. Tim Wrye shared that at the PM and ES Summit there was a conversation about how it is natural to feel like the colleges are floundering right after go-live as people are learning how to do the work differently. He recommended to make sure people participate in the processes and trainings that are available, especially the first two weeks after go-live. Tim said many of the issues that caused problems for DG2 and DG3 colleges have been significantly improved so that those technical hurdles were out of the way for DG4.

A question was asked about project staff who are in their last year of employment with the project and are transitioning over to fill the support positions needed. Grant Rodeheaver said the majority of permanent support positions are expected to be filled by project staff. The challenge is getting the support work done while still making sure that DG5 and DG6 get the support they need to implement ctcLink.

Chancellor Pan shared Seattle Colleges experiences with the colleges' reactions to the change to ctcLink and the importance of keeping the Board of Trustees apprised of the transition. He explained that they are still working through how to use the ctcLink system and coming across issues. He recognized how important it is to have the ctcLink support necessary to resolve the issues and at the same time provide the support to DG5 and DG6 need to implement ctcLink from the ctcLink project staff.

The 90-day Post Go-Live Planning Guide was mentioned as a good resource and way to help DG5 and DG6 colleges prepare for go-live. It will be shared with cELC.

ctcLink Steering Committee Update

Tim Wrye shared the DG6 go-live dates and the Okta login/password page rollout dates. He explained that the implementation of Okta will result in improved security for ctcLink. For the user, only the login page will look different but they will use their same user ID and password. Current ctcLink colleges have been receiving communication about this.

ctcLink Support Organization Update

Grant Rodeheaver shared that the topics have already been discussed in other areas. He added that there are four positions that have already been filled. They will talk with the project staff who have accepted the support roles about the support work after DG5 has gone live.

Key Messages for WACTC Business Meeting

Dr. Loveday shared the talking points from the meeting that will be shared with WACTC:

- Still tracking under budget, feels tight but reasonable to complete the project.
- The risks are primarily around staffing and resources at the colleges as well as the ctcLink project team. The ctcLink teams both at the colleges and the State Board are lean resulting in risks.